

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

s and Electric Company

High Bill Complaint Report

Customer Usage Data

December 11, 2010 through December 31, 2010

{Redacted}

{Redacted}

Electric

Start Date	End Date	Days	Status	Amount	Usage	ADU
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and Electric Company
High Bill Complaint Report
Customer Usage Data

December 11, 2010 through December 31, 2010

Electric							Gas						
Start Date	End Date	Days	Status	Amount	Usage	ADU	Start Date	End Date	Days	Status	Amount	Usage	ADU
[Redacted]	[Redacted]			[Redacted]	762	24.58	11/8/2010	12/9/2010	31	Frozen	}	44	1.42
					1058	34.13	10/8/2010	11/8/2010	31	Frozen		33	1.06
					902	31.1	09/9/2010	10/8/2010	29	Frozen		20	0.69
					707	23.57	08/10/2010	09/9/2010	30	Frozen		17	0.57
					727	22.72	07/9/2010	08/10/2010	32	Frozen		23	0.72
					630	21.72	06/10/2010	07/9/2010	29	Frozen		19	0.66
					736	23.74	05/10/2010	06/10/2010	31	Frozen		30	0.97
					690	23	04/10/2010	05/10/2010	30	Frozen		30	1
					743	23.97	03/10/2010	04/10/2010	31	Frozen		43	1.39
					694	23.93	02/9/2010	03/10/2010	29	Frozen		52	1.79
					773	23.42	01/7/2010	02/9/2010	33	Frozen		85	2.58
					475	15.83	12/8/2009	01/7/2010	30	Frozen		79	2.63
					428	12.97	11/5/2009	12/8/2009	33	Frozen		50	1.52
					445	15.34	10/7/2009	11/5/2009	29	Frozen		20	0.69
					426	14.69	09/8/2009	10/7/2009	29	Frozen		13	0.45
					489	15.77	08/8/2009	09/8/2009	31	Frozen		24	0.77
					434	14.47	07/9/2009	08/8/2009	30	Frozen		10	0.33
					394	13.59	06/10/2009	07/9/2009	29	Frozen		17	0.59
					456	15.2	05/11/2009	06/10/2009	30	Frozen		15	0.5
					477	14.91	04/9/2009	05/11/2009	32	Frozen		31	0.97
					510	17	03/10/2009	04/9/2009	30	Frozen		38	1.27
					466	14.56	02/6/2009	03/10/2009	32	Frozen		78	2.44
					533	18.38	01/8/2009	02/6/2009	29	Frozen		66	2.28
					569	18.35	12/8/2008	01/8/2009	31	Frozen		103	3.32
					469	14.21	11/5/2008	12/8/2008	33	Frozen		40	1.21
					436	15.03	10/7/2008	11/5/2008	29	Frozen		19	0.66
					468	16.71	09/9/2008	10/7/2008	28	Frozen		17	0.61
					576	18	08/8/2008	09/9/2008	32	Frozen		17	0.53
					451	15.55	07/10/2008	08/8/2008	29	Frozen		16	0.55
					492	16.4	06/10/2008	07/10/2008	30	Frozen		15	0.5
					484	15.13	05/9/2008	06/10/2008	32	Frozen		19	0.59
					437	14.57	04/9/2008	05/9/2008	30	Frozen		22	0.73
					453	15.1	03/10/2008	04/9/2008	30	Frozen		37	1.23
					436	13.63	02/7/2008	03/10/2008	32	Frozen		52	1.63
					436	15.03	01/9/2008	02/7/2008	29	Frozen		88	3.03
