

From: Dietz, Sidney  
Sent: 9/17/2012 2:16:14 PM  
To: Klaiber, Steven (Steven.Klaiber@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: RE: Follow up on PG&E Road Damages

Steven –

A pleasure to meet you, as well.

A person from our customer relations group contacted Mr. West, who sent us documents about the situation. We have sent these documents to our claims department. If it is determined that we are at fault, we will resolve the situation. The claims adjuster said that we should have this wrapped up within two weeks. I will send you a note when I have a firmer idea about the outcome and timing. Let me know if you need more.

Thanks!

yours,

sid

**From:** Klaiber, Steven [mailto:steven.klaiber@cpuc.ca.gov]  
**Sent:** Monday, September 17, 2012 12:57 PM  
**To:** Dietz, Sidney  
**Subject:** Follow up on PG&E Road Damages

Sidney,

It was a pleasure meeting you at the Commission Meeting Thursday. I have a few questions

about the complaint Mr. West filed with us at the Commission Meeting regarding damages PG&E made to a road while servicing an outage. I understand that you met with Mr. West after he voiced his complaint at last Thursday's meeting. Can you provide me with details as to what measures PG&E is taking to resolve the issue? If you can also provide any additional information you possess regarding this issue it would be greatly appreciated. Thank you in advance for your help and attention.

## Steven Klaiber

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