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Sent: 1/19/2012 1:36:18 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: [Redacted] Dietz,
Sidney (/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Warner, Christopher
(Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJW5); [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 January 12, 2012 SmartMeter™ Issues and Complaints Report is attached, for the period December 31, 2011 through January 6, 2012. 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 December 31 to January 6 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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