

From:

Redacted

Sent:

1/18/2011 12:33:20 PM

Redacted

To:

Redacted Ouborg, Peter (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=PXO2); Redacted

Redacted Middlekauff, Charles (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CRMd); CPUCCases@pge.com (CPUCCases@pge.com); Redacted

Redacted

Redacted Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7); Woo, Shirley A (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=SAW0); Redacted

Redacted Winn, Valerie J (/O=PG&E/OU=Corporate/cn=Recipients/cn=VJW3); Redacted

Redacted Post, Jennifer (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=JLKM); Redacted

Redacted agc@cpuc.ca.gov (agc@cpuc.ca.gov); Redacted Redacted skg@cpuc.ca.gov

(skg@cpuc.ca.gov); lms@cpuc.ca.gov (lms@cpuc.ca.gov); bxl@pge.com (bxlc@pge.com); evk1@pge.com (evk1@pge.com); Redacted Redacted joc@cpuc.ca.gov (joc@cpuc.ca.gov); tcr@cpuc.ca.gov (tcr@cpuc.ca.gov); edd@cpuc.ca.gov (edd@cpuc.ca.gov); cec@cpuc.ca.gov (cec@cpuc.ca.gov); jhe@cpuc.ca.gov (jhe@cpuc.ca.gov); crv@cpuc.ca.gov (crv@cpuc.ca.gov); mjd@cpuc.ca.gov (mjd@cpuc.ca.gov); wtr@cpuc.ca.gov (wtr@cpuc.ca.gov); ys2@cpuc.ca.gov (ys2@cpuc.ca.gov); ag2@cpuc.ca.gov (ag2@cpuc.ca.gov); tjs@cpuc.ca.gov (tjs@cpuc.ca.gov); hcf@cpuc.ca.gov (hcf@cpuc.ca.gov); bsk@cpuc.ca.gov (bsk@cpuc.ca.gov); mgm@cpuc.ca.gov (mgm@cpuc.ca.gov); jc8@cpuc.ca.gov (jc8@cpuc.ca.gov); jym@cpuc.ca.gov (jym@cpuc.ca.gov); JOHN.ECK@nbc.com (JOHN.ECK@nbc.com); Bob.Wright@nbc.com (Bob.Wright@nbc.com); MARK.HOFFMAN@nbc.com (MARK.HOFFMAN@nbc.com); STEVE.CAPUS@nbc.com (STEVE.CAPUS@nbc.com); jeff.zucker@nbcuni.com (jeff.zucker@nbcuni.com); LYNN.CALPETER@nbc.com (LYNN.CALPETER@nbc.com); ALLISON.GOLLUST@nbc.com (ALLISON.GOLLUST@nbc.com); DICK.EBERSOL@nbc.com (DICK.EBERSOL@nbc.com); dnl@cpuc.ca.gov (dnl@cpuc.ca.gov); jk1@cpuc.ca.gov (jk1@cpuc.ca.gov); JEFF.ZUCKER@nbc.com (JEFF.ZUCKER@nbc.com); JOHN.WALLACE@nbc.com (JOHN.WALLACE@nbc.com); PAULA.MADISON@nbc.com (PAULA.MADISON@nbc.com); Jeff.Gaspin@nbc.com (Jeff.Gaspin@nbc.com); CORY.SHIELDS@nbc.com

(CORY.SHIELDS@nbc.com); David.Verdi@nbc.com (David.Verdi@nbc.com);
MARC.CHINI@nbcuni.com (MARC.CHINI@nbcuni.com);
MICHAEL.PILOT@nbc.com (MICHAEL.PILOT@nbc.com);
Ron.Lamprecht@nbcuni.com (Ron.Lamprecht@nbcuni.com);
MICHAEL.PILOT@nbcuni.com (MICHAEL.PILOT@nbcuni.com);
Alyssa.Corcoran@nbcuni.com (Alyssa.Corcoran@nbcuni.com);
MICHAEL.BASS@nbcuni.com (MICHAEL.BASS@nbcuni.com)

Cc:

Bcc:

Subject: CPUC Complaint # 72372, PGE Account Redacted

RE:

CPUC Complaint #72372

PG&E Account Redacted

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 organization. However, I am more interested in helping my family. My son who is recovering from cancer and ADEM cannot go through another heat less 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 suppose 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 organization and the Governors office in the hopes that someone is able to fix the horrific ordeal I had to endure. It is you job to make sure thing like this dont 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,

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