

From: [Redacted]
Sent: 3/24/2011 6:57:11 PM
To: 'ag2@cpuc.ca.gov' (ag2@cpuc.ca.gov); 'Deal, Matthew' (MJD@cpuc.ca.gov);
'Zafar, Marzia' (ZAF@cpuc.ca.gov); 'Danforth, Christopher' (CTD@cpuc.ca.gov);
'Kahlon, Gurbux' (gkk@cpuc.ca.gov); 'Serizawa, Linda' (lss@cpuc.ca.gov);
'crv@cpuc.ca.gov' (crv@cpuc.ca.gov); 'bsk@cpuc.ca.gov' (bsk@cpuc.ca.gov);
'Roberts, Thomas' (thomas.roberts@cpuc.ca.gov)
Cc: [Redacted] Nwamu, Chonda
(Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJN3); Dietz, Sidney
(/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); [Redacted]
[Redacted]
Bcc:
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 March 24, 2011 SmartMeter™ Issues and Complaints Report is attached, for the period March 12, 2011 through March 18, 2011. 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 March 12 to March 18 period.

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

[Redacted]

<<...>>