

From: [Redacted]
Sent: 11/22/2010 7:03:15 PM
To: 'ag2@cpuc.ca.gov' (ag2@cpuc.ca.gov); 'Roscow, Steve' (scr@cpuc.ca.gov); 'Deal, Matthew' (MJD@cpuc.ca.gov); '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); 'Roberts, Thomas' (thomas.roberts@cpuc.ca.gov); 'Kahlon, Gurbux' (gkk@cpuc.ca.gov); 'Serizawa, Linda' (lss@cpuc.ca.gov)
Cc: [Redacted] 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]
Bcc:
Subject: 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 November 18, 2010 SmartMeter™ Issues and Complaints Report is attached, for the period November 6, 2010 through November 12, 2010. The High Bill Complaint and Installation Issues Reports are shown on separate worksheets in the file. Please note that the usage data file is not included this week because there were no new high bill complaints during the November 6 to 12 period.

Due to the holiday later this week, there will be no November 25 report; we will combine the two weeks of data in the December 2 report. Wishing a Happy Thanksgiving to all!

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

[Redacted]