

From: Brown, Carol A.  
Sent: 5/18/2012 2:20:22 PM  
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)  
Cc:  
Bcc:  
Subject: Re: nice old lady

Thanks. At least she is getting some human contact from us - and I never saw her letter - but it might have gone directly to consumer affairs or public advisor

**From:** Dietz, Sidney [mailto:SBD4@pge.com]  
**Sent:** Thursday, May 17, 2012 09:38 AM  
**To:** Brown, Carol A.  
**Subject:** RE: nice old lady

Carol --

I spoke to Reda 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

82 year old - lives in Carmel - 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!