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Sent: 10/6/2011 6:18:03 PM
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Cc: Nwamu, Chonda (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJN3);
[Redacted]; Dietz,
Sidney (/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 September 22, 2011 SmartMeter™ Issues and Complaints Report is attached, for the period September 3, 2011 through September 9, 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 September 3 to September 9 period.

Please note that the attachment contains confidential customer-specific information and is being submitted under CPUC Code Section 583.

[Redacted]

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