					518	17.27	12/10/2007	01/9/2008	30	Frozen		78	2.6
					436	14.06	11/9/2007	12/10/2007	31	Frozen		41	1.32
					493	16.43	10/10/2007	11/9/2007	30	Frozen		18	0.6
					489	16.86	09/11/2007	10/10/2007	29	Frozen		8	0.28
					580	18.13	08/10/2007	09/11/2007	32	Frozen		20	0.63
					441	15.75	07/13/2007	08/10/2007	28	Frozen		9	0.32
					476	15.35	06/12/2007	07/13/2007	31	Frozen		11	0.35
					535	17.26	05/12/2007	06/12/2007	31	Frozen		19	0.61
					559	18.03	04/11/2007	05/12/2007	31	Frozen		23	0.74
					501	17.28	03/13/2007	04/11/2007	29	Frozen		19	0.66
					539	17.39	02/10/2007	03/13/2007	31	Frozen		49	1.58
					513	16.55	01/10/2007	02/10/2007	31	Frozen		80	2.58
					578	19.27	12/11/2006	01/10/2007	30	Frozen		68	2.27
					579	18.09	11/9/2006	12/11/2006	32	Frozen		41	1.28
					529	18.24	10/11/2006	11/9/2006	29	Frozen		17	0.59
					497	17.14	09/12/2006	10/11/2006	29	Frozen		15	0.52
					453	15.62	08/14/2006	09/12/2006	29	Frozen		14	0.48
					472	14.75	07/13/2006	08/14/2006	32	Frozen		9	0.28
					433	14.43	06/13/2006	07/13/2006	30	Frozen		11	0.37
					482	15.06	05/12/2006	06/13/2006	32	Frozen		18	0.56
					446	14.87	04/12/2006	05/12/2006	30	Frozen		22	0.73
					538	18.55	03/14/2006	04/12/2006	29	Frozen		41	1.41
					575	17.97	02/10/2006	03/14/2006	32	Frozen		78	2.44
					535	17.83	01/11/2006	02/10/2006	30	Frozen		63	2.1
					575	19.83	12/13/2005	01/11/2006	29	Frozen		56	1.93
					608	19	11/11/2005	12/13/2005	32	Frozen		49	1.53
					661	22.79	10/13/2005	11/11/2005	29	Frozen		20	0.69
					701	22.61	09/12/2005	10/13/2005	31	Frozen		18	0.58
					528	17.6	08/13/2005	09/12/2005	30	Frozen		15	0.5
					465	15.5	07/14/2005	08/13/2005	30	Frozen		14	0.47
					511	16.48	06/13/2005	07/14/2005	31	Frozen		14	0.45
					465	14.53	05/12/2005	06/13/2005	32	Frozen		18	0.56
					418	13.93	04/12/2005	05/12/2005	30	Frozen		33	1.1
					375	13.39	03/15/2005	04/12/2005	28	Frozen		38	1.36
					467	14.15	02/10/2005	03/15/2005	33	Frozen		47	1.42
					438	15.64	01/13/2005	02/10/2005	28	Frozen		75	2.68
					551	17.77	12/13/2004	01/13/2005	31	Frozen		95	3.06
					552	17.25	11/11/2004	12/13/2004	32	Frozen		66	2.06
					464	15.47	10/12/2004	11/11/2004	30	Frozen		21	0.7
					424	15.14	09/14/2004	10/12/2004	28	Frozen		12	0.43
					532	16.12	08/12/2004	09/14/2004	33	Frozen		14	0.42
					473	16.89	07/15/2004	08/12/2004	28	Frozen		15	0.54
					406	13.1	06/14/2004	07/15/2004	31	Frozen		11	0.35
					461	13.97	05/12/2004	06/14/2004	33	Frozen		16	0.48

