

From: Dietz, Sidney  
Sent: 12/7/2012 11:07:47 AM  
To: Brown, Carol A. (carol.brown@cpuc.ca.gov) (carol.brown@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: FW: gas customer problem; [Redacted]; Account [Redacted]

Carol –

Good resolution, see below. Have a great weekend!

yours,

sid

**From:** [Redacted]  
**Sent:** Thursday, December 06, 2012 6:38 PM  
**To:** Dietz, Sidney  
**Cc:** [Redacted]  
**Subject:** FW: gas customer problem; [Redacted]; Account [Redacted]

Sid:

Summarized below are the results of our deep dive investigation into the account of Mr. [Redacted] [Redacted] who raised concerns to the CPUC's Carol Brown regarding the pending interruption of his gas service due to his delinquent account. Mr. [Redacted]'s gas service was not interrupted, he was granted a payment arrangement following a payment on his account, and he is currently satisfied.

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Readers Digest:

- [REDACTED] Mr. [Redacted] is part of a pilot program with our Credit department called, Credit Blue
- [REDACTED] This pilot identified approximately 17,000 customers who have repeated broken pay plans or returned payments due to insufficient funds
- [REDACTED] The guidelines for Credit Blue ask for payment of 30% of the past due balance before the customer will be granted another payplan, or payment of the full past due amount if the account is in severance
- [REDACTED] Credit Blue is an internal alert and intended to help customers with repeated broken payment arrangements return to a reliable payment pattern
- [REDACTED] In this case, M [Redacted] was originally denied a payplan by our Customer Service department due to prior multiple broken payplans and because his account was in severance. The Contact Center originally requested payment of the full past due balance, which Mr. [Redacted] disputed because he stated he has three special needs autistic children at home and cannot be without gas service

Resolution:

- [REDACTED] The gas service remains on and was not interrupted
- [REDACTED] Mr. [Redacted] made a payment of \$228 and Customer Service provided a payplan today prior to Customer Relations receiving Mr. [Redacted] concern
- [REDACTED] Customer Relations left a follow up message today with Mr. [Redacted] advising we were calling based on a referral by Carol Brown
- [REDACTED] Mr. [Redacted] is currently satisfied

Detailed Account History

Customer: [Redacted]

Premise Information:

[Redacted]

Redacted

- The home is a 2 story with 5 bedrooms, 3 baths, 2630 square feet, built in 2005
- Mr. Redacted is the original owner with currently a total of 8 people living in the home
- The home was purchased for \$465,500 in 2005 and the current estimated value is \$280,760

Account History:

- 7/22/2005: start of service at this address
- Gas Service Agreement Redacted and Disputed Charges Redacted  
Service agreement created on 12/6/12 in the amount of \$759.02
- Residential G1 Rate
- Current Account Balance: \$759.02
- Current Credit Rating: 904 out of a perfect 1000
- CREDIT BLUE (1 active pay plan, 3 broken and 2 denied)
- 10/13/2005: CARE Certified on account
- 10/16/2007: CARE re-certified
- 8/18/2008: SmartMeter installed
- 7/30/2012: Last prior payment on account
- 12/6/2012: Payplan provided
- 12/6/2012: CUST Redacted REQUEST TO NOTE ACCT. MADE PYMNT \$228  
CONF# 3412500281
- **Notes in Billing System (CC&B):** Customer threatened to go to CPUC/Advsd TL/ CST CALLED IN UPSET ABOUT HIS BILL AND THAT HE WOULD HAVE TO PAY FULL PAST DUE ON THE ACCT TO GUARANTEE HIS SERVICE. CCT IS CREDIT BLUE AND IN SEVERENCE SO SSR NOTED FULL PAST DUE REQUIRED. CST STATED THAT HE CALLED CAROL BROWN, THE CHIEF OF STAFF TO THE CPUC COMMISSIONER TO LET HER KNOW ABOUT WHAT WE WERE DOING. CST HAS 3 SPECIAL NEEDS KIDS HERE WITH AUTISM AND NEEDS HIS SERV. CST WAS WANTING TO DISPUTE HIS BILL. I DID

THE ECI SCRIPTED CASE AND CREATED DSA PER GENREF WHICH CANCELLED OUT SEVERNCE SO CST WAS NO LONGER IN JEPORODY OF SONP.-SINCE ACCT WAS NOT IN SEVERENCE CREATED CREDIT BLUE PP ALSO FOR CST.

**From:** [Redacted]  
**Sent:** Thursday, December 06, 2012 12:20 PM  
**To:** Dietz, Sidney  
**Cc:** [Redacted]  
**Subject:** RE: gas customer problem

Yes Sid – we will look into this right away.

Thanks,

Mark

**From:** Dietz, Sidney  
**Sent:** Thursday, December 06, 2012 12:18 PM  
**To:** [Redacted]  
**Subject:** FW: gas customer problem

Mark – Can you look into this one? Thanks!

yours,

sid

**From:** Brown, Carol A. [mailto:[carol.brown@cpuc.ca.gov](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]

[Redacted]