

From: Bottorff, Thomas E  
Sent: 11/7/2012 2:46:21 PM  
To: Katague, Ditas (ditas.katague@cpuc.ca.gov); 'Green, Stephanie'  
(stephanie.green@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: RE: URGENT-Redacted

Ditas and Stephanie,

I was hoping to have a resolution to Redacted billing issue, but we still have not been able to reach him. We tried to leave a message on his cell phone, but his mail box is full; and phone calls to his residence number go unanswered.

Do you have a better number where we can reach him?

Alternatively, we can use e-mail, but I didn't want to use the address below without permission.

Thanks for your help.

Tom

**From:** Green, Stephanie [mailto:stephanie.green@cpuc.ca.gov]  
**Sent:** Tuesday, November 06, 2012 11:52 AM  
**To:** Bottorff, Thomas E; Katague, Ditas  
**Subject:** RE: Redacted

Thank you Tom!

Stephanie Green, CPUC, Ex. Div., Sm.Bus. Program [sgj@cpuc.ca.gov](mailto:sgj@cpuc.ca.gov) (O) 415-703-5245 (C) 415-265-9757

**From:** Bottorff, Thomas E [<mailto:TEB3@pge.com>]  
**Sent:** Tuesday, November 06, 2012 11:49 AM  
**To:** Katague, Ditas; Green, Stephanie  
**Subject:** RE: URGENT- Redacted

Ditas,

Yes; we'll reach out to the customer today.

Tom

**From:** Katague, Ditas [<mailto:ditas.katague@cpuc.ca.gov>]  
**Sent:** Tuesday, November 06, 2012 11:27 AM  
**To:** Bottorff, Thomas E; Green, Stephanie  
**Subject:** Fw: URGENT- Redacted

Tom,  
Good to see you on Friday. Can you help with this?

Ditas

Sent from my Verizon Wireless BlackBerry

**From:** "Green, Stephanie" <[stephanie.green@cpuc.ca.gov](mailto:stephanie.green@cpuc.ca.gov)>

**Date:** Tue, 6 Nov 2012 19:14:53 +0000

**To:** Katague, Ditas <[ditas.katague@cpuc.ca.gov](mailto:ditas.katague@cpuc.ca.gov)>

**Subject:** URGENT- Redacted

Hi Ditas, this DVBE firm was overcharged \$7,000 by PG&E, because they were placed on multiple metered accounts inaccurately. Can we assist them. Do you have PG&E contact, that can work to get this issue resolved. Thanks.

Stephanie Green, CPUC, Ex. Div., Sm.Bus. Program [sgj@cpuc.ca.gov](mailto:sgj@cpuc.ca.gov) (O) 415-703-5245 (C) 415-265-9757

**From:** Green, Stephanie  
**Sent:** Friday, November 02, 2012 8:37 AM  
**To:** Katague, Ditas  
**Subject:** FW: [Redacted]

Hi Ditas, below is a complaint from a disgruntled DVBE business owner. PG&E is the utility provider. Do you have a contact at PG&E that I can work with on this issue to help get some resolution for this firm Thanks.

Stephanie Green, CPUC, Ex. Div., Sm.Bus. Program [sgj@cpuc.ca.gov](mailto:sgj@cpuc.ca.gov) (O) 415-703-5245 (C) 415-265-9757

**From:** [Redacted] **On**  
[Redacted]  
**Sent:** Thursday, November 01, 2012 2:45 PM  
**To:** Green, Stephanie  
**Subject:** [Redacted]

Hey ! I started looking at the checks and realized that when we started the was 1 account number for [Redacted] under my Dad's name [Redacted] [Redacted] with one meter. Not sure when addition meters were added but Dad continued writing a [Redacted] checks dated thru June of 2006 and currently we have two additional [Redacted] and [Redacted] under [Redacted] .Wellington Electric was in town to Perform Remove Analog meters and replaced with Digital wireless remote access Smart Meters around mid 2010.Got 95% of all Checks written since opening .Should we tell PG&E ? Thanks Stephanie ! Call any time

Yours Truly [Redacted]

Hello Stephanie ! I am so glad to have spoken with you and apologize for not responding earlier as we have to start cleaning and remove our equipment and belongings. I know you know what i'm talking about is real and unfair practice and has to be regulated so as to reveal the tip of the Ice Berg.

I want to convince you without a shadow of doubt to proceed so i will tell you of my work history. At 18 years old started in trades, at 26 years old started contracting [Redacted] [Redacted]. At this time i was performing TI's, Remodels, Churches, Banks and Public Works Facilities. In 1989 relocated from So. Cal to El Dorado County. Building my Brother [Redacted] Home first i learned how to install Electrical Overhead and Underground Service from a professional. My brother works for PG&E and became an inspector due to his prior experience in So. Cal where everything is Underground.

Continued contracting SFR's all with Underground Electrical Service and all used a 200 amp Semi Flush Exterior Breaker Panels. In 2005 I was referred by peers to Mercy Housing and became their next Construction Supervisor in the Governments Low Income Sweat Equity Self Help Program. Beginning 2009 due to economy was laid off after 40 more homes were installed with underground electrical.

Lets get to the meat, [Redacted] current location became available in early Feb 2003 but needed to be converted from El Dorado Savings to a full service restaurant with Beer and Wine Alliance Builders Originated Drawings, Plans Performed supervision and installation and at this time there was 1 meter. Everything worked just fine. Start Up was on June 14 2003, approximately 1 year later PG&E installed the additional 3 meters bringing the bills from a 600.00 dollar average to 1600.00 dollar average and lying to my Dad saying we needed to back pay for the prior usage without the meters. How can this be when everything worked just fine with one 200 amp meter. Please help us as soon as possible as i've lost enough my job house, divorce, family business and i have to secure my Mom's house from foreclosure and this creepy landlord is trying to take or belongings.

We have the checks written from day one and let me if you need more info .

Talk soon Yours Truly [Redacted]

PG&E is committed to protecting our customers' privacy.  
To learn more, please visit <http://www.pge.com/about/company/privacy/customer/>