

From: Kersten, Colette  
Sent: 6/7/2012 1:10:13 PM  
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)  
Cc:  
Bcc:  
Subject: RE: Rf concerns

Thanks Dietz for the chart. Would you please provide a cite regarding how this information was gathered and was there a consistent basis over time? Does this reflect call center volume and/or correspondence? Did the calls tend to come from any particular geographical areas?

Once I get better idea what this represents, I will consult our internal folks. Thanks.

Colette

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**From:** Dietz, Sidney [mailto:SBD4@pge.com]  
**Sent:** Thursday, May 31, 2012 1:23 PM  
**To:** Kersten, Colette  
**Subject:** Rf concerns