

EXHIBIT E

PUC.PG&E II
Issues Summary 2007

Issue	Time
Implementation	10.30
TOTAL:	10.30

PUC.PG&E II
Issues Summary - 2008

Issue	Time
Implementation	37.40
TOTAL:	37.40

PUC.PG&E II
Issues Summary - 2009

Issue	Time
CaseMgt	8.10
Communication	0.40
GeneralAccess	5.50
Implementation	27.90
TOTAL:	41.90

PUC.PG&E II
Issues Summary - 2010

Issue	Time
CaseMgt	53.80
Communication	23.30
Follow-up	29.20
GeneralAccess	112.60
Implementation	14.70
TOTAL:	233.60

PUC.PG&E II
Issues Summary - 2011

Issue	Time
CaseMgt	8.10
Implementation	18.50
TOTAL:	26.60