

From: Zafar, Marzia
Sent: 12/15/2011 1:54:54 PM
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)
Cc:
Bcc:
Subject: Re: 75-yo woman without power

Hi

No worries at all. I am not doing anything, just laying on the beach and reading about the mighty Clippers

Hey - if it were up to me I would say tell her to not manipulate her age and fragility to get her way, but this is PG&E's decision. You guys can't eliminate risk by getting us involved all the time, sorry ;-)

Marzia

On Dec 15, 2011, at 11:32 AM, "Dietz, Sidney" <SBD4@pge.com> wrote:

Marzia --

Sorry to bug you on vacation, but I need your advice.

Did you hear about this one? She's one of the ones we cut off for changing her meter, and she refuses to go for the digital non-communicating meter. She's 75 years old. We are getting pressure from politicians on this. One of our CSRs told her we'd put in an analog (!!!). Anyway, should we hold the line and leave her cut off or what? Are you getting pressure on this? I am afraid that if you tell us to give her an analog, there will be more of these. On the other hand, if we are sure that the final solution is analog, we may as well start giving them out in these cases. Any guidance would be appreciated. This case, as you know, sux rox.

yours,

sid