04/13/2004 05/12/2004 29 | | 405 13.97 04/13/2004 05/12/2004 29 Frozen 22 0.76

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Electric							Gas						
Start Date	End Date	Days	Status	Amount	Usage	ADU	Start Date	End Date	Days	Status	Amount	Usage	ADU
{Redacted}	11/10/2010	12/13/2010	33	{Redacted}	1210	36.67	11/10/2010	12/13/2010	33	Frozen		71	2.15
	10/12/2010	11/10/2010	29		954	32.9	10/12/2010	11/10/2010	29	Frozen		14	0.48
	09/13/2010	10/12/2010	29		1179	40.66	09/13/2010	10/12/2010	29	Frozen		11	0.38
	08/12/2010	09/13/2010	32		1281	40.03	08/12/2010	09/13/2010	32	Frozen		12	0.38
	07/13/2010	08/12/2010	30		1161	38.7	07/13/2010	08/12/2010	30	Frozen		11	0.37
	06/11/2010	07/13/2010	32		1442	45.06	06/11/2010	07/13/2010	32	Frozen		18	0.56
	05/12/2010	06/11/2010	30		1185	39.5	05/12/2010	06/11/2010	30	Frozen		23	0.77
	04/13/2010	05/12/2010	29		936	32.28	04/13/2010	05/12/2010	29	Frozen		15	0.52
	03/12/2010	04/13/2010	32		1205	37.66	03/12/2010	04/13/2010	32	Frozen		38	1.19
	02/10/2010	03/12/2010	30		953	31.77	02/10/2010	03/12/2010	30	Frozen		23	0.77
	01/11/2010	02/10/2010	30		1027	34.23	01/11/2010	02/10/2010	30	Frozen		78	2.6
	12/8/2009	01/11/2010	34		1491	43.85	12/8/2009	01/11/2010	34	Frozen		128	3.76
	11/9/2009	12/8/2009	29		908	31.31	11/9/2009	12/8/2009	29	Frozen		32	1.1
	10/9/2009	11/9/2009	31		1030	33.23	10/9/2009	11/9/2009	31	Frozen		12	0.39
	09/10/2009	10/9/2009	29		1305	45	09/10/2009	10/9/2009	29	Frozen		19	0.66
	08/11/2009	09/10/2009	30		1419	47.3	08/11/2009	09/10/2009	30	Frozen		13	0.43
	07/13/2009	08/11/2009	29		1750	60.34	07/13/2009	08/11/2009	29	Frozen		28	0.97
	06/11/2009	07/13/2009	32		1848	57.75	06/11/2009	07/13/2009	32	Frozen		34	1.06
	05/13/2009	06/11/2009	29		1481	51.07	05/13/2009	06/11/2009	29	Frozen		20	0.69
	04/13/2009	05/13/2009	30		1362	45.4	04/13/2009	05/13/2009	30	Frozen		19	0.63
	03/12/2009	04/13/2009	32		1343	41.97	03/12/2009	04/13/2009	32	Frozen		34	1.06
	02/10/2009	03/12/2009	30		1215	40.5	02/10/2009	03/12/2009	30	Frozen		64	2.13
	01/9/2009	02/10/2009	32		1289	40.28	01/9/2009	02/10/2009	32	Frozen		73	2.28
	12/10/2008	01/9/2009	30		1503	50.1	12/10/2008	01/9/2009	30	Frozen		122	4.07
	11/10/2008	12/10/2008	30		1415	47.17	11/10/2008	12/10/2008	30	Frozen		34	1.13
	10/9/2008	11/10/2008	32		1420	44.38	10/9/2008	11/10/2008	32	Frozen		19	0.59
	09/10/2008	10/9/2008	29		1488	51.31	09/10/2008	10/9/2008	29	Frozen		19	0.66
	08/11/2008	09/10/2008	30		1965	65.5	08/11/2008	09/10/2008	30	Frozen		25	0.83
	07/14/2008	08/11/2008	28		1523	54.39	07/14/2008	08/11/2008	28	Frozen		23	0.82
	06/13/2008	07/14/2008	31		2087	67.32	06/13/2008	07/14/2008	31	Frozen		31	1
	05/13/2008	06/13/2008	31		1513	48.81	05/13/2008	06/13/2008	31	Frozen		11	0.35
	04/11/2008	05/13/2008	32		1247	38.97	04/11/2008	05/13/2008	32	Frozen		14	0.44
	03/13/2008	04/11/2008	29		1208	41.66	03/13/2008	04/11/2008	29	Frozen		23	0.79
	02/12/2008	03/13/2008	30		1019	33.97	02/12/2008	03/13/2008	30	Frozen		39	1.3
	01/14/2008	02/12/2008	29		1079	37.21	01/14/2008	02/12/2008	29	Frozen		102	3.52
	12/12/2007	01/14/2008	33		1720	52.12	12/12/2007	01/14/2008	33	Frozen		124	3.76
	11/13/2007	12/12/2007	29		1121	38.66	11/13/2007	12/12/2007	29	Frozen		68	2.34
	10/13/2007	11/13/2007	31		1200	38.71	10/13/2007	11/13/2007	31	Frozen		18	0.58
