

From: Zafar, Marzia
Sent: 12/2/2011 9:31:02 AM
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7)
Cc: [Redacted]
Bcc:
Subject: Christmas card

Dear Brian,

We received your card yesterday and love these types of cards, and we read them carefully (we really do; mainly because we are nosey).

I wish that we had [Redacted] email address, too, so I can directly talk with her since she's the one who wrote it.

We have some questions and observations.

[Redacted]

5. You are correct that your company sucked big time, and we hope your wish comes true and PG&E downsizes a bit and learns customer care (way too many directors and managers and more directors; accountability is lost...)

[Redacted]

Regards,

[Redacted] & Marzia

Marzia Zafar * CPUC * zaf@cpuc.ca.gov * 415-703-1997