

From: Doll, Laura  
Sent: 4/26/2014 12:28:05 PM  
To: kenneth.bruno@cpuc.ca.gov (kenneth.bruno@cpuc.ca.gov)  
Cc: Terrie D.' Prosper (terrie.prosper@cpuc.ca.gov) (terrie.prosper@cpuc.ca.gov)  
Bcc:  
Subject: Customer issue -- Antioch customer [Redacted]

Ken

We spoke briefly about this last week in San Ramon. I know you have lots of information from us, but I thought perhaps this summary would be helpful too. It's an internal document, a little more editorialized than we would submit for public distribution, but it may be helpful background.

[Redacted] PGE attorney on this case, wants to make sure you know that we have a giant binder (4") full of documentation of our responses to customer service issues with Ms. [Redacted] and he really wants me to have it delivered to your office. I am resisting that since you indicated you thought you had sufficient background (and you saw the emailed photo!). But please know it's here and I'm happy to get it to you if it would help in any way.

Our documentation goes back to February 2009. This customer has been on a CARE account since May 2010, and Medical Baseline since 12/2013. Her concerns extend broadly across both electric and gas issues.

Terrie

I know that [Redacted] reached out to you as we continue to be contacted by the ABC News consumer reporter who, as I understand it, is waiting for the CPUC response before writing her story and posting it on the ABC website.

I am assuming that whatever you release/send to the customer you'll be able to provide us a copy of. Let me know if that's not the case.

Thanks  
Laura