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Bcc:
Subject: Bakersfield Customer Issues / Response to DR ED_017 Q01 Supp (Issues and
Complaints)

Good afternoon,

PG&E's **supplemental** response to Data Request ED_017, Question 1 is attached. Specifically, the September 2, 2010 SmartMeter™ Issues and Complaints Report is attached, for the period August 21, 2010 through August 27, 2010. The Installation Issues and the High Bill Complaint Reports are shown on separate worksheets in the file. 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 starting with this transmittal and going forward, PG&E has revised the name of the Installation related items (e.g. items such as "Customer Denies Access") to "Installation Issues" rather than "Installation Complaints" to more accurately reflect the entries on the list and to distinguish these types of inquiries and issues from customer complaints about their bills.

Please note that the attachments contain confidential customer-specific information and are being submitted under CPUC Code Section 583.

Thank you,
Reza Jenab
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