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Sent: 9/9/2010 7:02:43 PM  
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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 September 9, 2010 SmartMeter™ Issues and Complaints Report is attached, for the period August 28, 2010 through September 3, 2010. The High Bill Complaint and Installation Issues Reports are shown on separate worksheets in the file. Please note that a usage data file for new customer accounts listed in the High Bill Complaint Report is not attached this week, as there were no new high bill complaints received.

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

[Redacted]