

**PACIFIC GAS AND ELECTRIC COMPANY  
Bakersfield Customers' Issue  
Data Response**

PG&E Data Request No.:	ED_020-01		
PG&E File Name:	DR_ED_020-1		
Request Date:	January 14, 2010	Requester DR No.:	1/14/10
Date Sent:	March 12, 2010	Requesting Party:	Energy Division
PG&E Witness:	N/A	Requester:	Bruce Kaneshiro

**QUESTION 1**

Please describe the process PG&E uses to provide feedback to Wellington if PG&E receives customer complaints about the installers

**ANSWER 1**

Both Wellington and PG&E have dedicated teams for customer complaint response. A customer may initiate a complaint by either contacting Wellington or PG&E. PG&E's SmartMeter™ Customer Impact Team monitors customer complaints handled by either Wellington or internal PG&E response teams. Please see PG&E / WEI Customer Complaint process flow included as attachment DR\_ED\_020-1-Atch01.

Unless the customer has requested not to be contacted, Wellington follows up directly with the customer on the Wellington-related complaints, and provides updates and status for each customer contact scenario to PG&E.

In the event of a complaint specific to a Wellington installer, PG&E has four opportunities to address the issue directly with Wellington:

1. The first is during the initial review of the complaint by the Customer Impact Team. Complaints related to Wellington are assigned to Wellington for resolution with the customer. This assignment process is the first opportunity to communicate directly with Wellington about Wellington installer related complaints.
2. The second occurs during the weekly deployment meetings with Wellington. Any trends observed are addressed directly with Wellington.
3. The SmartMeter™ Customer Impact Team monitors the status of these Wellington response activities twice a week by pulling a report from a shared server, and raises related issues directly to Wellington.
4. The fourth opportunity occurs after the preparation of the monthly report. The SmartMeter™ Strategic Relationships Manager addresses any monthly or cumulative trends observed in Wellington installer related complaints directly with the Wellington representative.