

From: Cherry, Brian K
Sent: 5/1/2012 9:28:30 AM
To: 'Randolph, Edward F.' (edward.randolph@cpuc.ca.gov)
Cc:
Bcc:
Subject: RE: Turnoff

You were a bad boy.

From: Randolph, Edward F. [mailto:edward.randolph@cpuc.ca.gov]
Sent: Tuesday, May 01, 2012 9:26 AM
To: Cherry, Brian K
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

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
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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.