

From: Cooper, Judy  
Sent: 10/16/2012 6:25:56 PM  
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)  
Cc: Jinbachian, Varoujan (varoujan.jinbachian@cpuc.ca.gov); Miller, Karen (karen.miller@cpuc.ca.gov); Evans, Mary (mary.evans@cpuc.ca.gov)  
Bcc:  
Subject: RE: Consumer Complaint re: PG&E

Sid: Thank you for providing the update regarding Ms. Boyd's initial inquiries. We appreciate the expeditious handling of this complaint by PG&E staff.

Judy

**From:** Dietz, Sidney [SBD4@pge.com]  
**Sent:** Tuesday, October 16, 2012 4:01 PM  
**To:** Cooper, Judy  
**Cc:** Miller, Karen; Jinbachian, Varoujan; Evans, Mary  
**Subject:** RE: Consumer Complaint re: PG&E

Judy –

See Mark's note below, it seems we were able to resolve this one.

yours,

sid

**From:** Redacted  
**Sent:** Tuesday, October 16, 2012 3:55 PM  
**To:** Dietz, Sidney

Cc: [Redacted]

Subject: Update - Resolved - Consumer Complaint re: PG&E

Hi Sid –

The following is the resolution to the customer issue you brought to me via a CPUC staff member. The customer's manual wall heater is safe, and she stated she is now satisfied.

Please let me know if you have questions.

Thanks,

[Redacted]

\*\*\*\*\*

Please see below for additional detail:

Customer's Concern:

1. [Redacted] has safety concerns about her wall heater and how to work the heater.
2. [Redacted] has questions about why a planned outage was cancelled on 10/3/12.

Account History:

- 6/1/12: Started service
- Residential E1 and G1
- Credit Rating: 1000 (perfect PG&E credit score)
- Current Balance: \$54.15

- CARE is active on this account

Resolution:

- Customer Relations contacted [Redacted] who stated she was told by other tenants she will have to light the heater and the on/off switch is on the bottom of the heater. She is concerned about the safety of the heater and wants to make sure it is up to code
- Scheduled a gas safety appliance check for 10/16
- 10/16/12: Safety check completed. The Gas Service Representative (GSR) confirmed the heater is safe and up to code. He taught [Redacted] how to turn on the heater, which indeed has no thermostat and is manually operated
- Contacted [Redacted] Planned Outage Coordinator for the Peninsula Division, who stated the planned outage was cancelled due to internal planning, rather than weather. Outage cancellation calls were made to the customers; however, [Redacted] phone number is no longer valid, so she did not receive this call
- Spoke with [Redacted], who is very happy with the safety check. Provided PG&E's 800 number as an additional resource if she ever wants another safety check or has concerns
- Discussed the planned outage and updated her contact number in our billing system
- Customer stated she is satisfied with this resolution

**From:** Cooper, Judy [mailto:judy.cooper@cpuc.ca.gov]  
**Sent:** Monday, October 15, 2012 1:51 PM  
**To:** Dietz, Sidney  
**Cc:** Miller, Karen; Jinbachian, Varoujan; Evans, Mary  
**Subject:** RE: Consumer Complaint re: PG&E

Thanks Sid, appreciate all of your efforts.

Judy

**From:** Dietz, Sidney [mailto:SBD4@pge.com]  
**Sent:** Monday, October 15, 2012 1:50 PM  
**To:** Cooper, Judy  
**Cc:** Miller, Karen; Jinbachian, Varoujan; Evans, Mary

**Subject:** RE: Consumer Complaint re: PG&E

Judy –

Thanks for the note. I will report back once I know more. Have a great week!

yours,

sid

**From:** Cooper, Judy [mailto:judy.cooper@cpuc.ca.gov]  
**Sent:** Monday, October 15, 2012 1:34 PM  
**To:** Dietz, Sidney  
**Cc:** Miller, Karen; Jinbachian, Varoujan; Evans, Mary  
**Subject:** FW: Consumer Complaint re: PG&E

Hi Sid: I just conferred with Karen Miller and she advised that I send this directly to you for review.

One of our CPUC outreach officers attended an outreach event in Redwood City on 10/9/12 per the email below. I called [Redacted] this morning to discuss the wall heater in her unit. The building is a 72 unit building under Section 8, built in 1979, and [Redacted] moved in on 6/1/12. She previously rented, but had to hastily vacate as the dwelling went into foreclosure. Upon her move in, there was no inspection by PG&E for the gas heater, only the maintenance person for the building. I asked [Redacted] if she had called PG&E for an inspection, and she stated "no". She noticed that there was no thermostat for her heater, only an on/off switch at the very bottom. I was able to have her check the front bottom portion of the unit, and she indicated the only item that is at the bottom is a red knob where you would insert a screw driver and numbers 1 - 5 noted. [Redacted] has spoken to other tenants, they advised her that "you have to get down on the floor and use a match to light the heater, turning it on at the same time". [Redacted] is very adamant that there is no thermostat on the wall, (I had her check the closets as well) which is why she brought this to the CPUC outreach officer's attention as a concern since this is a safety issue, and inquired if this was legal. She has not contacted the City of Redwood City for an inspection. I did ascertain from her that she has recently filed a suit regarding asbestos in the unit/building, another reason for this email.

I provided [Redacted] an overview of customer service by PG&E and gave her the 800 number to call

and to have her PG&E account available to provide to the Customer Service Rep (CSR). [Redacted] said she would call the CSR, but I offered instead to notify PG&E directly. Since she had mentioned "safety issues and San Bruno", I felt it more appropriate for the PUC to advise you directly so there would not be any miscommunication and that there is sufficient documentation by CPUC and PG&E.

[Redacted] sends her monthly rent check to BVT Management Company, 2400 Main Street, Ste. 201, Irvine, CA, 92614-6271.

Ccustomer Information:

[Redacted]

Once you have completed your review and investigation could you provide an overview. Thank you!

Judy Cooper

Assistant Public Adviosr

**From:** Boles, Sheri  
**Sent:** Tuesday, October 09, 2012 7:34 PM  
**To:** Williams, Harold  
**Subject:** Consumer Concern

Hi, Harold --

A consumer who I met today at an outreach event in Redwood City expressed concerns over her apartment complex. She said that residents are required to light a match each time they want to use their heaters in their apartment units. She said that all of the controls are near the floor, which also makes it difficult to light.

She wants to know if these units are still allowed/legal and if so, whether they are safe.

Could a member of your CAB team phone her back? The consumer:

Redacted

Could you also let me know who the case was assigned to?

Thanks, Harold!

-Sheri

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To learn more, please visit <http://www.pge.com/about/company/privacy/customer/>

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