

**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-Q19		
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 19**

Define the term “escalated complaint” as it relates to Smart Meters.

**ANSWER 19**

PG&E defines “escalated complaint” as customer complaints to PG&E from any of the following sources of origin:

- CPUC formal and informal complaints that have been transmitted to PG&E for resolution;
- Written or verbal customer communications/ complaints made to PG&E officers and management; and
- Customer inquiries to PG&E’s call center that cannot be immediately resolved at the call center and are escalated internally.

PG&E’s Customer Relations, Escalated Complaint Management group handles and tracks PG&E’s escalated complaints.