

From: Dowdell, Jennifer  
Sent: 2/17/2011 9:58:58 AM  
To: 'stephanie.green@cpuc.ca.gov' (stephanie.green@cpuc.ca.gov)

Cc: Redacted

Redacted

Bcc:

Subject: RE: Small Business customer complaint

Stephanie,

I will be happy to call you when I get out of my meeting at about 11:00 am. Unfortunately, I have been traveling for business since Sunday and this is my first day back in the office.

Jennifer Dowdell  
Director, Regulatory Relations  
415-973-2904

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

From: Green, Stephanie [<mailto:stephanie.green@cpuc.ca.gov>]

Sent: Thursday, February 17, 2011 09:35 AM

To: Dowdell, Jennifer

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](mailto: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  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, California 94102  
415-703-5245 fax 415-703-2411  
[sjg@cpuc.ca.gov](mailto:sjg@cpuc.ca.gov)