

From: Tan, Lee-Whei  
Sent: 3/20/2013 9:00:39 AM  
To: Zelmar, Karen (/O=PG&E/OU=Corporate/cn=Recipients/cn=KJZ1); Warner, Christopher (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJW5); [Redacted], [Redacted]  
Cc: Hughes, John (Reg Rel) (/O=PG&E/OU=Corporate/cn=Recipients/cn=J8HS); Danforth, Christopher (christopher.danforth@cpuc.ca.gov); Heiden, Gregory (gregory.heiden@cpuc.ca.gov); Khoury, Dexter (dexter.khoury@cpuc.ca.gov)  
Bcc:  
Subject: RE: customer survey

Chris,  
I appreciate that!

Lee-Whei

**From:** Warner, Christopher (Law) [CJW5@pge.com]  
**Sent:** Wednesday, March 20, 2013 8:59 AM  
**To:** Tan, Lee-Whei; Zelmar, Karen; [Redacted]  
**Cc:** Danforth, Christopher; Khoury, Dexter; Hughes, John (Reg Rel); Heiden, Gregory  
**Subject:** RE: customer survey

Lee-Whei, we're going to check with the ALJ and the other IOUs on how to handle the delay, inc. a possible extension. Will let you know what we learn.

Chris

**From:** Tan, Lee-Whei [mailto:lee-whei.tan@cpuc.ca.gov]  
**Sent:** Wednesday, March 20, 2013 8:51 AM  
**To:** Zelmar, Karen; [Redacted]  
**Cc:** Danforth, Christopher; Khoury, Dexter; Warner, Christopher (Law); Hughes, John (Reg Rel); Heiden, Gregory  
**Subject:** RE: customer survey

Karen,

Thank you for your reply. Do you think it worthwhile to seek for 2-3 weeks extension for parties to file their proposals? Maybe we can work together?

Lee-Whei

**From:** Zelmar, Karen [KJZ1@pge.com]  
**Sent:** Tuesday, March 19, 2013 5:42 PM  
**To:** Tan, Lee-Whei; [Redacted]  
**Cc:** Danforth, Christopher; Khoury, Dexter; Warner, Christopher (Law); Hughes, John (Reg Rel)  
**Subject:** RE: customer survey

Hi Lee-Whei-

I'm glad you asked. Unfortunately, it took a little longer to get the survey into the field than we had hoped. As a result, right now the schedule doesn't have us getting final results out until end of April. We are hoping to share a preliminary view of the results in mid-April, but that is tentative right now if it slows down getting final results out to all parties.

We think it's important to have the survey results available to incorporate into proposals so we are trying to figure out how to proceed.

Let's stay in touch,

Karen

**From:** Tan, Lee-Whei [<mailto:lee-whei.tan@cpuc.ca.gov>]  
**Sent:** Tuesday, March 19, 2013 5:28 PM  
**To:** [Redacted] Zelmar, Karen  
**Cc:** Danforth, Christopher; Khoury, Dexter  
**Subject:** customer survey

Hi, [Redacted] and Karen,

Do you have an expected date for the survey results to be completed and filed with CPUC?

The ALJ issued a ruling today for parties to file their proposal May 1, 2013.

Want to see whether the survey results will be ready for parties to incorporate into their proposals.

Lee-Whei

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