

From: Franz, Damon A.
Sent: 3/8/2012 5:06:46 PM
To: Allen, Meredith (/O=PG&E/OU=Corporate/cn=Recipients/cn=MEAe)
Cc:
Bcc:
Subject: Billing issues

Hey Meredith-

This week I experienced a situation with PG&E's billing department that was extremely frustrating and that caused me to sympathize with those customers who do not trust PG&E and those who do not think that PG&E's Smart Meter project is really intended to improve their lives. In fact, I am in the process of filing a complaint against PG&E with our Consumer Protection and Safety Division.

I'm writing you because I think that there are lessons to be learned from this incident about how PG&E can improve customer relations and how the company can show customers that it is concerned about their awareness of energy use.

If you have some time in the next week or so, I'd like to meet with you or the appropriate staff to discuss this issue.

Thanks

Damon

Damon Franz

Energy Advisor to President Peevey

California Public Utilities Commission

505 Van Ness Ave

San Francisco, CA 94102

Tel. 415.703.2165

Email. df1@cpuc.ca.gov