

From: Zafar, Marzia  
Sent: 8/20/2011 10:01:05 AM  
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7); Sharp, Shelly (/O=PG&E/OU=Corporate/cn=Recipients/cn=SSM3); Phillips, Steve (/O=PG&E/OU=Corporate/cn=Recipients/cn=SHP1); Berman, Janice S (/O=PG&E/OU=Corporate/cn=Recipients/cn=JSBa); Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Yamaguchi, Rich D (MTC Sr.Director) (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=RDY1)  
Cc: [Redacted]; Kenyon, Timothy (/O=PG&E/OU=Corporate/cn=Recipients/cn=TLK3)  
Bcc:  
Subject: Re: Credit Card

Hello

Thank you so much! This is perfect.

Regards,

Marzia Zafar

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

From: Berman, Janice S [mailto:JSBa@pge.com]  
Sent: Friday, August 19, 2011 04:19 PM  
To: Phillips, Steve <SHP1@pge.com>; Sharp, Shelly <SSM3@pge.com>; Yamaguchi, Rich D (MTC Sr.Director) <RDY1@pge.com>; Zafar, Marzia; Cherry, Brian K <BKC7@pge.com>; Dietz, Sidney <SBD4@pge.com>  
Cc: Kenyon, Timothy <TLK3@pge.com>; [Redacted]  
Subject: RE: Credit Card

Marzia,

Here is the information you requested on how PG&E's customers can pay by credit card, including Visa. Steve Phillips can answer any questions you might have,

--Jan Berman

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

From: Phillips, Steve  
Sent: Friday, August 19, 2011 4:15 PM  
To: Sharp, Shelly; Berman, Janice S; Yamaguchi, Rich D (MTC Sr.Director)  
Cc: Kenyon, Timothy; [Redacted]  
Subject: RE: Credit Card

A customer can pay with a credit card by:

- 1) Telephone (Visa, MasterCard and Discover)
- 2) iPhone or Android applications- Mobile Bill Pay (Visa and MasterCard)
- 3) At a self-service bill payment kiosk at 17 of our customer service offices (Visa and MasterCard)

All credit card transactions on any of the channels above charge a \$1.45 fee that goes to the credit card processor

(not PG&E).

Steve