

April 30, 2010

**Confidential Customer Data  
Document Submitted Under  
Public Utilities Code Section 583**

1) Bill payment history of the apartment involved. Were they on a payment plan(s)? What was their payment history? What notifications did we provide them? What outreach was involved?

See additional document for payment history, payment plans.

PG&E only has call recordings for 6 months. While PG&E does not have call recordings from early 2009, PG&E believes there was outreach at this time to make the customer aware of the LIHEAP program because the customer received a \$539 payment from LIHEAP in June 2009.

On March 19, 2010, the customer called PG&E. During the course of that call, the CSR discussed the possibility of the customer qualifying for medical baseline. The CSR also discussed the possibility of LIHEAP or Reach assistance and provided the customer with the phone numbers for those agencies.

On April 16, 2010, the customer called PG&E. During the course of that call, the CSR verified that the customer was on CARE, and again provided the customer with contact information for LIHEAP and Reach assistance.

On April 23, 2010, the customer called PG&E after service termination. The CSR again provided information and contact numbers for LIHEAP and REACH assistance.

In addition to the outreach through the phone conversations described above, there was outreach through the written materials provided with the 15 day and 48 hour notices. (See, attached brochure, which contains a summary of all of PG&E's payment and assistance programs.)

2) How long was the electricity shut off prior to the incident? Why wasn't the gas shut off also?

The electricity was out for 5 days prior to the incident. The service was terminated on April 23. The fire occurred April 28. Electricity is the first commodity disconnected. Under PG&E's processes, if payment is not made then the order is issued to disconnect gas service 4 business after the electricity is disconnected. The actual termination of gas service would then occur as early as the 5<sup>th</sup> business day.

3) Why did we use the remote switch on the SmartMeter and not send someone out?

The customer had a SmartMeter. PG&E only sends field personnel out to perform the shut-off if the customer is designated as sensitive -- either life support or medical baseline. This customer was not either designation. If field personnel had arrived at this customer's premises to perform the disconnect, there were no circumstances that would have prevented that disconnection.

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4) How many SmartMeter remote disconnects are we doing weekly? What is the percentage of remote to manual shut-offs?

PG&E has performed approximately 2,400 SmartMeter disconnections weekly during the first quarter of 2010. Approximately 60 % of these disconnections were performed remotely; the other 40% were performed manually.