

From: DeVine, Kyle

Sent: 7/25/2014 12:05:52 PM

To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); [Redacted]
[Redacted]
[Redacted]

Cc: Miller, Karen (karen.miller@cpuc.ca.gov); Kaur, Ravneet (Ravneet.Kaur@cpuc.ca.gov); Martinez, Alejandra (Alejandra.Martinez@cpuc.ca.gov)

Bcc:

Subject: Fw: PG&E

Hello,

I just received this note from Casey and I wanted to share it with you. It's admirable to see the lengths our CBOs will go through to help their clients. Along those lines, I haven't received any responses from you regarding the note I sent yesterday morning. I really hope we can get this resolved soon, but I'm going to be tied up in meetings most of the afternoon. So I hope that when I log in tonight there will be good news from you.

PS Tivo, I received your voice mail message and want to thank you for your kindness. I didn't think it was anyone from PG&E who made those unprofessional and unkind remarks. Thanks for offering to send a note to the other utilities. I'm not going to pull the transcript or call log related to the call because this is not a witch hunt. I just hope those disruptions don't continue.

Take care

Kyle

From: Casey McFall [Redacted]
Sent: Friday, July 25, 2014 10:38 AM
To: DeVine, Kyle
Cc: Martinez, Alejandra; Kaur, Ravneet; Anni Chung; Ahmad Noorzayee
Subject: Re: pg&e

Hi,

Just so everyone knows, Nora's client does not have a telephone. So in order for Nora to set up a time to have the client present, Nora has to send a letter and request that the client come to the office. She has already had to do this a few times, and once the client has arrived at Nora's office, they have called and PG&E would not speak with them. I am sure that the travel time and costs are difficult for the client and it takes a lot of effort on Nora's part to even get to the point where she has the client next to her to call.

Casey

On Jul 22, 2014, at 3:37 PM, DeVine, Kyle <kyle.devine@cpuc.ca.gov> wrote:

Good news indeed. Thanks.

From: Nora Salazar [<mailto:nsalazar@centralcallegal.org>]
Sent: Tuesday, July 22, 2014 3:32 PM
To: DeVine, Kyle
Cc: Casey McFall; Martinez, Alejandra; Kaur, Ravneet; Anni Chung; Ahmad Noorzayee
Subject: Re: pg&e

Hello All,

I was contacted by [Redacted] with PG&E, he agreed to extend [Redact] shut off til August 28th, this will hopefully give us enough time to get client in office so we can contact PG&E with client present and set up payment arrangements.

Nora

From: Casey McFall [mailto:[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