

From: [Redacted]  
Sent: 4/21/2011 7:01:33 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 April 21, 2011 SmartMeter™ Issues and Complaints Report is attached, for the period April 9, 2011 through April 15, 2011. The High Bill Complaint and Installation Issues Reports are shown on separate worksheets in the file. Also attached are usage data for the new customer accounts listed in the High Bill Complaint Report. The usage information for each account is shown on a separate worksheet in the file.

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

[Redacted]

<<...>> <<...>>