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Sent: 9/7/2011 2:56:10 PM  
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Cc: [Redacted] Nwamu, Chonda  
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(/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); [Redacted]  
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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 August 25, 2011 SmartMeter™ Issues and Complaints Report is attached, for the period August 6, 2011 through August 19, 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 August 6 to August 19 period.

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

[Redacted]

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