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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 June 24, 2010 SmartMeter™ Complaint Report is attached, for the period June 12, 2010 through June 18, 2010. The High Bill Complaint and Installation Complaint Reports are shown on separate worksheets in the file. (Please note that the Installation Complaint Report also contains complaints for the period June 5, 2010 through June 11, 2010, which were inadvertently omitted from last week's report.) 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.

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