	09/13/2007	10/13/2007	30		1249	41.63	09/13/2007	10/13/2007	30	Frozen		11	0.37
	08/14/2007	09/13/2007	30		2151	71.7	08/14/2007	09/13/2007	30	Frozen		15	0.5
	07/16/2007	08/14/2007	29		1862	64.21	07/16/2007	08/14/2007	29	Frozen		17	0.59
	06/16/2007	07/16/2007	30		1638	54.6	06/16/2007	07/16/2007	30	Frozen		10	0.33
	05/16/2007	06/16/2007	31		1775	57.26	05/16/2007	06/16/2007	31	Frozen		28	0.9
	04/14/2007	05/16/2007	32		1537	48.03	04/14/2007	05/16/2007	32	Frozen		24	0.75
	03/16/2007	04/14/2007	29		1334	46	03/16/2007	04/14/2007	29	Frozen		30	1.03
	02/13/2007	03/16/2007	31		1345	43.39	02/13/2007	03/16/2007	31	Frozen		71	2.29
	01/13/2007	02/13/2007	31		1370	44.19	01/13/2007	02/13/2007	31	Frozen		142	4.58
	12/13/2006	01/13/2007	31		1626	52.45	12/13/2006	01/13/2007	31	Frozen		125	4.03
	11/14/2006	12/13/2006	29		1424	49.1	11/14/2006	12/13/2006	29	Frozen		82	2.83
	10/14/2006	11/14/2006	31		1506	48.58	10/14/2006	11/14/2006	31	Frozen		26	0.84
	09/15/2006	10/14/2006	29		1451	50.03	09/15/2006	10/14/2006	29	Frozen		16	0.55
	08/16/2006	09/15/2006	30		1972	65.73	08/16/2006	09/15/2006	30	Frozen		18	0.6
	07/18/2006	08/16/2006	29		2438	84.07	07/18/2006	08/16/2006	29	Frozen		14	0.48
	06/16/2006	07/18/2006	32		2265	70.78	06/16/2006	07/18/2006	32	Frozen		17	0.53
	05/16/2006	06/16/2006	31		1869	60.29	05/16/2006	06/16/2006	31	Frozen		23	0.74
	04/15/2006	05/16/2006	31		1561	50.35	04/15/2006	05/16/2006	31	Frozen		22	0.71
	03/17/2006	04/15/2006	29		1213	41.83	03/17/2006	04/15/2006	29	Frozen		66	2.28
	02/14/2006	03/17/2006	31		1286	41.48	02/14/2006	03/17/2006	31	Frozen		83	2.68
	01/13/2006	02/14/2006	32		1281	40.03	01/13/2006	02/14/2006	32	Frozen		81	2.53
	12/15/2005	01/13/2006	29		1456	50.21	12/15/2005	01/13/2006	29	Frozen		63	2.17
	11/15/2005	12/15/2005	30		1174	39.13	11/15/2005	12/15/2005	30	Frozen		86	2.87
	10/14/2005	11/15/2005	32		1397	43.66	10/14/2005	11/15/2005	32	Frozen		28	0.88
	09/15/2005	10/14/2005	29		1556	53.66	09/15/2005	10/14/2005	29	Frozen		17	0.59
	08/16/2005	09/15/2005	30		1984	66.13	08/16/2005	09/15/2005	30	Frozen		17	0.57
	07/18/2005	08/16/2005	29		2104	72.55	07/18/2005	08/16/2005	29	Frozen		17	0.59
	06/16/2005	07/18/2005	32		2006	62.69	06/16/2005	07/18/2005	32	Frozen		17	0.53
	05/16/2005	06/16/2005	31		1774	57.23	05/16/2005	06/16/2005	31	Frozen		20	0.65
	04/16/2005	05/16/2005	30		1509	50.3	04/16/2005	05/16/2005	30	Frozen		21	0.7
	03/16/2005	04/16/2005	31		1387	44.74	03/16/2005	04/16/2005	31	Frozen		27	0.87
	02/14/2005	03/16/2005	30		1464	48.8	02/14/2005	03/16/2005	30	Frozen		27	0.9
	01/14/2005	02/14/2005	31		1373	44.29	01/14/2005	02/14/2005	31	Frozen		83	2.68
	12/15/2004	01/14/2005	30		1571	52.37	12/15/2004	01/14/2005	30	Frozen		76	2.53
	11/16/2004	12/15/2004	29		1392	48	11/16/2004	12/15/2004	29	Frozen		61	2.1
	10/15/2004	11/16/2004	32		1431	44.72	10/15/2004	11/16/2004	32	Frozen		35	1.09
	09/15/2004	10/15/2004	30		1747	58.23	09/15/2004	10/15/2004	30	Frozen		25	0.83
	08/16/2004	09/15/2004	30		1927	64.23	08/16/2004	09/15/2004	30	Frozen		19	0.63
	07/19/2004	08/16/2004	28		2059	73.54	07/19/2004	08/16/2004	28	Frozen		23	0.82
	06/17/2004	07/19/2004	32		1827	57.09	06/17/2004	07/19/2004	32	Frozen		19	0.59
	05/17/2004	06/17/2004	31		1843	59.45	05/17/2004	06/17/2004	31	Frozen		23	0.74

