

From: Dietz, Sidney  
Sent: 8/25/2011 11:46:34 AM  
To: 'skh@cpuc.ca.gov' (skh@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: Billing system on Cmmr Florio's tour

Sepideh --

Hi there!

We are looking forward to Cmmr Florio's visit to PG&E. I know that he asked to get an overview of our billing system. I would like to ask if there is an area that he's especially interested in around billing? For instance, is he interested in accuracy and timeliness or perhaps customer issues around our system? Any insight would be great, as I need to finish our outline by tomorrow am.

If it's more convenient than typing, feel free to give me a call on my cell at 415 209-3654.

yours,

sid

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Do I seem terse? Blame the thumb keyboard.