

From: Doll, Laura
Sent: 3/11/2014 2:56:22 PM
To: eim@cpuc.ca.gov (eim@cpuc.ca.gov)
Cc: Redacted
Redacted Singh, Sumeet
(/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=S1ST56905772) Redacted
Redacted
Bcc:
Subject: Customer inquiry

Liza

I'm sorry we have not been able to connect by phone; I'm now boarding a plane.

I assume you are looking for something specific from us.

Everyone copied on this knows most of the background and can assist. We are preparing a rather extensive chronology of communications with the customer. They go back 2-3 years and involve multiple visits, leak surveys, and responses to questions. We have not found any leaks. We have been unable to resolve the customer's concerns and are now at an impasse. She has reached out to media as well as the CPUC.

Let us know what would be helpful, or feel free to call Red and he can run it down.
I'm back tmrw.

Thanks
Laura