

From: [Redacted]  
Sent: 3/11/2010 7:12:20 PM  
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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 11, 2010 SmartMeter™ Complaint Report is attached, for the period February 23, 2010 through March 5, 2010. The High Bill Complaint and Installation Complaint Reports are shown on separate worksheets in the file. The Installation Complaint Report includes all new complaints received during the reporting period. A status report on the installation complaints that appeared on the March 5 Installation Complaint Report and remain open will follow tomorrow.

Also attached are usage data for the new customer accounts listed in the High Bill Complaint Report. The usage information for each account is shown on a separate worksheet in the file.

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

[Redacted]

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