

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking on the
Commission's Own Motion to Address the
Issue of Customers' Electric and Natural Gas
Service Disconnection.

(U 39 M)

R. 10-02-005
(Filed February 4, 2010)

**PACIFIC GAS AND ELECTRIC COMPANY'S SUPPLEMENTAL
COMPLIANCE REPORT PURSUANT TO DECISION 12-03-054**

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May 30, 2012

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On May 21, 2012, PG&E submitted its compliance report pursuant to Decision 12-03-054, Ordering Paragraph (OP) 6. This documents amends subsection II C of that report. In its response to question "c" regarding the results of the language option review, PG&E understated the number of Spanish language calls that were received by the call centers in Table 1. The correct number of Spanish language calls that were handled by PG&E's call centers is 702,018 calls, instead of the 140,855 calls that were reported. PG&E is also revising the other numbers within the table that are affected by the increase number of Spanish language calls.

The new number further supports PG&E's position that its current direct customer service language lines for Spanish, Cantonese, Mandarin and Vietnamese languages cover nearly 99% of its alternate language calls received by PG&E call centers in 2011, which is an increase of 4% over the previously stated numbers.

C. Revised Language Option Review Directed In Section 3.4.

As directed, PG&E has reviewed the number of language calls that were handled by its Call Centers during 2011. Table 1 below lists the number of calls that PG&E received through its call centers that are in English versus other alternate languages.

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TABLE 1

2011 PG&E Call Center Calls				
English versus Alternate Language Calls				
Language	# of Calls	% of Total Calls	% Alt. Language Calls	Avg Calls/Hour
English	8,752,384	92.076 %	—	999.1310
Spanish	702,018	7.385%	93.204%	80.139
Cantonese	20,989	0.221%	2.787%	2.396
Mandarin	11,514	0.121%	1.529%	1.314
Vietnamese	8,442	0.089%	1.121%	0.964
Korean	1,692	0.018%	0.225%	0.193
Tagalog	431	0.005%	0.057%	0.049
All Other	8,117	0.085%	1.078%	0.927
Sub-Total Alt Language Calls	753,203			
Grand Total Call Center Calls	9,505,587			

PG&E currently provides direct customer service language lines for its Spanish, Cantonese, Mandarin and Vietnamese customers that cover nearly 99% of its alternate language calls received by PG&E call centers in 2011. Language Line Services and Language Service Associates are employed by PG&E and these entities provide language translation assistance in 6,912 languages, including Korean and Tagalog, which are the only remaining languages listed of the six most frequently spoken languages in Senate Bill (SB) 120.

Korean and Tagalog calls represented eighteen-one thousands of a percent (0.018%) and five one thousands of a percent (0.005%), respectively. This equates to an average of only one Korean speaking customer contact through PG&E's call center every 5.2 hours and one Tagalog speaking customer contact every 20.4 hours. Given that these languages combined represent just over one-quarter of one-percent (0.282%) of the language calls and just over two-one hundredth of a percent of the total calls into PG&E's call center, the numbers do not warrant additional, dedicated lines.

Having dedicated call center reps who can speak Korean or Tagalog available 24/7 during all call center operating hours to handle customer inquiries in these languages would not be a prudent use of PG&E's resources. Given the low historic call volume to PG&E's customer service center from Korean and Tagalog speaking customers, the use of the language translation service for these customers is the most cost effective means to communicate with customers who speak these languages.

Respectfully submitted,

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By: _____ /s/
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