

From: Dietz, Sidney
Sent: 9/22/2011 3:19:13 PM
To: 'marzia.zafar@cpuc.ca.gov' (marzia.zafar@cpuc.ca.gov)
Cc:
Bcc:
Subject: Re: The customer who asked for cancellation of service
Yes, I will get them to do that. I'm worried that she'll use candles for lighting.

Do I seem terse? Blame the thumb keyboard.

From: Zafar, Marzia [mailto:marzia.zafar@cpuc.ca.gov]
Sent: Thursday, September 22, 2011 02:36 PM
To: Dietz, Sidney
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