

From: Dietz, Sidney
Sent: 8/29/2011 3:08:22 PM
To: 'Khosrowjah, Sepideh' (sepideh.khosrowjah@cpuc.ca.gov)
Cc:
Bcc:
Subject: Re: Billing system on Cmmr Florio's tour

Sepideh --

Thanks so much for the message, it's very helpful. We will give him an overview, including things like the software and the different systems. One thing I didn't quite catch on the message -- you mentioned something about an innovative system used by Barbara Barkovitch, and I was wondering if you could shed a bit more light on that. As you know, SmartMeter has really revolutionized the way we do billing, and has greatly expanded our capabilities, but we are just in the beginning stages of putting that to use. I'd like to hear of an example of another system having made that transition.

Thanks again for the message, and have a good afternoon!

yours,

sid

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

From: Khosrowjah, Sepideh [<mailto:sepideh.khosrowjah@cpuc.ca.gov>]
Sent: Monday, August 29, 2011 2:44 PM
To: Dietz, Sidney
Subject: Re: Billing system on Cmmr Florio's tour

Matthew is handing RA. I just left you a voicemail.
Thanks

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

From: Dietz, Sidney [<mailto:SBD4@pge.com>]
Sent: Monday, August 29, 2011 10:48 AM
To: Khosrowjah, Sepideh
Subject: RE: Billing system on Cmmr Florio's tour

Sepideh --

Thanks, look forward to speaking to you.

Will you be covering the Resource Adequacy PD, or should I wait for Matthew to return?

yours,

sid

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

From: Khosrowjah, Sepideh [mailto:sepideh.khosrowjah@cpuc.ca.gov]

Sent: Friday, August 26, 2011 8:56 AM

To: Dietz, Sidney

Subject: Re: Billing system on Cmmr Florio's tour

Today is crazy, but I'll try.

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

From: Dietz, Sidney [mailto:SBD4@pge.com]

Sent: Friday, August 26, 2011 08:53 AM

To: Khosrowjah, Sepideh

Subject: RE: Billing system on Cmmr Florio's tour

Sepideh --

Thanks, today would be better for me as I have to brief VPs on this on Monday morning.

Also, I have some good news for you on the mobile-home park front as well.

yours,

sid

[Redacted] cell

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

From: Khosrowjah, Sepideh [mailto:sepideh.khosrowjah@cpuc.ca.gov]

Sent: Friday, August 26, 2011 8:00 AM

To: Dietz, Sidney

Subject: Re: Billing system on Cmmr Florio's tour

Hi Sid,

I'll call you today or next week and we can chat.

Thx

Sepideh

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

From: Dietz, Sidney [mailto:SBD4@pge.com]

Sent: Thursday, August 25, 2011 11:46 AM

To: Khosrowjah, Sepideh

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 Redacted

yours,

sid

Do I seem terse? Blame the thumb keyboard.