

From: [Redacted]
Sent: 8/2/2011 6:39:26 PM
To: Danforth, Christopher (christopher.danforth@cpuc.ca.gov); Kahlon, Gurbux (gurbux.kahlon@cpuc.ca.gov); Serizawa, Linda (linda.serizawa@cpuc.ca.gov); Gupta, Alope (aloke.gupta@cpuc.ca.gov); 'Zafar, Marzia' (marzia.zafar@cpuc.ca.gov); Kaneshiro, Bruce (bruce.kaneshiro@cpuc.ca.gov); Villarreal, Christopher (christopher.villarreal@cpuc.ca.gov); Roberts, Thomas (thomas.roberts@cpuc.ca.gov); Prosper, Terrie D. (terrie.prosper@cpuc.ca.gov); Williams, Harold (harold.williams@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: RE: Bakersfield Customer Issues / Response to DR ED_017 Q01 Supp (Issues and Complaints)

Marzia,

Here are PG&E's responses to your questions.

Karen

Question 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!

Answer 1

The ten installation inquiries from February 2011 shown as "open" in the July 21 Installation Issues Report are all closed; most were closed within days of their receipt in February. These February issues remained on the Installation Inquiries Report because PG&E is behind in updating its Customer Recovery Management System (CRMS) database, which is used to generate the Report. PG&E has assigned resources to assist with the update, however, and the backlog has now been corrected.

Question 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?

Answer 2

As background, PG&E has an internal metric for resolving all customer complaints in a timely manner within ten days of receipt of the complaint. This metric is based on the ten-day resolution period mandated by the CPUC for complaints that come to PG&E via the CPUC.

The resolution process begins with PG&E's attempt to contact all customers who lodge a complaint with PG&E within 24 hours of receiving the complaint. If the customer is not reached, PG&E continues to attempt to contact the customer daily during the ten-day resolution period. In the event that PG&E is unable to contact the customer after numerous attempts, PG&E conducts the same in-depth investigation and billing analysis that would have been performed had the customer been reached. The results of this investigation are sent in a letter to the customer, which also explains that PG&E has made several attempts to contact the customer but has been unable to do so. This letter provides the Customer Relations department representative's contact information should the customer wish to discuss the matter further or have any questions. PG&E also conducts follow-up calls after sending this letter to ensure the customer received the letter and to ask for a return call to discuss the customer's issue.

Although the complaint is recorded as "closed" in the complaint database once the letter is sent, PG&E continues to attempt to make contact with the customer well beyond the ten-day resolution period.

In the particular case of the customer cited in this question, PG&E sent a letter to the customer because the customer was called numerous times but was never reached live and never returned the calls.

From: Zafar, Marzia [mailto:marzia.zafar@cpuc.ca.gov]

Sent: Friday, July 22, 2011 8:45 AM

To: [Redacted] Danforth, Christopher; Gupta, Alope; Kahlon, Gurbux; Serizawa, Linda; Kaneshiro, Bruce; Villarreal, Christopher; Roberts, Thomas; Williams, Harold; Prosper, Terrie D.

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

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 Villareal, 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]