

From: Prosper, Terrie D.
Sent: 8/14/2012 9:31:51 PM
To: Doll, Laura (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=LRDD)
Cc:
Bcc:
Subject: Re: I had an actual question to ask you today and I missed it!

I love it - six minutes! I could fill six minutes with fun talk. Any more than that and I start to turn bitchy and complain-y. :)

Thanks for the heads-up about this. Don't you love how nothing is ever simple?...

I suggest you contact Loreen McMahon and cc Phil Enis. I'm sure Loreen will appreciate the heads-up and assistance to CAB. I can send an introductory email if you'd like.

Terrie

On Aug 14, 2012, at 7:11 PM, "Doll, Laura" <LRDD@pge.com> wrote:

We are doing a lot of work on customers' properties to address "encroachments" that may have occurred over many years over PG&E gas transmission pipelines and in rights of way. Things like sheds they have installed, giant trees they have planted – and in some cases, home additions that they may have made. You, I am sure, get the idea quickly. It's messy.

We are working right now in two 10-mile segments, one on line 132 (San Bruno) and one on line 153 (east bay), and ~ 85 customers have been contacted individually and are in various stages of discussion about what has to happen next to clear the affected areas. PG&E is paying for everything so far and I expect that to continue for quite a while. Still, customers are concerned and it is highly likely that they will call the CPUC to complain/inquire. We have had two meetings with CPSD about this issue, so they are in the loop. But we also need to do some briefing/training for the Consumer Services group so they have at least heard the term "encroachment" and are aware of the current outreach.

I don't know Loreen McMahon, Director – right? I do know Karen Miller and Judy Cooper. Can you recommend the person I should call to set something up?

I wish I could see you for at least 6 minutes every day . . . I would feel so much better!!

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