

From: [Redacted]  
Sent: 2/14/2011 6:02:28 PM  
To: 'Green, Stephanie' (stephanie.green@cpuc.ca.gov)  
Cc: Dowdell, Jennifer (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=JKD5)  
Bcc:  
Subject: RE: Small Business customer complaint

Hi Stephanie,

We'll take a look. I've moved into a different dept and no longer handle these issues. I'm CC'ing Jennifer Dowdell who will keep you in posted about the customer.

Take care,  
Megan

-----Original Message-----

From: Green, Stephanie [mailto:stephanie.green@cpuc.ca.gov]  
Sent: Monday, February 14, 2011 4:01 PM  
To: [Redacted]  
Subject: Small Business customer complaint

HI Megan, I am hoping you can assist me with a dissatisfied small business owner. They were put on wrong schedule/plan which resulted in high bills. Despite numerous contacts/inquiries with PG&E, the error which was creating high bills was only just recently discovered. I am hoping we can make this a happy customer and generate some goodwill by offering some type of refund. Can you call me to discuss. Thanks!

Stephanie Green  
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