

From: Prosper, Terrie D.  
Sent: 8/14/2012 9:58:35 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 would be honored, flattered, and all those other gushy words to have lunch with you on your actual birthday day! It's a date - mark your calendar! 11: 45-ish at Max's?

**From:** Doll, Laura [mailto:LRDD@pge.com]  
**Sent:** Tuesday, August 14, 2012 09:55 PM  
**To:** Prosper, Terrie D.  
**Subject:** Re: I had an actual question to ask you today and I missed it!

Here's a thought: how about aug 29, my birthday!? Ill be just back from texas and at the cpuc for hearings that day (some damned investigation :) and I would LOVE to have lunch with you!! Julie if she cam make it. That would give me my 6 min fix for, oh, 10 days or so!! This would lift my spirits. Larry and I are rarely apart for birthdays, but he has to teach this year. He returns to ca on the 30th.

**From:** Prosper, Terrie D. [mailto:terrie.prosper@cpuc.ca.gov]  
**Sent:** Tuesday, August 14, 2012 09:43 PM  
**To:** Doll, Laura  
**Subject:** Re: I had an actual question to ask you today and I missed it!

Lunch any time you want! I'm free this Thursday and next Tuesday and Wednesday and completely open the next week. What works for you? I will coordinate with Julie.

On Aug 14, 2012, at 9:36 PM, "Doll, Laura" <LRDD@pge.com> wrote:

Phil -- yes, I remember him, thank goodness.  
Don't bother with an intro -- I will copy you. You can vouch for my existence if there is a question.

Can we have our next lunch sooner rather than later?? I am bursting.

**From:** Prosper, Terrie D. [mailto:terrie.prosper@cpuc.ca.gov]  
**Sent:** Tuesday, August 14, 2012 09:31 PM  
**To:** Doll, Laura  
**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](mailto: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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