

From: Cherry, Brian K
Sent: 1/18/2011 5:12:07 PM

To: [Redacted]
[Redacted]; Ouborg, Peter (Law)
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Charles (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CRMd);
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Cc:

Bcc:

Subject: Re: CPUC Complaint # 72372, PGE Account #0885258557-2

Helen - can you have someone investigate [Redacted] allegations and respond to him and the Commission? Thank you.

From: [Redacted]
Sent: Tuesday, January 18, 2011 12:33 PM
To: [Redacted] Ouborg, Peter (Law); [Redacted]
Middlekauff, Charles (Law); cpuccases@pge.com <cpuccases@pge.com>; [Redacted]
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Subject: CPUC Complaint # 72372, PGE Account #0885258557-2

RE:

CPUC Complaint #72372

PG&E Account # 0885258557-2

Ladies and Gentlemen,

In December 2008 PG&E turned off my power and told me that I had a bill of over \$5000+. I immediately disputed this bill. However, I was told I was under investigation for "fraud" and was NOT ALLOWED to make payments, pay the bill in full or restore my power. After the investigation which took over a month. I was told I must pay the \$5000+ dollars or my power would not be turned on. I asked to set up a payment plan, but was denied. My family went without power for over a month.

After a massive effort on my part writing the CPUC, local news and radio, the Governor and all the executives of PG&E, someone finally looked into my account and realized that a mistake had been made. My power was restored and my billed reduced to \$0.

During this time I asked the CPUC to investigate this matter. The CPUC

originally sided with PG&E. In January after PG&E admitted they had made a mistake I sent a letter to the CPUC asking them to "Consider New Evidence" about my case. I assumed that PG&E admitting they made a mistake would be some pretty good new evidence. However, I NEVER received a response and every time I called and tried to contact the CPUC I was told it was being worked on.

It has been a year now and in stunned amazement I am again looking at a massive bill and PG&E has turned off my power in the dead of winter. I would love to finish this letter off with colorful expletives and complaints at the incompetence of both these organizations. However, I am more interested in helping my family. My son who is recovering from cancer and ADEM cannot go through another heatless winter. I have been able to get my power turned back on, but I am looking at a \$3000+ bill.

I am still unemployed. My wife is still unemployed. We again sent in paperwork for the CARE program but again it has not been applied. I have sent numerous letters throughout the year to requesting someone check into this (yes, I have copies of them all), but no one has answered any of my letters and I am once again forced to send out this e-mail bomb to try and find someone who is willing to help me.

I have again written the Governor and local news agencies in the hopes I can make enough noise to get someone to help me...again.

However, this time after discussing this issue with a lawyer, I am now also officially requesting that I be paid the amount of \$6,500 for the damages I sustained during the last debacle created by PG&E where I incorrectly went without power for over a month. (If you would like a breakdown of this amount I will be happy to provide one upon request...of course I already did that last year with no response). If I do not receive this amount within 30 days I will take this matter to small claims court and sue for the entire \$7500, provided my lawyer is unable to find an amount even higher than this.

Further, I would like my current bill corrected immediately.

To the members of the CPUC. As a veteran I am always shocked at how government agencies who are supposed to protect the public are always so bad at their job. I wish I was able to sue you as well. However, I have not yet found a way to do that. I have sent this information to news organizations and the Governor's office in the hopes that someone is able to fix the horrific ordeal I had to endure. It is your job to make sure things like this don't happen to people like me. You have completely failed at this.

I hope I have your attention. As I look forward to finally hearing from someone other than a collection agent who has no idea what is going on with my account.

Please help my family,

Redacted