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Sent: 4/23/2010 9:05:38 AM
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[Redacted]; [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 April 22, 2010 SmartMeter™ Complaint Report is attached. The High Bill Complaint and Installation Complaint Reports are shown on separate worksheets in the file. The High Bill Complaint Report covers the period April 3, 2010 through April 16, 2010, while the Installation Complaint Report covers the period April 10, 2010 through April 16, 2010. 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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