

From: Doll, Laura  
Sent: 5/5/2014 3:35:15 PM  
To: Bruno, Kenneth (kenneth.bruno@cpuc.ca.gov)  
Cc: Solis, Maria (Maria.Solis@cpuc.ca.gov)  
Bcc:  
Subject: RE: Complaint closed Letter to [Redacted]

Thanks Ken and Maria – we really appreciate your sharing this, and we also appreciate all the work you put into reviewing this customer complaint.

Laura

**From:** Bruno, Kenneth [mailto:kenneth.bruno@cpuc.ca.gov]  
**Sent:** Monday, May 05, 2014 3:24 PM  
**To:** Doll, Laura  
**Cc:** Solis, Maria  
**Subject:** FW: Complaint closed Letter to [Redacted]

FYI

**From:** Bruno, Kenneth  
**Sent:** Monday, May 05, 2014 2:19 PM  
**To:** Prosper, Terrie D.; Malashenko, Elizaveta I.  
**Cc:** Lee, Dennis M.; Solis, Maria; Hanes, Fred  
**Subject:** Complaint closed Letter to [Redacted]

The following letter was just sent out to Ms. Trokey via U.S. Postal Service Certified Mail. As articulated in the letter to [Redacted], SED management considers this case closed as there are no know outstanding safety issues.

If [Redacted] disagrees with our findings she can file a formal complaint with the CPUC.

Thank you all for your thorough work with this complaint.

Kenneth Bruno

Acting Program Manager

Gas Safety & Reliability Branch

Safety and Enforcement Division

California Public Utilities Commission

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