

From: Cherry, Brian K
Sent: 12/2/2011 9:37:05 AM
To: 'marzia.zafar@cpuc.ca.gov' (marzia.zafar@cpuc.ca.gov);

Redacted

Cc: Redacted

Bcc:

Subject: RE: Christmas card

You are too funny

Redacted

We hope the company gets better too. We hope the PUC is nicer to us also.

Pick a date and time.

Sara - do you wish to add more ?

From: Zafar, Marzia [mailto:marzia.zafar@cpuc.ca.gov]

Sent: Friday, December 02, 2011 09:31 AM

To: Cherry, Brian K

Cc: Redacted

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 Sara's 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*