

From: Dietz, Sidney  
Sent: 12/6/2012 12:20:10 PM  
To: Brown, Carol A. (carol.brown@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: RE: gas customer problem

Carol –

I have forwarded this to our excellent customer service group to see what we can do. I'll let you know how this turns out. Have a great day!

yours,

sid

**From:** Brown, Carol A. [mailto:carol.brown@cpuc.ca.gov]  
**Sent:** Thursday, December 06, 2012 11:52 AM  
**To:** Dietz, Sidney  
**Subject:** gas customer problem

Just got a call from a gas customer who is about to have his gas shut off today – gas customer only.  
Not sure if you can help [Redacted]

Account [Redacted]

His phone: [Redacted]