

From: Dietz, Sidney
Sent: 11/22/2013 4:03:24 PM
To: Miller, Karen (karen.miller@cpuc.ca.gov)
Cc:
Bcc:
Subject: Bill inserts for PG&E banking customers

Karen –

Briefly, the issue is that around 350,000 customers were getting a link to their bill insert that took them to the May insert, but did not get updated. The customers affected were one who use their bank websites to pay their bill. The notification that goes to the customer is a joint effort among us, the bank, and the bank networker. We didn't get any complaints from these customers about the inserts, which I think reflects that this group wants speed and convenience over more information. We look forward to meeting you and your teams to discuss this.

Thanks, and have a great weekend!

yours,

sid