

**This report contains confidential customer information and is being submitted under CPUC Code Section 583.**

**Pacific Gas and Electric Company  
SmartMeter™ High Bill Complaint Report  
Customer Usage Data**

March 11, 2010 -- For Customers with Complaints During the Period February 23, 2010 Through March 5, 2010

{Redacted} {Redacted} {Redacted}

**Electric**

Start Date	End Date	Days	Amount	Usage	ADU
01/26/2010	02/25/2010	30	{Redacted}	856	28.53
12/24/2009	01/26/2010	33		1250	37.88
11/23/2009	12/24/2009	31		1158	37.35
10/23/2009	11/23/2009	31		607	19.58
09/24/2009	10/23/2009	29		598	20.62
08/25/2009	09/24/2009	30		692	23.07
07/27/2009	08/25/2009	29		596	20.55
06/25/2009	07/27/2009	32		643	20.09
05/27/2009	06/25/2009	29		587	20.24
04/27/2009	05/27/2009	30		608	20.27
03/26/2009	04/27/2009	32		677	21.16
02/25/2009	03/26/2009	29		655	22.59
01/26/2009	02/25/2009	30		692	23.07
12/24/2008	01/26/2009	33		905	27.42
11/21/2008	12/24/2008	33		932	28.24
10/24/2008	11/21/2008	28		583	20.82
09/25/2008	10/24/2008	29		599	20.66
08/26/2008	09/25/2008	30		642	21.4
07/25/2008	08/26/2008	32		723	22.59
06/26/2008	07/25/2008	29		605	20.86
05/28/2008	06/26/2008	29		658	22.69
04/28/2008	05/28/2008	30		688	22.93
03/27/2008	04/28/2008	32		755	23.59
02/26/2008	03/27/2008	30		667	22.23
01/26/2008	02/26/2008	31		803	25.9
12/28/2007	01/26/2008	29		793	27.34
11/29/2007	12/28/2007	29		919	31.69
10/29/2007	11/29/2007	31		664	21.42
09/27/2007	10/29/2007	32		733	22.91
08/27/2007	09/27/2007	31		682	22
07/30/2007	08/27/2007	28		591	21.11
06/29/2007	07/30/2007	31		597	19.26
05/31/2007	06/29/2007	29		653	22.52
04/30/2007	05/31/2007	31		614	19.81
03/30/2007	04/30/2007	31		633	20.42
03/1/2007	03/30/2007	29		631	21.76
01/29/2007	03/1/2007	31		703	22.68
12/29/2006	01/29/2007	31		728	23.48
11/30/2006	12/29/2006	29		902	31.1
10/30/2006	11/30/2006	31		680	21.94
09/28/2006	10/30/2006	32		603	18.84
08/30/2006	09/28/2006	29		521	17.97
08/1/2006	08/30/2006	29		514	17.72
06/29/2006	08/1/2006	33		525	15.91
05/31/2006	06/29/2006	29		498	17.17
05/1/2006	05/31/2006	30		529	17.63
03/30/2006	05/1/2006	32		713	22.28
03/1/2006	03/30/2006	29		708	24.41
01/28/2006	03/1/2006	32		693	21.66
12/29/2005	01/28/2006	30		771	25.7

