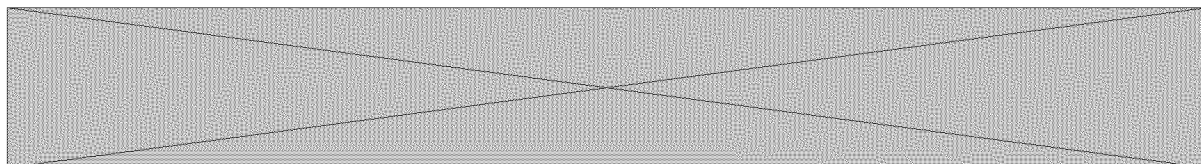From: Clanon, Paul
Sent: 9/21/2011 2:14:45 PM
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7)
Cc:
Bcc:
Subject: Fw: SoCalGas - JD Power

Where were you guys?

From: Prusnek, Brian C [mailto:BPrusnek@semprautilities.com]
Sent: Wednesday, September 21, 2011 2:13 PM
To: Peevey, Michael R.
Cc: Brown, Carol A.; Zafar, Marzia; Clanon, Paul; Prosper, Terrie D.
Subject: SoCalGas - JD Power
Importance: High

Mike –

Please see our note to employees and attached press release about our number one ranking in a JD Power study on customer satisfaction.

Mike Allman, President and CEO

September 21, 2011

Dear Fellow Employee:

I am extremely pleased and proud to announce that SoCalGas ranked number one in the West Region and had the highest score in the industry overall in the J.D. Power and Associates 2011 Gas Utility Residential Customer Satisfaction Study, which measures residential customers' satisfaction with their gas utilities.

This means that our customers see that employees truly deliver on our motto: "Glad to be of service." We've all known that, but it is great to see that our customers recognize it as well.

This study is based on responses from residential customers of the 75 largest natural gas utilities across the continental United States. We had the highest rating of all 75 included in the study.

We ranked the highest in the region on three of the six factors included in the study. These were price, billing and payment and customer service. And, we were number two in field service.

Based on a 1,000-point scale, we received 671 points, while the west large segment average was 643.

This is not the first time we have received this recognition. We have been either first or second in the west region every year since 2005, and first or second in the industry since 2008. That means that we are receiving this recognition because of the good work that you do day in and day out.

So, thank you and, again, congratulations!

I am extremely proud to be a part of the SoCalGas team.

Sincerely,