

From: Miller, Karen
Sent: 10/4/2012 7:33:34 PM
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)
Cc:
Bcc:
Subject: Re: Claim resolution for [Redacted]

Sid, what an excellent outcome! Thank you so much.

Karen

Sent from my iPad

On Oct 4, 2012, at 2:38 PM, "Dietz, Sidney" <SBD4@pge.com> wrote:

Paul –

I don't know if you recall [Redacted] but he came to the mic as a public speaker complaining about a road we had damaged. His claim got to the right place, our claims group agreed with him, and we paid out about \$16k for repair of the road. This was instructive to me because I hadn't known how we handle these things.

If you have any questions, let me know. I've cc'd Karen Miller on this note.

Thanks!

yours,

sid

From: [Redacted]
Sent: Wednesday, October 03, 2012 1:02 PM
To: Dietz, Sidney
Cc: [Redacted]
Subject: FW: Claim resolution for Tom West-Alta Ravine Road Assoc

Sid,

FYI

[Redacted]

From: [Redacted]
Sent: Wednesday, October 03, 2012 12:49 PM
To: [Redacted]
Cc: [Redacted]
Subject: Claim resolution for [Redacted]

[Redacted]

This is just to advise that I have resolved the customer complaint of [Redacted]
[Redacted] for damage to their road by PG&E during winter
storm work. This should conclude this matter. Thank you.

[Redacted]

Sr. Claims Investigator

PG&E Law-Claims Dept.

[Redacted]

Redacted

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From: Redacted
Sent: Wednesday, October 03, 2012 12:47 PM
To: Redacted
Cc: Redacted
Subject: Claim resolution for Redacted

Redacted

Please find attached the full Release for \$16,300 for settlement on this claim. Once I have the completed Release from you (via Fax or E-mail is fine) I will request the check, which usually takes about 5 business days to reach you in the mail (please advise on the best address to mail the check when you return the Release).

Thank you again for your patience and cooperation in working with us to resolve this matter.

Redacted

Sr. Claims Investigator

PG&E Law-Claims Dept.

Redacted

Redacted

From: Redacted
Sent: Wednesday, October 03, 2012 7:35 AM
To: Redacted
Subject: Friendly Reminder

Hi Redacted I believe that Redacted will begin road rehab today. Can you please forward a copy of the release to me as soon as possible? I'd like to be able to pay Redacted as soon as I can following completion of the job.

Thanks for the help,

Redacted

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