

From: Cherry, Brian K  
Sent: 6/5/2014 1:52:54 PM  
To: Picker, Michael (Michael.Picker@cpuc.ca.gov) (Michael.Picker@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: Carmel Resident Letter to Chris Johns

Michael – I wanted to share this letter we received from a resident of Carmel. It may represent one customer, but it does a nice job of explaining the approach we are taking as we deal with customer service issues down there.