

From: Dietz, Sidney  
Sent: 5/17/2012 9:38:53 AM  
To: Brown, Carol A. (carol.brown@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: Re: nice old lady

Carol --

I spoke to Red. I liked her more than she liked me, I think. In any case, I am trying to track down the letter she sent, and I have one of my favorite customer-service persons starting a correspondence with her about opt outs since she and I agreed that the phone is not the best way to communicate with her. I think we can work it out with her.

Thanks!

yours,

sid

**From:** Brown, Carol A. [mailto:carol.brown@cpuc.ca.gov]  
**Sent:** Wednesday, May 16, 2012 4:27 PM  
**To:** Dietz, Sidney  
**Subject:** nice old lady

Redacted - sent PG&E and the commission a letter - and neither one of us wrote her back!!! and I do not know if she wants anything more than an analog meter and not to pay the \$75 - but she would appreciate any personal contact - even if you can't help her!

Redacted - and sometimes she doesn't hear the phone - leave a message!