

From: Dietz, Sidney  
Sent: 3/16/2012 5:38:13 PM  
To: 'cab@cpuc.ca.gov' (cab@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: [Redacted]

Carol --

I don't have a lot of detail, but it sounds like it worked out, see below. It is no wonder she was concerned, her new great-grandbaby is coming to visit. Have a wonderful weekend.

yours,

sid

Sid,

[Redacted] has been contacted. I was able to answer her billing concerns and clear up her billing confusion but most importantly, assured her over and over, her service to her residence will not be interrupted. She was concerned about the interruption of her service because she has a 2 month old great-grandbaby arriving at the home on Monday.

Brian

-----Original Message-----

From: [Redacted]  
Sent: Friday, March 16, 2012 4:10 PM  
To: Dietz, Sidney; Mitchell, Lavern  
Cc: [Redacted]  
Subject: RE -- customer complaint.

Will do - we will let you know Sid.

Mark

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Do I seem terse? Blame the thumb keyboard.