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**Sent:** Mon, 01 Jan 2001 10:00:00 -0800  
**To:** recipient@enron.com  
**Subject:** Enron Sample Thread

Message-ID: <23790256.1075848246783.JavaMail.evans@thyme>  
Date: Thu, 24 May 2001 00:30:00 -0700 (PDT)  
From: steven.kean@enron.com  
To: susan.mara@enron.com, jeff.dasovich@enron.com, paul.kaufman@enron.com,  
sandra.mccubbin@enron.com  
Subject: Draft - Background and Q&A for CA residential customers  
Cc: richard.shapiro@enron.com, james.steffes@enron.com  
Mime-Version: 1.0  
Content-Type: text/plain; charset=us-ascii  
Content-Transfer-Encoding: 7bit  
Bcc: richard.shapiro@enron.com, james.steffes@enron.com  
X-From: Steven J Kean  
X-To: Susan J Mara, Jeff Dasovich, Paul Kaufman, Sandra McCubbin  
X-cc: Richard Shapiro, James D Steffes  
X-bcc:  
X-Folder: \Steven\_Kean\_June2001\_5\Notes Folders\Sent  
X-Origin: KEAN-S  
X-FileName: skean.nsf

Please send any comments directly to Peggy.

----- Forwarded by Steven J Kean/NA/Enron on 05/24/2001  
07:29 AM -----

Peggy Mahoney@EES  
05/24/2001 12:32 AM

To: James D Steffes/NA/Enron@Enron, Karen Denne/Corp/Enron@ENRON, Mark  
Palmer/Corp/Enron@ENRON, Steven J Kean/NA/Enron@Enron, Vicki  
Sharp/HOU/EES@EES, Marty Sunde/HOU/EES@EES, Elizabeth Tilney/HOU/EES@EES,  
Elizabeth Ivers/Enron@EnronXGate, Mark Koenig/Enron@EnronXGate, Paula  
Rieker/Enron@EnronXGate, Evan Hughes/HOU/EES@EES  
cc: Max Eberts/HOU/EES@EES

Subject: Draft - Background and Q&A for CA residential customers

Attached is the first Q&A draft. Please review, add questions, edit, etc.  
This will be used as a guide for media and government affairs responses.

Evan/Diann - It needs to be tailored for use as a customer service script.  
There are some blanks we could use your help on - noted in blue.

Max Eberts at 58804 and Beth Tilney at 35022 will be the contacts for edits  
via email or by phone. I will call-in when I arrive in Washington at about  
1:30pm.

Thanks  
Peggy