

From: [Redacted]  
Sent: 9/23/2010 8:07:50 PM  
To: 'Deal, Matthew' (MJD@cpuc.ca.gov); Jenab, Reza (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=RXJS); 'Zafar, Marzia' (ZAF@cpuc.ca.gov); 'Campbell, Andrew' (agc@cpuc.ca.gov); 'Danforth, Christopher' (CTD@cpuc.ca.gov); 'crv@cpuc.ca.gov' (crv@cpuc.ca.gov); 'bsk@cpuc.ca.gov' (bsk@cpuc.ca.gov); 'ag2@cpuc.ca.gov' (ag2@cpuc.ca.gov); 'Roscow, Steve' (scr@cpuc.ca.gov); 'Kahlon, Gurbux' (gkk@cpuc.ca.gov); 'Serizawa, Linda' (lss@cpuc.ca.gov)  
Cc: Nwamu, Chonda (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJN3); Dietz, Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); [Redacted]  
[Redacted] [Redacted]  
[Redacted] [Redacted]  
[Redacted]  
Bcc:  
Subject: RE: Bakersfield Customer Issues / Response to DR ED\_017 Q01 Supp (Issues and Complaints)

All,

PG&E's **supplemental** response to Data Request ED\_017, Question 1 is attached. Specifically, the September 23, 2010 SmartMeter™ Issues and Complaints Report is attached, for the period September 11, 2010 through September 17, 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 the attachments contain confidential customer-specific information and are being submitted under CPUC Code Section 583.**

Thank you.

[Redacted]

FOR

[Redacted]

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