

From: Doll, Laura
Sent: 5/12/2013 5:24:10 PM
To: richard.myers@cpuc.ca.gov (richard.myers@cpuc.ca.gov)
Cc: Doll, Laura (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=LRDD)
Bcc:
Subject: FW: PG&E CNG stations

Richard

Here's what I know. (Sorry I didn't get back to you Friday.)

The PG&E team at the San Rafael Service Center have no knowledge of any policy change or event that would affect key card access outside of normal business hours. In other words, it should still work, but something else may have happened. We need to talk to the customer, get the access card number, and figure out what is going on through our Facilities Management Office.

Yes, daytime access is still provided.

And yes, we too think the PG&E station is the only one in Marin. Perhaps you looked at this same directory (attached)? This might be helpful to the customer if he doesn't already have it.

If you can share the customer info, we'll take it to the next level.

Does this sound ok?

Thanks

Laura

From: Myers, Richard A. [mailto:richard.myers@cpuc.ca.gov]
Sent: Thursday, May 09, 2013 01:41 PM
To: Doll, Laura
Subject: PG&E CNG stations

Hi Laura, I am following through on a customer complaint that was forwarded to me. The complainant is asserting that the he has been denied access to the PG&E CNG refueling station in San Rafael at nights and on weekends. He asserts that this practice only began a few months ago, and previously he had been granted key card access. He's concerned because the PG&E station is apparently the only CNG station in Marin County.

Would you please answer the following:

- 1) Has PG&E begun to deny access to the San Rafael refueling station on nights and weekends? If so, why?
- 2) Is daytime access during the week still provided?
- 3) Is the San Rafael station the only public CNG station in Marin County? (I did a quick web check and this seems to be the case.)
- 4) If there are no other CNG stations in Marin, do you know what the closest alternative would be?

Richard