

From: Randolph, Edward F.  
Sent: 5/1/2012 9:26:15 AM  
To: Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7)  
Cc:  
Bcc:  
Subject: RE: Turnoff

Turns out I did get the Second cut off notice. It was in pile of mail from late last week that I had not opened yet.

---

Edward Randolph | Director, Energy Division  
California Public Utilities Commission

505 Van Ness Avenue, Room 4004  
San Francisco, CA, 94102  
415-703-2083 | [edward.randolph@cpuc.ca.gov](mailto:edward.randolph@cpuc.ca.gov)

**From:** Cherry, Brian K [<mailto:BKC7@pge.com>]  
**Sent:** Monday, April 30, 2012 6:03 PM  
**To:** Randolph, Edward F.  
**Subject:** Re: Turnoff

Whew. Of all people to turn-off. That said, I've asked folks to look into the process and figure out what went wrong or how we can do it better.

**From:** Randolph, Edward F. [<mailto:edward.randolph@cpuc.ca.gov>]  
**Sent:** Monday, April 30, 2012 06:01 PM  
**To:** Cherry, Brian K  
**Subject:** RE: Turnoff

Thanks. I believe power is back on. PGE records show that I was sent two letters and a phone call. I did not get the letters and there was a VM last week that could have been the call, but it was cut off.

From my end, this is no big deal, and is actually kind of funny, but I hope I am an anomaly.

---

Edward Randolph | Director, Energy Division  
California Public Utilities Commission

505 Van Ness Avenue, Room 4004  
San Francisco, CA, 94102  
415-703-2083 | [edward.randolph@cpuc.ca.gov](mailto:edward.randolph@cpuc.ca.gov)

**From:** Cherry, Brian K [<mailto:BKC7@pge.com>]  
**Sent:** Monday, April 30, 2012 5:40 PM  
**To:** Randolph, Edward F.  
**Subject:** Turnoff

I've got people running it down ASAP. I've asked to roll a crew if we can't remotely turn it back on. And we need to find out how on earth you could be shut-off and not notified.