

From: [Redacted]
Sent: 2/21/2014 11:37:26 AM
To: 'kelly.lee@cpuc.ca.gov' (kelly.lee@cpuc.ca.gov)
Cc: Jacobson, Erik B (RegRel) (/O=PG&E/OU=Corporate/cn=Recipients/cn=EBJ1);
[Redacted] 'nws@cpuc.ca.gov'
(nws@cpuc.ca.gov); Walter, Stacy W (Law)
(/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=SWW9); [Redacted]
[Redacted]
Bcc:
Subject: RE: SB656- PG&E's response to ORA's Data request on Core Transport Agent
(CTA) customer complaints

Ms. Lee,

Attached are Pacific Gas and Electric Company's Data Responses to ORA's first data request in the above referenced case. The two attachments to these responses are being mailed today to both Kelly Lee and Nathaniel Skinner due to their size.

If you have any questions regarding these data responses, please contact Lisa Lieu at (415) 973-4376.

Thank you.

[Redacted]

From: Lee, Kelly C. [mailto:kelly.lee@cpuc.ca.gov]

Sent: Wednesday, January 29, 2014 4:18 PM

To: [Redacted]

Subject: RE: SB656 ORA's Data request on Core Transport Agent (CTA) customer complaints

[Redacted]

Extending the time of response to February 21 or sooner is fine with ORA.

With regard to the 30-day response time after each quarter, we will have some internal discussion on that. If you can come up with something less than 30 days, we would appreciate it.

Thanks.

Kelly C. Lee

Office of Ratepayer Advocates

Public Utilities Commission

State of California

(415) 703-1795

KCL@CPUC.CA.GOV

From: [Redacted]

Sent: Wednesday, January 29, 2014 3:13 PM

To: Lee, Kelly C.

Subject: RE: SB656 ORA's Data request on Core Transport Agent (CTA) customer complaints

Kelly,

Per our phone conversation today, the following are our proposed dates:

1) Question 1 & Question 2: We will provide the response on the detailed summary of each customer complaint case for 2013 & the mechanisms which PG&E categorizes the CTA customer complaints **by Friday, February 21 or sooner.**

2) Question 3: We would like to request a 30-day response time (instead of 15 days as stated in Q.3 of ORA's data request) for the new quarterly report on the complaint case data.

Please let me know if you agree with the proposed dates.

Thank you,

Redacted

From: Lee, Kelly C. [<mailto:kelly.lee@cpuc.ca.gov>]

Sent: Wednesday, January 29, 2014 11:29 AM

To: Redacted

Subject: RE: SB656 ORA's Data request on Core Transport Agent (CTA) customer complaints

Redacted

An extension is no problem. Just let me know your proposed date. Please call me on other issues. Thanks.

Kelly C. Lee

Office of Ratepayer Advocates

Public Utilities Commission

State of California

(415) 703-1795

KCL@CPUC.CA.GOV

From: [Redacted]
Sent: Wednesday, January 29, 2014 10:40 AM
To: Lee, Kelly C.
Subject: RE: SB656 ORA's Data request on Core Transport Agent (CTA) customer complaints

Good morning Kelly,

I left you a voice message yesterday and this morning regarding our request for an extension of the data request below (voluminous data/information to compile). I also would like to discuss further with you on this data request.

Thanks,

[Redacted]

From: Lee, Kelly C. [<mailto:kelly.lee@cpuc.ca.gov>]
Sent: Tuesday, January 28, 2014 4:00 PM
To: [Redacted]
Subject: RE: SB656 ORA's Data request on Core Transport Agent (CTA) customer complaints

Lisa,

I will call you tomorrow. I am not in the office now.

Kelly

From: Redacted
Sent: Tuesday, January 28, 2014 3:54 PM
To: Lee, Kelly C.
Subject: RE: SB656 ORA's Data request on Core Transport Agent (CTA) customer complaints

Kelly,

I left you a voice message regarding this data request. Please give me a call at (415)973-4376 to discuss.

Thanks,

Redacted

From: Lee, Kelly C. [<mailto:kelly.lee@cpuc.ca.gov>]
Sent: Tuesday, December 24, 2013 12:27 PM
To: Redacted Jacobson, Erik B (RegRel)
Cc: Skinner, Nathaniel
Subject: Data request on Core Transport Agent (CTA) customer complaints

Lisa and Erik,

Attached is a data request to address the mandate in California Senate Bill SB 656. If you are not the correct recipient for this data request, please forward it to the proper party. Please note the response is due at the end of January, 2014. Thank you.

Have a happy holiday season!

Kelly C. Lee

Office of Ratepayer Advocates

Public Utilities Commission

State of California

(415) 703-1795

KCL@CPUC.CA.GOV

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