

From: Dietz, Sidney  
Sent: 12/17/2013 3:09:08 PM  
To: 'Campbell, Michael' (Michael.Campbell@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: Re: ORA holiday party - request for refund for colleague

And it was prepay rather than pay at the door, right? Sigh. And the whole thing of not wanting to subsidize ORA is really annoying. Well, on the bright side, I think that these unrealistic customer-service expectations are created by the indulgence of most contemporary retail. Comped lunches for dissatisfaction, refunds on used goods, rain checks, etc. But last time I checked, ORA isn't Costco.

**From:** Campbell, Michael [mailto:Michael.Campbell@cpuc.ca.gov]  
**Sent:** Tuesday, December 17, 2013 3:06 PM  
**To:** Dietz, Sidney  
**Subject:** RE: ORA holiday party - request for refund for colleague

Good points. Just learned from my assistant that they were not ORA employees, so that's why they got the \$25 guest fee. No refund. There was lots of food up until 3. Thing started at noon.

**From:** Dietz, Sidney [mailto:SBD4@pge.com]  
**Sent:** Tuesday, December 17, 2013 3:04 PM  
**To:** Campbell, Michael  
**Subject:** RE: ORA holiday party - request for refund for colleague

Well, even without the food sitting, etc, isn't being late a good way to miss food in general? What if she had missed the whole dang thing, would that have been different?

**From:** Campbell, Michael [mailto:Michael.Campbell@cpuc.ca.gov]  
**Sent:** Tuesday, December 17, 2013 3:02 PM  
**To:** Dietz, Sidney  
**Subject:** RE: ORA holiday party - request for refund for colleague

This place is weird. And telco folks are extra.

I was polishing off the remaining pizzas after they sat there for 45 min. there was a lull when there was no food, and we ordered more. Perhaps they just popped in and left?

**From:** Dietz, Sidney [<mailto:SBD4@pge.com>]  
**Sent:** Tuesday, December 17, 2013 3:01 PM  
**To:** Campbell, Michael  
**Subject:** RE: ORA holiday party - request for refund for colleague

Oh, wow. The second-person aspect is so strange.

**From:** Campbell, Michael [<mailto:Michael.Campbell@cpuc.ca.gov>]  
**Sent:** Tuesday, December 17, 2013 2:59 PM  
**To:** Dietz, Sidney  
**Subject:** RE: ORA holiday party - request for refund for colleague

No good deed goes unpunished.

**From:** Saine, Lauren  
**Sent:** Tuesday, December 17, 2013 2:51 PM  
**To:** Campbell, Michael  
**Cc:** [Redacted] Siason, Kimberly R.  
**Subject:** ORA holiday party - request for refund for colleague

Hi Mike,

Haven't heard anything, so...

I would like to request a refund of the \$25 paid for my colleague Irma Cordoba.

She—and I—were very much looking forward to a buffet lunch in a beautiful venue and were quite disappointed to find that the buffet was gone by the time we got there.

The announcement said support staff were free but she had to pay. I'm happy to have helped subsidize ORA support staff but don't feel the extra for Irma is warranted, given that she was not able to enjoy the buffet.

I appreciate Charles' expression of regret—he said several people missed the buffet—and hope you will make it right.

Thanks,

Lauren

Lauren Saine

Senior Policy Analyst - Telecommunications

California Public Utilities Commission

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