

From: Dietz, Sidney  
Sent: 2/27/2014 7:18:07 PM  
To: Michael.Campbell@cpuc.ca.gov (Michael.Campbell@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: Fw: POSTPONED: New Outlook Email Feature Will Help Minimize Unintended Reply-All Messages

Fyi.

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

From: TSC - Service Desk Communications  
To: PGE Service Desk Clients  
Sent: Feb 27, 2014 6:35 PM  
Subject: POSTPONED: New Outlook Email Feature Will Help Minimize Unintended Reply-All Messages

<<Picture (Device Independent Bitmap)>>

ATTENTION: Outlook email users

In support of the ongoing storm event, the planned rollout of the new Outlook email feature to minimize unintended reply-all messages has been postponed until further notice. Updated information will be shared once a rescheduled date has been selected and approved.

Thank you for your understanding.

TSC - Service Desk Communications

Have questions or comments regarding this communication?

Please click here [Re@pge.com](mailto:Re@pge.com) to email TSC - Service Desk Communications.

Please do not reply to this message as the response will not be delivered to the originator.

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From: TSC - Service Desk Communications  
Sent: Wednesday, February 26, 2014 4:30 PM  
To: PGE Service Desk Clients  
Subject: Awareness: New Outlook Email Feature Will Help Minimize Unintended Reply-All Messages

<<Picture (Device Independent Bitmap)>>

ATTENTION: Outlook email users

Who needs to know?

All Outlook email users should be aware.

What is happening?

A new Outlook feature is being added for all PG&E email users to help minimize unintended reply-all messages.

When will this information be effective?

BEGINNING TONIGHT:

Wednesday, February 26, 2014

6:00 p.m.

NOTE: This planned update will continue as scheduled only if weather and operating conditions permit.

All email users are scheduled to receive the feature by March 5, 2014.

Why does this matter to you?

After your Outlook has been updated with the new feature, each time you use "Reply All" to respond to an email that has more than one recipient, the following pop-up message will appear to confirm if you really want to reply to all.

<<Picture (Device Independent Bitmap)>>

Click the "Yes" button if you would like to proceed with a reply to all recipients; click the "No" button if you don't.

This feature is only available when accessing email from your desktop or laptop computer, not via a mobile device, such as an iPhone, Android smartphone, iPad, or tablet.

If you have questions or experience any issues related to this awareness communication, you may contact the Technology Solution Center (TSC) - IT Service Desk at 223-9000 or 415-973-9000 for assistance. For self-help or to submit non-urgent IT requests, please visit our website at <http://tsc/>.

Thank you.

TSC - Service Desk Communications

Have questions or comments regarding this communication?

Please click here <<mailto:Re@pge.com>> to email TSC - Service Desk Communications.

Please do not reply to this message as the response will not be delivered to the originator.

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Do I seem terse? Blame the thumb keyboard.