

**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-Q17		
Request Date:	December 22, 2010	Requester DR No.:	DRA_3
Date Sent:	February 11, 2011	Requesting Party:	DRA
PG&E Witness:	N/A	Requester:	Tom Roberts

QUESTION 17

Provide an excel file listing all SmartMeter related complaints, and disposition of those complaints. This list should include all complaints summarized in the weekly reports sent in response to Data Request ED_017, Question 1.

- a. If complaints are coded as to the type of problem (high bill, low bill, interference, etc.), include the appropriate code for each complaint, as well as a glossary describing the codes.

ANSWER 17

The attachment included in the response to this data request (Attachment DRA_003-17-1) contains confidential customer-specific information and is being submitted under CPUC Code Section 583.

Attachment DRA_003-17-1 is a list of all SmartMeter™ complaints received by PG&E and the disposition of those complaints. No codes are used in the report.