

From: Brown, Carol A.
Sent: 12/6/2012 2:54:48 PM
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)
Cc:
Bcc:
Subject: RE: gas customer problem

Thanks – and I do appreciate you being there. I have no idea the “equities” of this particular situation – but I know you guys will do what is right –

Thanks

Carol

From: Dietz, Sidney [mailto:SBD4@pge.com]
Sent: Thursday, December 06, 2012 12:20 PM
To: Brown, Carol A.
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 # 7002246495-5

His phone # [Redacted]

PG&E is committed to protecting our customers' privacy.
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