

From: Green, Stephanie
Sent: 2/17/2011 10:07:04 AM
To: Dowdell, Jennifer (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=JKD5)
Cc:
Bcc:
Subject: RE: Small Business customer complaint

Hi Jennifer, why don't we speak tomorrow, take a day to get back in the office and go through e-mails.

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: Dowdell, Jennifer [mailto:JKD5@pge.com]
Sent: Thursday, February 17, 2011 9:59 AM
To: Green, Stephanie
Cc: Redacted
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

-----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
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California Public Utilities Commission
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