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Sent: 3/2/2010 7:13:12 PM
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Cc: Nwamu, Chonda (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJN3); Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4, [Redacted]n [Redacted]
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Bcc:
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]

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