

**PACIFIC GAS AND ELECTRIC COMPANY
SmartMeter™ CPUC Staff Inquiry
Data Response**

PG&E Data Request No.:	DRA_003		
PG&E File Name:	SM CSI_DR_DRA_003-Q18		
Request Date:	December 22, 2010	Requester DR No.:	DRA_3
Date Sent:	February 10, 2011	Requesting Party:	DRA
PG&E Witness:	N/A	Requester:	Tom Roberts

QUESTION 18

Describe what triggers inclusion of a customer complaint as a Smart Meter complaint:

- a. Key words or phrases?
- b. Number of complaints per customer?

ANSWER 18

PG&E classifies a customer complaint as a SmartMeter™ complaint based on the customer's subjective statement(s) that his/her complaint/ issue is caused by a SmartMeter™ or is in some way directly or indirectly related to a SmartMeter™.