

From: [Redacted]  
Sent: 10/13/2011 6:10:35 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]  
[Redacted]  
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 October 6, 2011 SmartMeter™ Issues and Complaints Report is attached, for the period September 10, 2011 through September 30, 2011. The High Bill Complaint and Installation Issues Reports are shown on separate worksheets in the file.

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

[Redacted]

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