

From: Zafar, Marzia  
Sent: 9/22/2011 2:36:14 PM  
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)  
Cc:  
Bcc:  
Subject: Re: The customer who asked for cancellation of service

Hi

Okay, thanks. Please check in on her and her house within two weeks of service termination to make sure she is okay. Is that possible?

Regards,  
Marzia Zafar

**From:** Dietz, Sidney [mailto:SBD4@pge.com]  
**Sent:** Thursday, September 22, 2011 02:33 PM  
**To:** Zafar, Marzia  
**Subject:** The customer who asked for cancellation of service

Marzia --

We are cancelling her service tomorrow, as she asked us to do. We have it in writing and just confirmed by phone. This is the one who sent back her meter (to you guys, apparently) and put in her own meter somehow. She seems calm at this point, and has told us that is choosing a gas fridge and LED lights, so she has an idea of what she is getting into. She gets her gas service from SEMCO (she's in Lompac).

yours,

sid