

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

**and Electric Company  
High Bill Complaint Report  
Customer Usage Data**

Period May 8, 2010 through May 14, 2010

{Redacted} {Redacted}

**Electric**

Start Date	End Date	Days	Amount	Usage	ADU
03/19/2010	04/19/2010	31	{Redacted}	824	26.58
02/17/2010	03/19/2010	30		734	24.47
01/15/2010	02/17/2010	33		849	25.73
12/16/2009	01/15/2010	30		782	26.07
11/16/2009	12/16/2009	30		756	25.2
10/15/2009	11/16/2009	32		721	22.53
09/16/2009	10/15/2009	29		694	23.93
08/17/2009	09/16/2009	30		984	32.8
07/17/2009	08/17/2009	31		1179	38.03
06/17/2009	07/17/2009	30		956	31.87
05/18/2009	06/17/2009	30		646	21.53
04/17/2009	05/18/2009	31		698	22.52
03/18/2009	04/17/2009	30		605	20.17
02/17/2009	03/18/2009	29		619	21.34
01/16/2009	02/17/2009	32		683	21.34
12/16/2008	01/16/2009	31		682	22
11/14/2008	12/16/2008	32		624	19.5
10/15/2008	11/14/2008	30		507	16.9
09/16/2008	10/15/2008	29		794	27.38
08/15/2008	09/16/2008	32		995	31.09
07/17/2008	08/15/2008	29		1025	35.34
06/17/2008	07/17/2008	30		1129	37.63
05/17/2008	06/17/2008	31		608	19.61
04/17/2008	05/17/2008	30		529	17.63
03/18/2008	04/17/2008	30		500	16.67
02/15/2008	03/18/2008	32		588	18.38
01/17/2008	02/15/2008	29		606	20.9
12/18/2007	01/17/2008	30		747	24.9
11/16/2007	12/18/2007	32		678	21.19
10/18/2007	11/16/2007	29		555	19.14
09/19/2007	10/18/2007	29		528	18.21
08/20/2007	09/19/2007	30		933	31.1
07/21/2007	08/20/2007	30		981	32.7
06/21/2007	07/21/2007	30		927	30.9
05/21/2007	06/21/2007	31		787	25.39
04/20/2007	05/21/2007	31		619	19.97
03/21/2007	04/20/2007	30		564	18.8
02/20/2007	03/21/2007	29		613	21.14
01/19/2007	02/20/2007	32		624	19.5
12/19/2006	01/19/2007	31		672	21.68
11/17/2006	12/19/2006	32		778	24.31
10/19/2006	11/17/2006	29		538	18.55
09/21/2006	10/19/2006	28		548	19.57
08/21/2006	09/21/2006	31		737	23.77
07/22/2006	08/21/2006	30		804	26.8
06/21/2006	07/22/2006	31		1006	32.45
05/22/2006	06/21/2006	30		542	18.07
04/21/2006	05/22/2006	31		510	16.45
03/22/2006	04/21/2006	30		542	18.07
02/21/2006	03/22/2006	29		553	19.07
01/20/2006	02/21/2006	32		710	22.19
12/20/2005	01/20/2006	31		735	23.71
11/18/2005	12/20/2005	32		672	21
10/20/2005	11/18/2005	29		559	19.28
09/21/2005	10/20/2005	29		495	17.07
08/19/2005	09/21/2005	33		718	21.76
07/21/2005	08/19/2005	29		962	33.17
06/21/2005	07/21/2005	30		841	28.03
05/20/2005	06/21/2005	32		512	16
04/20/2005	05/20/2005	30		449	14.97
03/23/2005	04/20/2005	28		571	20.39
02/18/2005	03/23/2005	33		678	20.55
01/20/2005	02/18/2005	29		596	20.55
12/21/2004	01/20/2005	30		729	24.3
11/20/2004	12/21/2004	31		669	21.58
10/20/2004	11/20/2004	31		563	18.16
09/21/2004	10/20/2004	29		493	17
08/20/2004	09/21/2004	32		718	22.44
07/23/2004	08/20/2004	28		841	30.04

06/21/2004	07/23/2004	32		814	25.44
05/21/2004	06/21/2004	31		497	16.03
04/21/2004	05/21/2004	30		383	12.77

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High Bill Complaint Report  
Customer Usage Data**

