

From: Mitchell, Lavern  
Sent: 3/19/2014 6:59:14 PM  
To: Enis, Phillip (phillip.enis@cpuc.ca.gov) (phillip.enis@cpuc.ca.gov)  
Cc: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)  
Bcc:  
Subject: FW: Core Transport Agent (CTA) Daily Escalated Complaints Report - March 19, 2014

Hi Phil: Just a quick update, we are still getting these CTA complaints daily (as shown below). Hopefully we will not have to continue counting them.

I sent you a note earlier today, just checking in to see if your Director is in favor of PG&E continuing to assist these customers, but granting PG&E permission place these complaints in a separate bucket and for PG&E not to count these complaints against PG&E's complaint reduction metrics, since the customers are complaining about the CTA and not PG&E. Thanks again for all your help. Lavern

**From:** Mitchell, Lavern  
**Sent:** Wednesday, March 19, 2014 6:46 PM  
**To:** Giammona, Laurie (LMGn@pge.com); ~~Torres, Albert~~; Malnight, Steven  
**Cc:** Gleicher, Cliff; Christensen, Robin M; [Redacted] McCoy, Kevin L; [Redacted]  
[Redacted] Sanford, Scott (S9SE@pge.com); [Redacted]  
[Redacted] Dietz, Sidney; Ramirez, Ruben  
**Subject:** FW: Core Transport Agent (CTA) Daily Escalated Complaints Report - March 19, 2014

Laurie / AI / Steve:

Below is the new daily Core Transport Agent (CTA) escalated complaint report for Wednesday, March 19, 2014.

**Summary:**

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- [Redacted] We received 1 CTA complaint today via CPUC Phone Line.

- [REDACTED] Customer states her service was switched to Blue Spruce Energy without her permission.

NoCustomer Name	Contact Type	Date Received	AccountCore Transport Agent	Complaint
[REDACTED]	CPUC Phone Complaint	3/19/2000	0256 Blue Spruce Energy	Customer states she was switched to Blue Spruce without her permission. Customer requests to return to PG&E's gas service.