

From: Dietz, Sidney  
Sent: 11/18/2013 8:54:56 AM  
To: Zafar, Marzia (marzia.zafar@cpuc.ca.gov); Cherry, Brian K  
(/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7)  
Cc: Allen, Meredith (/O=PG&E/OU=Corporate/cn=Recipients/cn=MEAe)  
Bcc:  
Subject: Re: Smart Meters

Marzia --

We found the call, and indeed our customer-service representative (CSR) advised, in error, the customer to call the CPUC. One of the managers contacted this particular CSR and her supervisor and made sure she understands the problem, and we will be updating the script to make it absolutely clear that we should not pass the problem to the CPUC. This same manager is one of the trainers for the CSRs (they train constantly), and will maintain an emphasis on not passing the buck. As you know, the group at PG&E that works on complaints and speaks regularly with the CPUC complaints group understands that this is not the right way to handle customers, and works to get this kind of thing correct.

So, thanks for pointing this out.

Was there another example for us to work on?

yours,

sid

-----Original Message-----

From: Zafar, Marzia [<mailto:marzia.zafar@cpuc.ca.gov>]  
Sent: Wednesday, November 13, 2013 1:54 PM  
To: Dietz, Sidney; Cherry, Brian K  
Cc: Allen, Meredith  
Subject: RE: smart meters

We don't have that.

Marzia Zafar - California Public Utilities Commission - [Zaf@cpuc.ca.gov](mailto:Zaf@cpuc.ca.gov) - 415-703-1997

-----Original Message-----

From: Dietz, Sidney [<mailto:SBD4@pge.com>]  
Sent: Wednesday, November 13, 2013 1:53 PM  
To: Cherry, Brian K; Zafar, Marzia  
Cc: Allen, Meredith

Subject: Re: smart meters

Marzia --

Can you send me an approximate time of the call? Thanks!

yours,

sid

-----Original Message-----

From: Brian K Cherry

To: Zafar, Marzia

Cc: Sidney Bob Dietz

Cc: Meredith Allen

Sent: Nov 13, 2013 1:51 PM

Subject: Re: smart meters

Thanks Marzia. Sid will get a transcript for us.

Brian K. Cherry

PG&E Company

VP, Regulatory Relations

77 Beale Street

San Francisco, CA. 94105

(415) 973-4977

> On Nov 13, 2013, at 1:50 PM, "Zafar, Marzia" <marzia.zafar@cpuc.ca.gov> wrote:

>

> Hi,

> Okay, I got the approval. Here is the name and account number

>

>>>> Respectfully,

Redacted

>

> Marzia Zafar - California Public Utilities Commission - Zaf@cpuc.ca.gov - 415-703-1997

>

>

> -----Original Message-----

> From: Cherry, Brian K [<mailto:BKC7@pge.com>]

> Sent: Wednesday, November 13, 2013 1:49 PM

> To: Dietz, Sidney

> Cc: Zafar, Marzia; Allen, Meredith

> Subject: Re: smart meters

>

> Marzia - any help on this would be appreciated. If we can get some names (confidential of course) we can track the phone call and get to the bottom of this. I've never heard anyone remotely suggest we have them appeal to the Commission for relief. Thanks.

>

> Brian K. Cherry

> PG&E Company

> VP, Regulatory Relations

> 77 Beale Street

> San Francisco, CA. 94105

> (415) 973-4977

>

>

> On Nov 13, 2013, at 1:21 PM, "Dietz, Sidney" <SBD4@pge.com<<mailto:SBD4@pge.com>>> wrote:

>

>

>

> Marzia -

>

> I have been talking to our customer care persons who work on this, and we haven't heard about a conversation going the way you mentioned. Also, I have reviewed the call scripts and I don't see anything about a waiver. There are references

-----Original Message Truncated-----

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Do I seem terse? Blame the thumb keyboard.

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To learn more, please visit <http://www.pge.com/about/company/privacy/customer/>