04/15/2004 05/17/2004 32 1889 59.03 04/15/2004 05/17/2004 32 Frozen | | 25 0.78

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{Redacted}

{Redacted}

Electric						
Start Date	End Date	Days	Status	Amount	Usage	ADU
11/15/2010	12/15/2010	30	Frozen	{Redacted}	1169	38.97
10/14/2010	11/15/2010	32	Frozen		842	26.31
09/15/2010	10/14/2010	29	Frozen		598	20.62
08/16/2010	09/15/2010	30	Frozen		668	22.27
07/15/2010	08/16/2010	32	Frozen		368	11.5
06/16/2010	07/15/2010	29	Frozen		682	23.52
05/14/2010	06/16/2010	33	Frozen		866	26.24
04/16/2010	05/14/2010	28	Frozen		779	27.82
03/16/2010	04/16/2010	31	Frozen		835	26.94
02/11/2010	03/16/2010	33	Frozen		895	27.12
01/13/2010	02/11/2010	29	Frozen		818	28.21
12/15/2009	01/13/2010	29	Frozen		870	30
11/18/2009	12/15/2009	27	Frozen		457	16.93

Gas						
Start Date	End Date	Days	Status	Amount	Usage	ADU
11/15/2010	12/15/2010	30		}	26	0.87
10/14/2010	11/15/2010	32			0	0
09/15/2010	10/14/2010	29			0	0
08/16/2010	09/15/2010	30			0	0
07/15/2010	08/16/2010	32			0	0
06/16/2010	07/15/2010	29			0	0
05/14/2010	06/16/2010	33			2	0.06
04/16/2010	05/14/2010	28			2	0.07
03/16/2010	04/16/2010	31			11	0.35
02/11/2010	03/16/2010	33			23	0.7
01/13/2010	02/11/2010	29			28	0.97
12/15/2009	01/13/2010	29			38	1.31
11/18/2009	12/15/2009	27			17	0.63