

From: Cherry, Brian K
Sent: 4/28/2011 2:14:57 PM
To: 'marzia.zafar@cpuc.ca.gov' (marzia.zafar@cpuc.ca.gov)
Cc:
Bcc:
Subject: Re: REPORT: Spring Health and Nutrition Fair - 2011

Ouch

From: Zafar, Marzia [mailto:marzia.zafar@cpuc.ca.gov]
Sent: Thursday, April 28, 2011 10:45 AM
To: Burt, Helen; Cherry, Brian K
Subject: FW: REPORT: Spring Health and Nutrition Fair - 2011

Hi
Helen,

I'm
sorry to be emailing you, but I don't know or rather forgot who is the manager
or director of customer care. I have your card from the last time we met,
and Felicia Lokey is out for a while.

Anyway, I would like to bring to your attention an
urgent issue. See the last paragraph below. This is not the first
time PG&E has bailed on such events in the last minute; in the past couple
of months my outreach officers have told me about other events that PG&E
cancels, and as you remember I was left holding the bag at the Sebastopol
event... I don't mean to be preachy here, but in a time when PG&E is
working to build customer confidence I'm not sure why PG&E cancels on
customer events in the very last possible minute?? I have staff throughout
Edison and Sempra territories and in the past three years that I have doing this
job not once have I gotten a note like the one below concerning Edison or
Sempra.

Let me
know if there's anything I can do.

thanks,

marzia

Marzia Zafar
- Zaf@cpuc.ca.gov -
415-703-1997

From: Cheney, Drew
Sent: Thursday,
April 28, 2011 10:00 AM
To: Business & Community
Outreach
Subject: REPORT: Spring Health and Nutrition Fair -
2011

On Wednesday,
April 27th, I maintained a table at the annual Spring Health and Nutrition
Fair
at the Emergency Food Bank of Stockton. Over one thousand people a day
benefit from the Food Bank services, so
this event is a large draw for low-income residents of the Stockton area,
and always has a line of attendees trailing down the block, waiting for the
event to begin.

In addition to receiving food from
the Food Bank, attendees had access to a variety of resources comprised of
private and public entities: Catholic Charities, San Joaquin County
(SJC) Health Services, Children's Dental Surgery Center, SJC WorkNet, CTAP,
CA Rural Legal Assistance, etc.

Besides collecting program and
education/fraud-protection brochures, none of the 120+ people that stopped
by my
table had specific program-related questions for me; attendees were happy
to receive information related to reducing their utility bills.

One question did come up three
times, though: "Where's PG&E?" The three attendees stated that the reason
they came to the event was to sign up for CARE, as they'd been told that
PG&E would be there. PG&E had
registered to maintain a CARE table at the event, and called the morning-of
and
stated they would not attend.

Drew
Cheney

Outreach Officer, Northern
California

California Public Utilities
Commission

Business and Community
Outreach

180 Promenade Circle, Suite 115

Sacramento, CA 95834

DWC@CPUC.CA.GOV

916-956-8103

"Abeunt Studia In
Mores"