

From: Green, Stephanie
Sent: 2/17/2011 9:35:29 AM
To: Dowdell, Jennifer (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=JKD5)
Cc:
Bcc:
Subject: RE: Small Business customer complaint

Hi Jennifer, can you please contact me to discuss this customer complaint. Thx.

Stephanie Green
Small Business Manager
California Public Utilities Commission
505 Van Ness Avenue
San Francisco, California 94102
415-703-5245 fax 415-703-2411
sjg@cpuc.ca.gov

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

From: [Redacted]
Sent: Monday, February 14, 2011 6:02 PM
To: Green, Stephanie
Cc: Dowdell, Jennifer
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
Small Business Manager

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