**Gas**

Start Date	End Date	Days	Amount	Usage	ADU
01/26/2010	02/25/2010	30		70	2.33
12/24/2009	01/26/2010	33		104	3.15
11/23/2009	12/24/2009	31		96	3.1
10/23/2009	11/23/2009	31		44	1.42
09/24/2009	10/23/2009	29		25	0.86
08/25/2009	09/24/2009	30		16	0.53
07/27/2009	08/25/2009	29		17	0.59
06/25/2009	07/27/2009	32		16	0.5
05/27/2009	06/25/2009	29		25	0.86
04/27/2009	05/27/2009	30		34	1.13
03/26/2009	04/27/2009	32		52	1.63
02/25/2009	03/26/2009	29		72	2.48
01/26/2009	02/25/2009	30		81	2.7
12/24/2008	01/26/2009	33		89	2.7
11/21/2008	12/24/2008	33		93	2.82
10/22/2008	11/21/2008	30		26	0.87
09/24/2008	10/22/2008	28		16	0.57
08/26/2008	09/24/2008	29		14	0.48
07/25/2008	08/26/2008	32		15	0.47
06/26/2008	07/25/2008	29		12	0.41
05/28/2008	06/26/2008	29		18	0.62
04/28/2008	05/28/2008	30		30	1
03/27/2008	04/28/2008	32		58	1.81
02/26/2008	03/27/2008	30		49	1.63
01/26/2008	02/26/2008	31		92	2.97
12/28/2007	01/26/2008	29		107	3.69
11/29/2007	12/28/2007	29		82	2.83
10/29/2007	11/29/2007	31		36	1.16
09/27/2007	10/29/2007	32		19	0.59
08/27/2007	09/27/2007	31		14	0.45
07/30/2007	08/27/2007	28		11	0.39
06/29/2007	07/30/2007	31		10	0.32
05/31/2007	06/29/2007	29		17	0.59
04/30/2007	05/31/2007	31		27	0.87
03/30/2007	04/30/2007	31		40	1.29
03/1/2007	03/30/2007	29		42	1.45
01/29/2007	03/1/2007	31		81	2.61
12/29/2006	01/29/2007	31		97	3.13
11/30/2006	12/29/2006	29		85	2.93
10/30/2006	11/30/2006	31		52	1.68
09/28/2006	10/30/2006	32		25	0.78
08/30/2006	09/28/2006	29		12	0.41
08/1/2006	08/30/2006	29		14	0.48
06/29/2006	08/1/2006	33		11	0.33
05/31/2006	06/29/2006	29		11	0.38
05/1/2006	05/31/2006	30		15	0.5
03/30/2006	05/1/2006	32		51	1.59
03/1/2006	03/30/2006	29		78	2.69
01/30/2006	03/1/2006	30		54	1.8
12/29/2005	01/30/2006	32		70	2.19

**Pacific Gas and Electric Company**  
**SmartMeter™ High Bill Complaint Report**  
**Customer Usage Data**

March 11, 2010 -- For Customers with Complaints During the Period February 23, 2010 Through March 5, 2010

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**Electric**

Start Date	End Date	Days	Amount	Usage	ADU
02/1/2010	03/4/2010	31	{Redacted}	613	19.77
12/30/2009	02/1/2010	33		593	17.97
12/1/2009	12/30/2009	29		550	18.97
10/29/2009	12/1/2009	33		626	18.97
09/30/2009	10/29/2009	29		400	13.79
08/31/2009	09/30/2009	30		543	18.1
07/31/2009	08/31/2009	31		1099	35.45
07/1/2009	07/31/2009	30		1205	40.17
06/2/2009	07/1/2009	29		494	17.03
05/2/2009	06/2/2009	31		631	20.35
04/2/2009	05/2/2009	30		535	17.83
03/3/2009	04/2/2009	30		530	17.67
01/30/2009	03/3/2009	32		631	19.72
12/30/2008	01/30/2009	31		618	19.94
12/1/2008	12/30/2008	29		662	22.83
10/29/2008	12/1/2008	33		659	19.97
09/30/2008	10/29/2008	29		978	33.72
08/29/2008	09/30/2008	32		1293	40.41
07/31/2008	08/29/2008	29		1466	50.55
07/1/2008	07/31/2008	30		1754	58.47
06/2/2008	07/1/2008	29		2092	72.14
05/1/2008	06/2/2008	32		793	24.78
04/1/2008	05/1/2008	30		1187	39.57
03/3/2008	04/1/2008	29		653	22.52
02/1/2008	03/3/2008	31		744	24
01/3/2008	02/1/2008	29		598	20.62
12/4/2007	01/3/2008	30		637	21.23
11/1/2007	12/4/2007	33		642	19.45
10/3/2007	11/1/2007	29		619	21.34
09/4/2007	10/3/2007	29		691	23.83
08/4/2007	09/4/2007	31		1444	46.58
07/5/2007	08/4/2007	30		1312	43.73
06/6/2007	07/5/2007	29		530	18.28
05/4/2007	06/6/2007	33		606	18.36
04/4/2007	05/4/2007	30		628	20.93
03/6/2007	04/4/2007	29		522	18
02/15/2007	03/6/2007	19		484	25.47

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**SmartMeter™ High Bill Complaint Report**  
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March 11, 2010 -- For Customers with Complaints During the Period February 23, 2010 Through March 5, 2010

