

From: Dietz, Sidney
Sent: 6/7/2012 3:40:01 PM
To: Kersten, Colette (colette.kersten@cpuc.ca.gov)
Cc:
Bcc:
Subject: RE: Rf concerns

Colette –

These numbers were from our call database in Customer Engagement, and they basically record whenever anybody called to our call center with RF concerns – for instance, the customer has RF health concerns or the customer does not want a SmartMeter. I was told that these data is consistent over time, and they match my experience of when these calls were coming in and when public speakers were showing up at the meetings.

It does not correspond well to our overall calls on other issues, but I will get back to you with a graph on that.

I will get back to you with the geographic breakdown.

Thanks!

yours,

sid

From: Kersten, Colette [mailto:colette.kersten@cpuc.ca.gov]
Sent: Thursday, June 07, 2012 1:10 PM
To: Dietz, Sidney
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

Colette Kersten, D.P.A.

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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

