

From: Lakhanpal, Manisha
Sent: 8/1/2012 9:04:55 AM
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Redacted
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Cc: Tom, Jonathan P. (jonathan.tom@cpuc.ca.gov)
Bcc:
Subject: bill redesign issue

Good morning!

We are meeting our Director this morning and just so that we are prepared to answer some of the questions that might come up we'd like to request from you the "Customer Satisfaction Survey" of the new billing form that Sid mentioned during our conf call yesterday and also if we could get the time line documents of the IT folks that alerted PG&E to the "fact" that doing what PG&E agreed to do per AL 4052 will now take 3 months.

We are meeting him in about an hour and half from now, so your help with the answers will be really appreciated.

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