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**ABS Electric**

Start Date	End Date	Days	Amount	Usage	ADU
01/9/2010	02/10/2010	32	{Redacted}	1495	46.72
12/9/2009	01/9/2010	31		1120	36.13
11/6/2009	12/9/2009	33		793	24.03
10/8/2009	11/6/2009	29		841	29
09/9/2009	10/8/2009	29		1224	42.21
08/10/2009	09/9/2009	30		1260	42
07/13/2009	08/10/2009	28		770	27.5
06/11/2009	07/13/2009	32		1281	40.03
05/11/2009	06/11/2009	31		970	31.29
04/11/2009	05/11/2009	30		1079	35.97
03/11/2009	04/11/2009	31		1355	43.71
02/9/2009	03/11/2009	30		1626	54.2
01/8/2009	02/9/2009	32		1643	51.34
12/8/2008	01/8/2009	31		1626	52.45
11/6/2008	12/8/2008	32		1430	44.69
10/10/2008	11/6/2008	27		1170	43.33
09/10/2008	10/10/2008	30		1850	61.67
08/8/2008	09/10/2008	33		2150	65.15
07/11/2008	08/8/2008	28		1753	62.61
06/10/2008	07/11/2008	31		1042	33.61
05/10/2008	06/10/2008	31		866	27.94
04/9/2008	05/10/2008	31		835	26.94
03/11/2008	04/9/2008	29		968	33.38
02/11/2008	03/11/2008	29		997	34.38
01/11/2008	02/11/2008	31		1518	48.97
12/11/2007	01/11/2008	31		1811	58.42
11/10/2007	12/11/2007	31		2105	67.9
10/11/2007	11/10/2007	30		1361	45.37
09/13/2007	10/11/2007	28		1301	46.46
08/13/2007	09/13/2007	31		2423	78.16
07/13/2007	08/13/2007	31		2029	65.45
06/13/2007	07/13/2007	30		1990	66.33
05/14/2007	06/13/2007	30		406	13.53
04/12/2007	05/14/2007	32		279	8.72
03/14/2007	04/12/2007	29		189	6.52
02/13/2007	03/14/2007	29		524	18.07
01/12/2007	02/13/2007	32		540	16.88
12/12/2006	01/12/2007	31		608	19.61
11/10/2006	12/12/2006	32		624	19.5
10/12/2006	11/10/2006	29		536	18.48
09/13/2006	10/12/2006	29		1039	35.83
08/15/2006	09/13/2006	29		1517	52.31
07/17/2006	08/15/2006	29		1800	62.07
06/14/2006	07/17/2006	33		1659	50.27
05/14/2006	06/14/2006	31		228	7.35
04/14/2006	05/14/2006	30		127	4.23
03/16/2006	04/14/2006	29		387	13.34
02/14/2006	03/16/2006	30		448	14.93
01/12/2006	02/14/2006	33		542	16.42
01/9/2006	01/12/2006	4		61	15.25

**Gas**

Start Date	End Date	Days	Amount	Usage	ADU
01/8/2010	02/9/2010	32	{Redacted}	108	3.38
12/7/2009	01/8/2010	32		127	3.97
11/6/2009	12/7/2009	31		78	2.52
10/8/2009	11/6/2009	29		29	1
09/9/2009	10/8/2009	29		28	0.97
08/10/2009	09/9/2009	30		25	0.83
07/10/2009	08/10/2009	31		23	0.74
06/10/2009	07/10/2009	30		25	0.83
05/10/2009	06/10/2009	31		27	0.87
04/11/2009	05/10/2009	29		27	0.93
03/11/2009	04/11/2009	31		42	1.35
02/9/2009	03/11/2009	30		95	3.17
01/8/2009	02/9/2009	32		124	3.88
12/8/2008	01/8/2009	31		154	4.97
11/6/2008	12/8/2008	32		50	1.56
10/10/2008	11/6/2008	27		23	0.85
09/10/2008	10/10/2008	30		29	0.97
08/8/2008	09/10/2008	33		26	0.79
07/11/2008	08/8/2008	28		14	0.5
06/10/2008	07/11/2008	31		19	0.61
05/10/2008	06/10/2008	31		23	0.74
04/9/2008	05/10/2008	31		31	1
03/11/2008	04/9/2008	29		27	0.93
02/11/2008	03/11/2008	29		69	2.38
01/11/2008	02/11/2008	31		125	4.03
12/11/2007	01/11/2008	31		148	4.77
11/10/2007	12/11/2007	31		73	2.35
10/11/2007	11/10/2007	30		27	0.9
09/13/2007	10/11/2007	28		21	0.75
08/13/2007	09/13/2007	31		19	0.61
07/13/2007	08/13/2007	31		15	0.48
06/13/2007	07/13/2007	30		17	0.57
05/14/2007	06/13/2007	30		24	0.8
03/14/2007	05/14/2007	61		49	0.8
02/13/2007	03/14/2007	29		64	2.21
01/12/2007	02/13/2007	32		138	4.31
12/12/2006	01/12/2007	31		138	4.45
11/10/2006	12/12/2006	32		73	2.28
10/12/2006	11/10/2006	29		29	1
09/13/2006	10/12/2006	29		28	0.97
08/15/2006	09/13/2006	29		33	1.14
07/17/2006	08/15/2006	29		23	0.79
06/14/2006	07/17/2006	33		25	0.76
05/14/2006	06/14/2006	31		27	0.87
04/14/2006	05/14/2006	30		25	0.83
03/16/2006	04/14/2006	29		84	2.9
02/14/2006	03/16/2006	30		115	3.83
01/12/2006	02/14/2006	33		105	3.18
12/14/2005	01/12/2006	29		98	3.38

