

From: [Redacted]  
Sent: 10/31/2011 5:20:48 PM  
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'Roberts, Thomas' (thomas.roberts@cpuc.ca.gov); 'Zafar, Marzia'  
(ZAF@cpuc.ca.gov); 'Danforth, Christopher' (CTD@cpuc.ca.gov); 'Kahlon, Gurbux'  
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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 27, 2011 SmartMeter™ Issues and Complaints Report is attached, for the period October 1, 2011 through October 21, 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 because there were no new high bill complaints during the October 1 to October 21 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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