

From: Dietz, Sidney
Sent: 7/18/2014 3:42:39 PM
To: 'Miller, Karen' (karen.miller@cpuc.ca.gov)
Cc: 'DeVine, Kyle' (kyle.devine@cpuc.ca.gov)
Bcc:
Subject: RE: PG&E not assisting CHANGES customers even with customer in the room.

Karen and Kyle –

I've asked for the assistance of our customer outreach team on this. We are hoping to do a three-way call with Nora and the customer and our customer-relations person, and see if we can get a payment arrangement established. This seems like the same problem with the same customer that we had before – looking at the email below, it seems that the customer was not live on the phone. That's why I'm hoping the three-way call helps.

yours,

sid

From: Dietz, Sidney
Sent: Friday, July 18, 2014 2:53 PM
To: 'Miller, Karen'
Cc: DeVine, Kyle
Subject: RE: PG&E not assisting CHANGES customers even with customer in the room.

Karen –

Sorry for the trouble. I've asked the team, and they're right on it. I'll get back to you.

yours,

sid

From: Miller, Karen [<mailto:karen.miller@cpuc.ca.gov>]
Sent: Friday, July 18, 2014 2:29 PM
To: Dietz, Sidney
Cc: DeVine, Kyle
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: [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?

[Redacted]

Begin forwarded message:

From: Nora Salazar <nsalazar@centralcallegal.org>

Subject: pg&e

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

To: [Redacted]

Okay, just dealt with a rep named [Redact] 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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