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**Customer Usage Data**

March 11, 2010 -- For Customers with Complaints During the Period February 23, 2010 Through March 5, 2010

{Redacted}

{Redacted}

**Electric**

Start Date	End Date	Days	Amount	Usage	ADU
01/20/2010	02/19/2010	30	d}	1030	34.33
12/18/2009	01/20/2010	33		1131	34.27
11/18/2009	12/18/2009	30		1165	38.83
10/19/2009	11/18/2009	30		859	28.63
09/18/2009	10/19/2009	31		938	30.26
08/20/2009	09/18/2009	29		815	28.1
07/22/2009	08/20/2009	29		756	26.07
06/19/2009	07/22/2009	33		844	25.58
05/21/2009	06/19/2009	29		726	25.03
04/21/2009	05/21/2009	30		718	23.93
03/20/2009	04/21/2009	32		778	24.31
02/19/2009	03/20/2009	29		710	24.48
01/20/2009	02/19/2009	30		870	29
12/18/2008	01/20/2009	33		914	27.7
11/18/2008	12/18/2008	30		809	26.97
10/17/2008	11/18/2008	32		835	26.09
09/18/2008	10/17/2008	29		686	23.66
08/19/2008	09/18/2008	30		613	20.43
07/21/2008	08/19/2008	29		597	20.59
06/19/2008	07/21/2008	32		616	19.25
05/20/2008	06/19/2008	30		675	22.5
04/21/2008	05/20/2008	29		710	24.48
03/20/2008	04/21/2008	32		694	21.69
02/21/2008	03/20/2008	28		680	24.29
01/19/2008	02/21/2008	33		904	27.39
12/20/2007	01/19/2008	30		981	32.7
11/20/2007	12/20/2007	30		723	24.1
10/22/2007	11/20/2007	29		514	17.72
09/21/2007	10/22/2007	31		650	20.97
08/22/2007	09/21/2007	30		551	18.37
07/25/2007	08/22/2007	28		512	18.29
06/22/2007	07/25/2007	33		602	18.24
05/23/2007	06/22/2007	30		585	19.5
04/23/2007	05/23/2007	30		519	17.3
03/26/2007	04/23/2007	28		443	15.82
02/22/2007	03/26/2007	32		517	16.16
02/16/2007	02/22/2007	6		112	18.67

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**SmartMeter™ High Bill Complaint Report**  
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March 11, 2010 -- For Customers with Complaints During the Period February 23, 2010 Through March 5, 2010

