

From: Doll, Laura  
Sent: 1/9/2014 3:50:33 PM  
To: Colvin, Michael (michael.colvin@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: RE: Yesterday's tour of the natural gas operations center

Had your fingerprints all over it!!

**From:** Colvin, Michael [mailto:michael.colvin@cpuc.ca.gov]  
**Sent:** Thursday, January 09, 2014 3:48 PM  
**To:** Doll, Laura  
**Subject:** Re: Yesterday's tour of the natural gas operations center

Glad you liked this. We decided it was better for the chief to send ;)

Michael

On Jan 9, 2014, at 3:27 PM, "TerKeurst, Charlotte"

**From:** Doll, Laura [mailto:LRDD@pge.com]  
**Sent:** Thursday, January 09, 2014 3:18 PM  
**To:** TerKeurst, Charlotte  
**Cc:** Cherry, Brian K  
**Subject:** RE: Yesterday's tour of the natural gas operations center

Charlotte

What a wonderful note. Nobody ever does this! Or at least it's rare.

Thanks for this thoughtful followup and for your engagement yesterday.

We really enjoyed it. The opportunity to have that kind of open communication is such a refreshing change. . .

All the best,

Laura

**From:** TerKeurst, Charlotte [<mailto:charlotte.terkeurst@cpuc.ca.gov>]  
**Sent:** Thursday, January 09, 2014 2:37 PM  
**To:** Nick Stravropoulos; Christopher, Melvin J. (GSO)  
**Cc:** Bottorff, Thomas E; Cherry, Brian K; Doll, Laura  
**Subject:** Yesterday's tour of the natural gas operations center

Dear Nick and Mel,

On behalf of all of us on Team Ferron, I'd like to thank you for the tour of your new natural gas operations center yesterday. It is a very impressive facility. We look forward to hearing how new synergies are achieved in the combined transmission and distribution operations center. We are interested to see results in some of the trends from all of the "big data" being captured by your dashboards, in the spirit of turning data into intelligence to help promote the safe and reliable oversight of the natural gas system. And we look forward to continued discussions on how information on natural gas operations can best be communicated to the Commission in an ongoing and useful manner.

Most importantly, we thank you and your team for all of the time you gave us. It certainly helped give us new insights into the daily operations and challenges that you face.

Best,

Charlotte

***Charlotte F. TerKeurst***

Chief of Staff for Commissioner Mark J. Ferron

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