

From: Cherry, Brian K  
Sent: 4/28/2011 2:34:55 PM  
To: 'marzia.zafar@cpuc.ca.gov' (marzia.zafar@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: Re: REPORT: Spring Health and Nutrition Fair - 2011

You were fine. I am appalled that we did this.

**From:** Zafar, Marzia [mailto:marzia.zafar@cpuc.ca.gov]  
**Sent:** Thursday, April 28, 2011 02:33 PM  
**To:** Cherry, Brian K  
**Subject:** RE: REPORT: Spring Health and Nutrition Fair - 2011

I'm so frustrated, Brian. did I sound bitchy? I didn't mean to, but this kinda shit is a no brainer. I did forward her response to Nancy, Julie, Terrie, and Carol and am waiting to see what her investigation of the situation will lead to. She definitely says the right words, but believing it is a different matter.

let me know if I was too bitchy

**From:** Cherry, Brian K [mailto:BKC7@pge.com]  
**Sent:** Thursday, April 28, 2011 2:15 PM  
**To:** Zafar,  
Marzia  
**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](mailto: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  
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"Abeunt Studia In  
Mores"