

From: Cooke, Michelle  
Sent: 4/4/2012 3:49:57 PM  
To: Horner, Trina (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=TNHC)  
Cc:  
Bcc:  
Subject: RE: Announcing New Director of CPSD, and New Acting Director of PPD

Thanks.

Should we talk about date for first meeting? I'm still trying to work through logistics for 4/20, but Jack starts 4/23 and things will get really crazy fast, so I think we should plan on 4/20 and I'll make it work somehow.

I know you are at home, so call if you want to chat.

Michelle

**From:** Horner, Trina [mailto:TNHc@pge.com]  
**Sent:** Wednesday, April 04, 2012 2:37 PM  
**To:** Cooke, Michelle  
**Subject:** Re: Announcing New Director of CPSD, and New Acting Director of PPD

Michelle, I'm really sorry it isn't you. I thought the factors in play would have favored you. Are you surprised?

For offline. Hang in there.

**From:** Cooke, Michelle [mailto:michelle.cooke@cpuc.ca.gov]  
**Sent:** Wednesday, April 04, 2012 02:08 PM  
**To:** Cooke, Michelle <michelle.cooke@cpuc.ca.gov>  
**Subject:** FW: Announcing New Director of CPSD, and New Acting Director of PPD

fyi

Michelle

**From:** Clanon, Paul  
**Sent:** Wednesday, April 04, 2012 2:04 PM  
**To:** ALL PUC  
**Subject:** Announcing New Director of CPSD, and New Acting Director of PPD

**Please join me in welcoming the new Director of CPSD and the new Acting Director of Policy and Planning Division.**

**Director, Consumer Protection and Safety Division -- General Emory (Jack) Hagan**

Jack Hagan is a retired Marine Corps Lt. Colonel and a Brigadier General in the California Reserves with experience in law enforcement, consumer protection, first-responder training and coordination, and of course military command at many levels. Jack's coming to us from the California Dept of Justice. The press release (attached) gives his background in more depth. Jack's mission will be to continue and extend the great work Interim Director Michelle Cooke and CPSD have begun in learning the lessons of San Bruno and applying them to our oversight of all the regulated industries, with the goal of making the CPUC the premier safety regulator of its kind in the nation.

Jack starts April 23, and he and Michelle will work together for a few weeks for a smooth transition. Michelle will continue as a vital part of our safety efforts, keeping the lead on the San Bruno-related enforcement proceedings, the Muni settlement recently announced, and some special projects.

**Acting Director, Policy and Planning Division -- Marzia Zafar**

**I've asked Marzia to take on the Acting Director role while we finish the selection process for a permanent Director, now underway. Marzia joined the Commission in 2007.** She's been Chief of Staff to Commissioner Simon, and since coming to the staff she's been a leader in our work on smart meters, our safety and ratemaking initiative, and supplier diversity. She's currently a Program & Project Supervisor overseeing the Business and Community Outreach Group, and she'll keep those duties as well. Marzia holds a Bachelor of Science in Business Administration from California State University, San Bernardino.

I've asked Marzia to give her energy and entrepreneurial spirit free rein in the PPD role, helping the excellent PPD staff on their current projects and helping the division prepare for its long-term mission as a think-tank and idea-generator across the whole spectrum of the CPUC's mandate. She starts immediately.