

From: Myers, Richard A.
Sent: 7/31/2012 3:19:50 PM
To: Doll, Laura (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=LRDD);
Redacted
Cc:
Bcc:
Subject: RE: Requests for gas service in new areas -- RESPONSE

Laura & Marsial, thanks for the info.
Richard

From: Doll, Laura [mailto:LRDD@pge.com]
Sent: Monday, July 30, 2012 6:26 PM
To: Redacted Myers, Richard A.
Subject: RE: Requests for gas service in new areas -- RESPONSE

Ooops – good catch Redacted My system didn't tell me it was a 209 area code.

From: Redacted
Sent: Monday, July 30, 2012 6:23 PM
To: Doll, Laura; richard.myers@cpuc.ca.gov
Subject: RE: Requests for gas service in new areas -- RESPONSE

Laura,

Thank you for the update.

Richard,

My contact numbers are as follows:

Office: Redacted

Cell:

Redacted

Please contact me if you have any questions.

Thank you,

Redacted

From: Doll, Laura
Sent: Monday, July 30, 2012 4:05 PM
To: richard.myers@cpuc.ca.gov
Cc: Redacted
Subject: Requests for gas service in new areas -- RESPONSE

Richard

Your 7/17 question about gas service to an unserved area took a while to track down. As you might expect, this would be an unusual request!

Here is some information:

PG&E would treat such a request as an inquiry, and it would be handled through the PG&E Building and Renovation Service Center (BRSC) at 877.743.7782.

Alternatively, customers could email PG&E and submit a contact request from the BRSC:

<http://www.pge.com/mybusiness/customerservice/otherrequests/newconstruction/>

Here is what would happen next:

When a customer contacts the BRSC regarding Gas and or Electric service and PG&E does not currently provide service to the area:

- The BRSC will create an Electric Operations Customer Satisfaction inquiry with the customer information.
- The customer inquiry will be forwarded to the appropriate local Service Planning department.
- The local Service Planning Representative will contact the customer and respond to the request within 48 hours.
- The Customer Satisfaction department will track and report the required customer contact.

The team that knows about this issue says that the last major extension to a new community they were aware of was extending gas to El Dorado Hills 10+ years ago. It was a major undertaking.

I am copying Marsial Fernandez on this email as he is knowledgeable about this from a local service planning and design perspective. His phone number is 415.842.1496

Hope this helps. You know you can contact either Marsial or me if you have any additional questions.

Sorry for the delayed reply.

Regards,

Laura

From: Myers, Richard A. [<mailto:richard.myers@cpuc.ca.gov>]
Sent: Tuesday, July 17, 2012 11:27 AM
To: Doll, Laura
Subject: requests for gas service

Hi Laura: How are you doing?

Occasionally, I get calls or emails from citizens who live in communities that don't have natural gas service, mostly in rural or remote areas, who wonder how they could get natural gas service to their community. Could you briefly explain how such individuals or communities should go about requesting gas service?

Richard

PG&E is committed to protecting our customers' privacy.

To learn more, please visit <http://www.pge.com/about/company/privacy/customer/>