

From: Dietz, Sidney
Sent: 1/22/2013 1:43:33 PM
To: Campbell, Michael (Michael.Campbell@cpuc.ca.gov)
Cc:
Bcc:
Subject: RE: Follow up to last CES BPR

You know, I've never read anything like this at PG&E before, so I am not sure if he was asked to write it, or whether he did a cool thing and just apologized on his own. But anyway, I am sure that Helen wouldn't appreciate such a comment from him. In fact, I'd call that a big problem for her, and actually for anyone at custcare who feels like they are competing with corpcoms for hearts and minds. Painful.

From: Campbell, Michael [mailto:Michael.Campbell@cpuc.ca.gov]
Sent: Tuesday, January 22, 2013 1:39 PM
To: Dietz, Sidney
Subject: RE: Follow up to last CES BPR

Oh man. Not off to a good start. Does this put him in Helen's cross-hairs?

That was a tough note to send, I'm sure.

From: Dietz, Sidney [mailto:SBD4@pge.com]
Sent: Tuesday, January 22, 2013 1:11 PM
To: Campbell, Michael
Subject: FW: Follow up to last CES BPR

I would have sent you this even if it wasn't Aaron. I totally feel for him on this.

From: Johnson, Aaron
Sent: Monday, January 21, 2013 9:45 PM
To: Malnight, Steven; Berman, Janice S; Pitcock, Maril; Goldstein, Larry; Miller-Lewis, Pam J; Olsen,

Jenna; [Redacted]; Toy, Deanna C; Dietz, Sidney; Samson, Renee; Glass, Michael S (IT);
[Redacted]; [Redacted]; Nichols, Steven J (Director); Wilkins, Kristi; Winnie, Terri; Rubin, David;
Zelmar, Karen; [Redacted]; [Redacted]
Subject: Follow up to last CES BPR

Colleagues: A quick note of apology for my snide comment during this meeting about customer satisfaction increases being tied only to the Tony ad campaign. I'm new to the retail side of this business and have much to learn about the sophistication (and components that are measured) of such surveys – and look forward to digging deeper with the help of our experts. But most importantly, I regret that my comment could have been interpreted by those in the room as a denigration of the hard work, thoughtful planning & strategies, and personal sacrifice of those in the room or their teams, all of which doubtlessly contributed to the significantly improved results. A skeptical outlook makes me a good analyst, but not always a good leader. I look forward to learning more.

-----Original Appointment-----

From: Malnight, Steven

Sent: Wednesday, November 07, 2012 10:05 AM

To: Johnson, Aaron; Berman, Janice S; Pitcock, Maril; Goldstein, Larry; Miller-Lewis, Pam J; Olsen, Jenna; [Redacted]; Toy, Deanna C; Dietz, Sidney; Samson, Renee; Glass, Michael S (IT); [Redacted]; [Redacted]; Nichols, Steven J (Director); Wilkins, Kristi; Winnie, Terri; Rubin, David; Zelmar, Karen; [Redacted]; Malnight, Steven

Subject: CES Business Plan Review (BPR)

When: Tuesday, January 15, 2013 10:00 AM-12:30 PM (UTC-08:00) Pacific Time (US & Canada).

Where: 245 Market, CR 636

Meeting Workspace: CES Business Plan Review (BPR)

<[https://meetingportal/CES%20Business%20Plan%20Review%20\(BPR\)](https://meetingportal/CES%20Business%20Plan%20Review%20(BPR))>

Visit the workspace to learn more about this meeting or edit its contents.

Attendees:

Steve Malnight

Aaron Johnson

Jan Berman

Maril Pitcock

Deanna Toy

Larry Goldstein

Pam Miller-Lewis

Jenna Olsen

Redacted

Key Partners:

ES&S – Steve Nichols

Communications/Marketing – Kristi Wilkins

Regulatory – Sid Dietz, Renee Samson

IT – Mike Glass

HR – Terri Winnie (or delegate)

Finance – Redacted

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