Period May 8, 2010 through May 14, 2010

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**Electric**

Start Date	End Date	Days	Amount	Usage	ADU
03/23/2010	04/21/2010	29	{Redacted}	1210	41.72
02/19/2010	03/23/2010	32		1183	36.97
01/20/2010	02/19/2010	30		1010	33.67
12/21/2009	01/20/2010	30		2001	66.7
11/19/2009	12/21/2009	32		2496	78
10/19/2009	11/19/2009	31		1694	54.65
09/21/2009	10/19/2009	28		1039	37.11
08/20/2009	09/21/2009	32		605	18.91
07/22/2009	08/20/2009	29		678	23.38
06/22/2009	07/22/2009	30		606	20.2
05/21/2009	06/22/2009	32		659	20.59
04/22/2009	05/21/2009	29		1082	37.31
03/23/2009	04/22/2009	30		1955	65.17
02/20/2009	03/23/2009	31		2517	81.19
01/21/2009	02/20/2009	30		2636	87.87
12/19/2008	01/21/2009	33		2712	82.18
12/5/2008	12/19/2008	14		226	16.14

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Period May 8, 2010 through May 14, 2010

Electric						Gas					
Start Date	End Date	Days	Amount	Usage	ADU	Start Date	End Date	Days	Amount	Usage	ADU
{Redacted}	{Redacted}		d)	438	15.1	04/9/2010	05/7/2010	28	}	27	0.96
				457	15.23	03/9/2010	04/9/2010	31		49	1.58
				530	16.56	02/8/2010	03/9/2010	29		118	4.07
				510	17	01/6/2010	02/8/2010	33		134	4.06
				600	18.75	12/7/2009	01/6/2010	30		57	1.9
				535	17.26	11/4/2009	12/7/2009	33		19	0.58
				523	18.03	10/6/2009	11/4/2009	29		12	0.41
				766	23.94	09/4/2009	10/6/2009	32		12	0.38
				881	30.38	08/6/2009	09/4/2009	29		15	0.52
				841	29	07/8/2009	08/6/2009	29		14	0.48
				777	25.9	06/8/2009	07/8/2009	30		15	0.5
				653	19.79	05/7/2009	06/8/2009	32		27	0.84
				491	17.54	04/8/2009	05/7/2009	29		40	1.38
				488	16.27	03/9/2009	04/8/2009	30		54	1.8
				535	16.72	02/5/2009	03/9/2009	32		96	3
				499	16.63	01/6/2009	02/5/2009	30		95	3.17
				662	20.69	12/5/2008	01/6/2009	32		112	3.5
				538	17.35	11/4/2008	12/5/2008	31		46	1.48
				508	17.52	10/6/2008	11/4/2008	29		19	0.66
				703	23.43	09/6/2008	10/6/2008	30		17	0.57
				973	31.39	08/6/2008	09/6/2008	31		16	0.52
				838	28.9	07/8/2008	08/6/2008	29		12	0.41
				871	30.03	06/9/2008	07/8/2008	29		17	0.59
				712	21.58	05/7/2008	06/9/2008	33		24	0.73
				518	17.27	04/7/2008	05/7/2008	30		30	1
				434	15.5	03/10/2008	04/7/2008	28		36	1.29
				572	17.33	02/6/2008	03/10/2008	33		77	2.33
				529	18.24	01/8/2008	02/6/2008	29		167	5.76
				633	19.78	12/7/2007	01/8/2008	32		69	2.16
				1092	36.4	11/7/2007	12/7/2007	30		48	1.6
				1110	38.28	10/9/2007	11/7/2007	29		16	0.55
				549	18.93	09/10/2007	10/9/2007	29		15	0.52
				968	30.25	08/9/2007	09/10/2007	32		14	0.44
				811	27.97	07/11/2007	08/9/2007	29		22	0.76
				947	31.57	06/11/2007	07/11/2007	30		27	0.9
				711	22.22	05/10/2007	06/11/2007	32		31	0.97
				573	19.1	04/10/2007	05/10/2007	30		37	1.23
				505	17.41	03/12/2007	04/10/2007	29		36	1.24
				699	21.84	02/8/2007	03/12/2007	32		63	1.97
				671	23.14	01/10/2007	02/8/2007	29		92	3.17
				670	20.3	12/8/2006	01/10/2007	33		96	2.91
				647	22.31	11/9/2006	12/8/2006	29		59	2.03
				567	18.9	10/10/2006	11/9/2006	30		26	0.87
				543	19.39	09/12/2006	10/10/2006	28		21	0.75
				826	25.81	08/11/2006	09/12/2006	32		25	0.78
				1079	35.97	07/12/2006	08/11/2006	30		19	0.63
				952	31.73	06/12/2006	07/12/2006	30		24	0.8
				714	22.31	05/11/2006	06/12/2006	32		27	0.84
				482	16.62	04/12/2006	05/11/2006	29		31	1.07
				500	16.67	03/13/2006	04/12/2006	30		64	2.13
				555	17.9	02/10/2006	03/13/2006	31		80	2.58
				527	17.57	01/11/2006	02/10/2006	30		76	2.53
				598	19.93	12/12/2005	01/11/2006	30		75	2.5
				622	18.85	11/9/2005	12/12/2005	33		68	2.06
				562	19.38	10/11/2005	11/9/2005	29		32	1.1
				665	22.93	09/12/2005	10/11/2005	29		18	0.62
				930	28.18	08/10/2005	09/12/2005	33		40	1.21
				1136	39.17	07/12/2005	08/10/2005	29		26	0.9
				826	28.48	06/13/2005	07/12/2005	29		26	0.9
				687	20.82	05/11/2005	06/13/2005	33		31	0.94
				519	17.3	04/11/2005	05/11/2005	30		33	1.1
				512	18.29	03/14/2005	04/11/2005	28		47	1.68
				626	19.56	02/10/2005	03/14/2005	32		57	1.78
				617	19.9	01/10/2005	02/10/2005	31		102	3.29
				803	25.9	12/10/2004	01/10/2005	31		103	3.32
				693	22.35	11/9/2004	12/10/2004	31		90	2.9
				592	20.41	10/11/2004	11/9/2004	29		42	1.45
				704	22.71	09/10/2004	10/11/2004	31		24	0.77
				862	28.73	08/11/2004	09/10/2004	30		22	0.73
				848	29.24	07/13/2004	08/11/2004	29		21	0.72

