

From: Burt, Helen
Sent: 4/28/2011 10:59:48 AM
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7);
'Zafar, Marzia' (marzia.zafar@cpuc.ca.gov)
Cc:
Bcc:
Subject: Re: REPORT: Spring Health and Nutrition Fair - 2011

Marzia - thank you so much for sharing this information. My team manages the CARE program and this is not the way we want our customers to view our company.

I will investigate to understand why this has happened. I am most troubled by our last minute 'bailing' on community events.

That's simply not who we are, nor how we want to participate in our communities.

many, many thanks

Helen A. Burt
Senior Vice President
and Chief Customer Officer

From: Zafar, Marzia [mailto:marzia.zafar@cpuc.ca.gov]
Sent: Thursday, April 28, 2011 10:46 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
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"Abeunt Studia In Mores"