

From: Cherry, Brian K
Sent: 4/22/2014 7:52:44 PM
To: Randolph, Edward F. (edward.randolph@cpuc.ca.gov)
Cc:
Bcc:

Subject: RE: PG&E Courtesy Notifications of Advice Letter 4371-E Disposition and Status

Sorry Ed. I've looked at the facts and you are justifiably upset. We talked about it in the original PD in the proceeding but never mentioned it in our implementation plan filing. Our case management people were responsible for that (and while I don't have responsibility for that function), I agree with you that it was a day late and a dollar short. I understand your frustration with us and I share it. You did meet with our folks who worked with the case management people and who came in during the eleventh hour. Unfortunately, they didn't get the message as to how PO'd you were. So I became aware when the letter arrived. In cases where we are a major f--k-up, could you call me and let me know ? I'm not saying you shouldn't send the letter but when it gets to that level of total frustration, let me know. I'll try to resolve it going forward but recognizing that in this case, there isn't much I could have done. Thanks again for being understanding about this. Sometimes we are just plain stupid - with a capital S.

Sent from my iPad

On Apr 22, 2014, at 6:47 PM, "Randolph, Edward F." <edward.randolph@cpuc.ca.gov> wrote:

Happy to give you a heads up in the future. We did have a face to face meeting with your folks on this before the letter went out.

Edward Randolph | Phone: 415-703-2083 | Cell: 916-601-9635

From: Cherry, Brian K [<mailto:BKC7@pge.com>]
Sent: Thursday, April 17, 2014 10:14 AM
To: Randolph, Edward F.
Subject: FW: PG&E Courtesy Notifications of Advice Letter 4371-E Disposition and Status

Ed – when you get back in town, perhaps we can have coffee and talk about letters like this. I'm not questioning the facts, but I would like to chat about getting a heads-up.

PG&E is committed to protecting our customers' privacy.
To learn more, please visit <http://www.pge.com/about/company/privacy/customer/>