06/12/2004	07/13/2004	31	820	26.45	06/12/2004	07/13/2004	31	25	0.81
05/11/2004	06/12/2004	32	701	21.91	05/11/2004	06/12/2004	32	31	0.97
04/12/2004	05/11/2004	29	578	19.93	04/12/2004	05/11/2004	29	30	1.03

and Electric Company  
**High Bill Complaint Report**  
**Customer Usage Data**

Period May 8, 2010 through May 14, 2010

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**Electric**

Start Date	End Date	Days	Amount	Usage	ADU
04/16/2010	05/17/2010	31	}	279	9
03/18/2010	04/16/2010	29		277	9.55
02/16/2010	03/18/2010	30		287	9.57
01/14/2010	02/16/2010	33		338	10.24
12/15/2009	01/14/2010	30		276	9.2
11/13/2009	12/15/2009	32		210	6.56
10/14/2009	11/13/2009	30		289	9.63
09/15/2009	10/14/2009	29		259	8.93
08/17/2009	09/15/2009	29		239	8.24
07/16/2009	08/17/2009	32		280	8.75
06/16/2009	07/16/2009	30		239	7.97
05/15/2009	06/16/2009	32		226	7.06
04/17/2009	05/15/2009	28		234	8.36
03/17/2009	04/17/2009	31		269	8.68
02/13/2009	03/17/2009	32		278	8.69
01/14/2009	02/13/2009	30		287	9.57
12/15/2008	01/14/2009	30		319	10.63
11/13/2008	12/15/2008	32		280	8.75
10/14/2008	11/13/2008	30		317	10.57
09/15/2008	10/14/2008	29		267	9.21
08/15/2008	09/15/2008	31		264	8.52
07/16/2008	08/15/2008	30		339	11.3

**Gas**

Start Date	End Date	Days	Amount	Usage	ADU
04/16/2010	05/17/2010	31	d}	20	0.65
03/18/2010	04/16/2010	29		24	0.83
02/16/2010	03/18/2010	30		32	1.07
01/14/2010	02/16/2010	33		39	1.18
12/15/2009	01/14/2010	30		33	1.1
11/13/2009	12/15/2009	32		24	0.75
10/14/2009	11/13/2009	30		12	0.4
09/15/2009	10/14/2009	29		12	0.41
08/17/2009	09/15/2009	29		10	0.34
07/16/2009	08/17/2009	32		9	0.28
06/16/2009	07/16/2009	30		11	0.37
05/15/2009	06/16/2009	32		17	0.53
04/17/2009	05/15/2009	28		20	0.71
03/17/2009	04/17/2009	31		28	0.9
02/13/2009	03/17/2009	32		34	1.06
01/14/2009	02/13/2009	30		26	0.87
12/15/2008	01/14/2009	30		44	1.47
11/13/2008	12/15/2008	32		18	0.56
10/14/2008	11/13/2008	30		13	0.43
09/15/2008	10/14/2008	29		6	0.21
08/15/2008	09/15/2008	31		8	0.26
07/16/2008	08/15/2008	30		15	0.5

