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, Aloke; 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>>