

on and is being submitted under CPUC Code Section 583.

d Electric Company

1 Complaint Report

Customers With SmartMeter™ Devices*

September 14, 2009 Through February 22, 2010

Color Key	
	Resolved Since the Last Report
	New Since the Last Report
	No SmartMeter™ Device Installed

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
1	10/13/09	{Redacted}		BAKERSFIELD	Resolved	Bill is accurate. Account incorrectly identified as "investigation pending" on original report. Was resolved on 10/23/09. Customer came to PG&E's Answer Center in Bakersfield. Billing/usage questions were satisfactorily answered. Declined a meter test. Energy audit conducted on 10/23/09. customer was satisfied.
2	10/23/09		FRESNO	Resolved	Bill is accurate. Customer questioned high bill because A/C unit was down and family was on vacation. Interval usage data indicated the period when the customer was on vacation. PG&E offered adjustment if customer will provide proof of repairs to A/C. Two follow-up calls; nothing more received from customer.	
3	10/28/09		CLOVIS	Resolved	Bill is accurate. Common area meter, serving laundry, lighting and pool/spa. Provided data from SmartMeter showing exact dates of continuous high usage during bill period in question, and that date usage dropped after September. Energy audit conducted 1/12/10. Customer satisfied.	
4	10/29/09		VALLEY SPRINGS	Resolved	Bill is accurate. Customer disputed bill for \$609.99 for period 6/25/09-7/27/09. Usage was 2110 kwh, or 65.94 kwh/day. Advised in 2008, usage was 1926 kwh (62.13 kwh/day) and in 2006, usage was 1843 kwh (57.59 kwh/day). Difference in 2009 was likely caused by hotter weather and rate increase. Customer did not realize how much they consumed in summer. Customer was satisfied.	
5	11/2/09		CLOVIS	Resolved	Bill is accurate. Gave 12-month pay plan for account. Customer unable since November to provide receipt for pool pump replacement, only gave monthly invoice for pool service. In January, customer still unable to provide receipt, but adjustment of \$414.73 given for non-beneficial usage during the high bill period.	
6	11/3/09		HILLSBOROUGH	Resolved	No SmartMeter™ Device Installed. Customer received a high bill in October and wanted to know if a SmartMeter was installed. Usage was higher than last year but in line with seasonal usage (1016 kwh in 2009; 916 kwh in 2008). A SmartMeter was not installed until November.	
7	12/18/09				ANTIOCH	Open

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8	1/7/10			MORAGA	Resolved	Bill is accurate. Customer has been at the premise since December 2005. In October 2006, the old wathour meter malfunctioned and stopped registering any usage. Thus, the customer was billed for zero usage (about \$4 a month). Reviewed daily interval usage on SmartMeter and customer confirmed usage was accurate.
9	1/7/10			MARTINEZ	Resolved	No SmartMeter™ Device Installed. Customer had questions re CPUC independent investigation (which PG&E had no details about), meter testing at plant and at PG&E, SmartRate option - customer thought was mandatory, but is voluntary. Customer insisted on waiting until 3/17 for meter installation. PG&E agreed to accommodate her request.
10	1/11/10			SONORA	Resolved	Bill is accurate. Customer experienced a high bill in September when the SmartMeter was installed. Review of historical usage shows Nov/Dec 2009 usage is lower than in 2008. Review of daily usage shows the customer started conserving mid-October 2009 and continues to use less energy than in 2008. Account was certified for CARE in October. Offered meter test, customer declined. Is satisfied his meter is accurate.
11	1/13/10			NEWCASTLE	Open	Under Investigation
12	1/14/10			SUTTER CREEK	Open	Under Investigation
13	1/26/10			HAYWARD	Open	Under Investigation
14	2/8/10			CONCORD	Resolved	Meter programmed incorrectly. Customer questioned high gas bills. Meter change was requested on 2/8/10. Field tech discovered meter programmed incorrectly upon installation (was programmed at "2" and should have been "1"), resulting in overcharges. Meter programming was corrected and bills were adjusted same day (2/8/10). Although electric usage not in question, an energy audit was also offered. Customer will also apply for Medical Baseline.
15	2/11/10			TEMPLETON	Resolved	Bill is accurate. Customer interconnected PV system in October 2009 without permits and did not complete PG&E agreement to interconnect with proper metering until 1/29/10. Also, usage attributed to use of space heater, and 3 well pumps were working overtime to keep pipes from freezing.
16	2/11/10			OAKLAND	Open	Under Investigation
17	2/11/10			BERKELEY	Resolved	Bill is accurate. SmartMeter installed 1/12/10. Explained January bill included 33 days vs. 29 days in December. Provided breakdown of usage by tiers to explain higher charges incurred in January for Tier 5 usage. Offered meter test.

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* This Report tracks high-bill complaints from customers who state that their high bill is related in some way to the installation of a SmartMeter™ device.

- 6 Open Complaints on Last Report
- 6 Open Complaints Resolved Since the Last Report
- 12 New Complaints Since the Last Report
- 7 New Complaints Resolved Since the Last Report
- 5 New Complaints Open

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