

From: Zafar, Marzia
Sent: 7/22/2011 8:44:32 AM
To: [Redacted] Danforth,
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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: RE: Bakersfield Customer Issues / Response to DR ED_017 Q01 Supp (Issues and
Complaints)

Hello,

I have two questions

1. Why do you still have open complaints from February? These complaints show that the customer is saying their appliances are affected due to SM installation; so is it safe to say that their appliances continue to be affected since the complaint is open? It has been 5 months since the complaint was first initiated!
2. On your high bill complaint page, there is one complaint and it says it's been since closed. But when I read the description of how it was closed, it says that PG&E sent a letter to the customer because the customer couldn't be reached. How can PG&E close a case w/o getting affirmation from the customer? Or do you close it once you deem it should be closed regardless of whether the customer is made aware of it? I mean just because you sent a letter doesn't mean the issue is complete, right?

Thanks,

marzia

From: Redacted

Sent: Thursday, July 21, 2011 6:50 PM

To: Zafar, Marzia; Danforth, Christopher; Deal, Matthew; Gupta, Alope; Kahlon, Gurbux; Serizawa, Linda; Kaneshiro, Bruce; Villarreal, Christopher; Roberts, Thomas

Cc: Dietz, Sidney; Redacted Nwamu, Chonda (Law); Redacted

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 July 21, 2011 SmartMeter™ Issues and Complaints Report is attached, for the period July 2, 2011 through July 15, 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 July 2 to July 15 period.

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

Redacted