

From: Kaneshiro, Bruce
Sent: 3/8/2010 4:22:34 PM
To: Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); [Redacted]
[Redacted] Meadows, James L
(/O=PG&E/OU=Corporate/cn=Recipients/cn=J7M2)
Cc:
Bcc:
Subject: RE: Bakersfield Customer Issues / Response to DR ED_017 Q01 Supp (Complaints)

Karen, Sid, Jim-

I'm looking for PG&E's Installation Complaint report which according to the email below, was sent to the Commission on March 3. I've searched through my intray and I don't have a record of it. Has the report been sent? If so, please re-send the email in which it was provided to Energy Division. If not, please provide an update as to when it will arrive.

Bruce

From: [Redacted]
Sent: Tuesday, March 02, 2010 7:13 PM
To: Zafar, Marzia;
Danforth, Christopher; Deal, Matthew; Campbell, Andrew; Gupta, Alope; Roscow, Steve; Kahlon, Gurbux; Walsh, Natalie; Serizawa, Linda; Kaneshiro, Bruce
Cc: Dietz, Sidney; [Redacted] Nwamu, Chonda (Law)
Subject: Bakersfield Customer Issues / Response to DR ED_017 Q01 Supp (Complaints)

All:

PG&E's **supplemental**
response to Data Request ED_017, Question

1 is attached.
Specifically, the March
2, 2010
SmartMeter™ Complaint Report is
attached, for the period December 14,
2009 through February 22,
2010. The High Bill Complaint
portion of the report is
attached; the Installation Complaint portion of the report will follow
tomorrow.

Note that usage
data
are also
provided for those customer accounts listed in the High
Bill Complaint report.
As requested, three years of usage data are provided if available (i.e., all
accounts did not have three years
of billing/usage history). The information for each account is shown on
a separate worksheet in the
file.

In the future, PG&E will provide these reports on a
weekly basis on Thursdays, beginning on March 11.

***Please note that the
attachments contain confidential customer-specific information
and are being submitted under
CPUC Code Section 583.***

Redacted

<<SM High Bill Complaint
Report 03-02-10.xls>> <<SM High Bill Complaint
Usage Date 03-02-10.xls>>