

From: Miller, Karen  
Sent: 7/18/2014 2:28:54 PM  
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4)  
Cc: DeVine, Kyle (kyle.devine@cpuc.ca.gov)  
Bcc:  
Subject: RE: PG&E not assisting CHANGES customers even with customer in the room.

Hi Sid,

We are still having problems with CSRs not assisting through the CHANGES CBO, even with the customer on the phone. This email chain is in regard to a fairly urgent bill payment problem.

Any advice? We are getting frustrated.

Thanks,

Karen

**From:** DeVine, Kyle  
**Sent:** Friday, July 18, 2014 2:21 PM  
**To:** Miller, Karen  
**Subject:** FW: pg&e

I see we are still having problems with PG&E.

**From:** Casey McFall [Redacted]  
**Sent:** Friday, July 18, 2014 2:18 PM  
**To:** Martinez, Alejandra; DeVine, Kyle  
**Cc:** Anni Chung; Ahmad Noorzayee  
**Subject:** Fwd: pg&e

Hi Alejandra and Kyle,

Nora tried again today to resolve the [Redacted] case with PG&E. She had the client with her on the phone, who gave permission to speak for her, and PG&E will not speak with Nora. This is the case in which PG&E said payment arrangements needed to be made by July 19. There have been several attempts. What should we do?

Casey

Begin forwarded message:

**From:** Nora Salazar <[nsalazar@centralcallegal.org](mailto:nsalazar@centralcallegal.org)>

**Subject:** pg&e

**Date:** July 18, 2014 at 2:06:52 PM PDT

**To:** Casey McFall [Redacted]

Okay, just dealt with a rep named [Redac] in san jose, he refused to speak with me, even when client is sitting here and told him she gives permission to speak with me, he stated it is policy not to speak with anyone only client

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*Nora Salazar-Hernandez  
Consumer, Public Utilities & Health Care Advocate*

*559-570-1239  
Central California Legal Services, Inc.*

**2115 Kern Street, Suite 1**

**Fresno, CA. 93721.**

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