

From: [Redacted]  
Sent: 12/23/2010 11:30:36 AM  
To: 'Gupta, Alope' (aloke.gupta@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); Kaneshiro, Bruce (bruce.kaneshiro@cpuc.ca.gov)  
Bcc:  
Subject: RE: Bakersfield Customer Issues / Response to DR ED\_017 Q01 Supp (Issues and Complaints)

Alope,

Thanks very much for the holiday break in reporting. As you request, the January 6 report will include the data from the suspension period.

Happy Holidays to you too.

[Redacted]

**From:** Gupta, Alope [mailto:aloke.gupta@cpuc.ca.gov]  
**Sent:** Thursday, December 23, 2010 10:22 AM  
**To:** [Redacted]  
**Cc:** Kaneshiro, Bruce  
**Subject:** RE: Bakersfield Customer Issues / Response to DR ED\_017 Q01 Supp (Issues and Complaints)

Hi [Redacted]

I just tried to call you re your voicemail. Per your request, it would be ok to suspend the Issues & Complaints weekly report for two weeks. Upon your return, please resume the reporting and in the first report of the new year, please include the data from the suspension period. Thanks.

Happy Holidays

Alope Gupta  
**California Public Utilities Commission**  
O: 415.703.5239  
[aloke.gupta@cpuc.ca.gov](mailto:aloke.gupta@cpuc.ca.gov)

**From:** [Redacted]  
**Sent:** Thursday, December 16, 2010 6:17 PM  
**To:** Zafar, Marzia; Danforth, Christopher; Deal, Matthew; Campbell, Andrew; Gupta, Alope; Roscow, Steve; Kahlon, Gurbux; Serizawa, Linda; Kaneshiro, Bruce; Villarreal, Christopher; Roberts, Thomas

**Cc:** Dietz, Sidney; [Redacted] Nwamu, Chonda (Law); [Redacted]  
**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 December 16, 2010 SmartMeter™ Issues and Complaints Report is attached, for the period December 4, 2010 through December 10, 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 December 4 to December 10 period.

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

[Redacted]

<<SM Issues and Complaints Report 12-16-10.xls>>