{Redacted}

{Redacted}

**Electric**

Start Date	End Date	Days	Amount	Usage	ADU
01/8/2010	02/9/2010	32	1501	46.91	
12/10/2009	01/8/2010	29	1300	44.83	
11/9/2009	12/10/2009	31	1380	44.52	
10/8/2009	11/9/2009	32	1200	37.5	
09/10/2009	10/8/2009	28	1137	40.61	
08/10/2009	09/10/2009	31	1264	40.77	
07/10/2009	08/10/2009	31	1235	39.84	
06/11/2009	07/10/2009	29	1058	36.48	
05/11/2009	06/11/2009	31	1130	36.45	
04/10/2009	05/11/2009	31	1139	36.74	
03/11/2009	04/10/2009	30	1189	39.63	
02/9/2009	03/11/2009	30	1260	42	
01/8/2009	02/9/2009	32	1264	39.5	
12/9/2008	01/8/2009	30	1205	40.17	
11/6/2008	12/9/2008	33	1142	34.61	
10/9/2008	11/6/2008	28	946	33.79	
09/9/2008	10/9/2008	30	1024	34.13	
08/8/2008	09/9/2008	32	1214	37.94	
07/11/2008	08/8/2008	28	1018	36.36	
06/10/2008	07/11/2008	31	1117	36.03	
05/12/2008	06/10/2008	29	966	33.31	
04/9/2008	05/12/2008	33	1024	31.03	
03/11/2008	04/9/2008	29	1068	36.83	
02/8/2008	03/11/2008	32	1244	38.88	
01/11/2008	02/8/2008	28	1226	43.79	
12/12/2007	01/11/2008	30	1305	43.5	
11/9/2007	12/12/2007	33	1270	38.48	
10/12/2007	11/9/2007	28	928	33.14	
09/13/2007	10/12/2007	29	1006	34.69	
08/13/2007	09/13/2007	31	1302	42	
07/14/2007	08/13/2007	30	1147	38.23	
06/13/2007	07/14/2007	31	1127	36.35	
05/14/2007	06/13/2007	30	1004	33.47	
04/12/2007	05/14/2007	32	1097	34.28	
03/15/2007	04/12/2007	28	1045	37.32	
02/13/2007	03/15/2007	30	1116	37.2	
01/11/2007	02/13/2007	33	1000	30.3	
12/12/2006	01/11/2007	30	1004	33.47	
11/10/2006	12/12/2006	32	1200	37.5	
10/12/2006	11/10/2006	29	922	31.79	
09/13/2006	10/12/2006	29	817	28.17	
08/14/2006	09/13/2006	30	989	32.97	
07/17/2006	08/14/2006	28	1137	40.61	
06/14/2006	07/17/2006	33	1297	39.3	
05/15/2006	06/14/2006	30	1187	39.57	
04/14/2006	05/15/2006	31	1308	42.19	
03/14/2006	04/14/2006	31	1806	58.26	
02/10/2006	03/14/2006	32	2066	64.56	
01/12/2006	02/10/2006	29	1578	54.41	
12/14/2005	01/12/2006	29	1268	43.72	

**Gas**

Start Date	End Date	Days	Amount	Usage	ADU
01/8/2010	02/9/2010	32	110	3.44	
12/10/2009	01/8/2010	29	106	3.66	
11/9/2009	12/10/2009	31	109	3.52	
10/8/2009	11/9/2009	32	53	1.66	
09/10/2009	10/8/2009	28	30	1.07	
08/10/2009	09/10/2009	31	31	1	
07/10/2009	08/10/2009	31	30	0.97	
06/11/2009	07/10/2009	29	29	1	
05/11/2009	06/11/2009	31	35	1.13	
04/10/2009	05/11/2009	31	62	2	
03/11/2009	04/10/2009	30	84	2.8	
02/9/2009	03/11/2009	30	126	4.2	
01/8/2009	02/9/2009	32	131	4.09	
12/9/2008	01/8/2009	30	194	6.47	
11/6/2008	12/9/2008	33	100	3.03	
10/9/2008	11/6/2008	28	44	1.57	
09/9/2008	10/9/2008	30	30	1	
08/8/2008	09/9/2008	32	30	0.94	
07/11/2008	08/8/2008	28	29	1.04	
06/10/2008	07/11/2008	31	31	1	
05/12/2008	06/10/2008	29	36	1.24	
04/9/2008	05/12/2008	33	62	1.88	
03/11/2008	04/9/2008	29	82	2.83	
02/8/2008	03/11/2008	32	106	3.31	
01/11/2008	02/8/2008	28	122	4.36	
12/12/2007	01/11/2008	30	125	4.17	
11/9/2007	12/12/2007	33	93	2.82	
10/12/2007	11/9/2007	28	38	1.36	
09/13/2007	10/12/2007	29	38	1.31	
08/13/2007	09/13/2007	31	34	1.1	
07/14/2007	08/13/2007	30	31	1.03	
06/13/2007	07/14/2007	31	33	1.06	
05/14/2007	06/13/2007	30	38	1.27	
04/12/2007	05/14/2007	32	61	1.91	
03/15/2007	04/12/2007	28	48	1.71	
02/13/2007	03/15/2007	30	84	2.8	
01/11/2007	02/13/2007	33	149	4.52	
12/12/2006	01/11/2007	30	123	4.1	
11/10/2006	12/12/2006	32	95	2.97	
10/12/2006	11/10/2006	29	41	1.41	
09/13/2006	10/12/2006	29	30	1.03	
08/14/2006	09/13/2006	30	31	1.03	
07/17/2006	08/14/2006	28	30	1.07	
06/14/2006	07/17/2006	33	37	1.12	
05/15/2006	06/14/2006	30	42	1.4	
04/14/2006	05/15/2006	31	52	1.68	
03/14/2006	04/14/2006	31	81	2.61	
02/10/2006	03/14/2006	32	90	2.81	
01/12/2006	02/10/2006	29	67	2.31	
12/14/2005	01/12/2006	29	66	2.28	