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and Electric Company

High Bill Complaint Report

Customer Usage Data

Period May 8, 2010 through May 14, 2010

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Electric

Start Date	End Date	Days	Status	Amount	Usage	ADU
02/10/2010	04/21/2010	70		}	7666	109.51
01/20/2010	02/10/2010	21			1943	92.52
12/18/2009	01/20/2010	33	Rebilled		3052	92.48
12/18/2009	01/20/2010	33	Canceled		150	4.55
11/18/2009	12/18/2009	30			2516	83.87
10/19/2009	11/18/2009	30			1872	62.4
09/18/2009	10/19/2009	31			1949	62.87
08/19/2009	09/18/2009	30			1302	43.4
07/21/2009	08/19/2009	29			1304	44.97
06/19/2009	07/21/2009	32			1544	48.25
05/20/2009	06/19/2009	30			882	29.4
04/21/2009	05/20/2009	29			190	6.55
03/20/2009	04/21/2009	32			896	28
01/20/2009	03/20/2009	59	Rebilled		364	6.17
01/20/2009	02/19/2009	30	Canceled		1169	38.97
12/18/2008	01/20/2009	33			150	4.55
11/17/2008	12/18/2008	31			1659	53.52
10/17/2008	11/17/2008	31			1483	47.84
09/18/2008	10/17/2008	29			888	30.62
08/19/2008	09/18/2008	30			303	10.1
07/21/2008	08/19/2008	29			160	5.52
06/19/2008	07/21/2008	32			1165	36.41
05/20/2008	06/19/2008	30			859	28.63
04/21/2008	05/20/2008	29			459	15.83
03/20/2008	04/21/2008	32			808	25.25
02/21/2008	03/20/2008	28			1610	57.5
01/19/2008	02/21/2008	33			1286	38.97
12/20/2007	01/19/2008	30			1264	42.13
11/20/2007	12/20/2007	30			432	14.4
10/22/2007	11/20/2007	29			326	11.24
09/22/2007	10/22/2007	30			1349	44.97
08/22/2007	09/22/2007	31			334	10.77
07/25/2007	08/22/2007	28			290	10.36
06/23/2007	07/25/2007	32			1075	33.59
05/23/2007	06/23/2007	31			340	10.97
04/23/2007	05/23/2007	30			10	0.33
03/24/2007	04/23/2007	30			1270	42.33
02/22/2007	03/24/2007	30			104	3.47
01/23/2007	02/22/2007	30			1015	33.83
12/21/2006	01/23/2007	33			1583	47.97
11/21/2006	12/21/2006	30			486	16.2
10/23/2006	11/21/2006	29			426	14.69
09/23/2006	10/23/2006	30			735	24.5
08/23/2006	09/23/2006	31			166	5.35
07/25/2006	08/23/2006	29			847	29.21
06/24/2006	07/25/2006	31			1465	47.26
05/24/2006	06/24/2006	31			1078	34.77
04/25/2006	05/24/2006	29			78	2.69
02/23/2006	04/25/2006	61	Rebilled		1308	21.44
02/23/2006	03/24/2006	29	Canceled		1434	49.45
01/24/2006	02/23/2006	30			1015	33.83
12/22/2005	01/24/2006	33			2482	75.21
11/22/2005	12/22/2005	30			1160	38.67
10/24/2005	11/22/2005	29			1577	54.38
09/23/2005	10/24/2005	31			580	18.71
08/23/2005	09/23/2005	31			379	12.23
07/25/2005	08/23/2005	29			942	32.48
06/24/2005	07/25/2005	31			434	14
05/24/2005	06/24/2005	31			864	27.87
04/25/2005	05/24/2005	29			886	30.55
03/24/2005	04/25/2005	32			1264	39.5
02/23/2005	03/24/2005	29			1434	49.45
01/24/2005	02/23/2005	30			1420	47.33
12/23/2004	01/24/2005	32			648	20.25
11/22/2004	12/23/2004	31			1124	36.26
10/23/2004	11/22/2004	30			693	23.1
09/23/2004	10/23/2004	30			551	18.37
08/25/2004	09/23/2004	29			421	14.52
07/27/2004	08/25/2004	29			918	31.66
06/25/2004	07/27/2004	32			1139	35.59
05/26/2004	06/25/2004	30			842	28.07
04/26/2004	05/26/2004	30			267	8.9