

From: Dilgassa, Bezawit  
Sent: 4/13/2011 9:51:36 AM  
To: Stock, William (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=WCS3)  
Cc:  
Bcc:  
Subject: RE: Previous Data Request on SB Cust Calls

Thank you.

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

From: Stock, William [<mailto:WCS3@pge.com>]  
Sent: Wed 4/13/2011 9:46 AM  
To: Dilgassa, Bezawit  
Subject: FW: Previous Data Request on SB Cust Calls

Bezzie:

This is the response I got to your question.

Please let me know if you need more on this.

Bill

> Good Afternoon Bill,

>

> AT&T is our toll-free carrier. Every call that comes in to the contact

> centers is tracked and logged. We can run reports/searches to show

> time, date, duration and caller ID for all calls. So these records

> were cross referenced with the phone numbers linked to the accounts to  
> identify calls from the various areas that were included in our  
> research.

>

> Please let me know if you need additional detail on any steps included  
> in the report outlining our process.

>

> Lori

>

>