

**Allconnect Call / Complaint Comparison for Pacific Gas & Electric**

	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Calls</b>	<b>Totals</b>
	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>YTD</b>
<b>PG&amp;E Calls</b>	28,811	31,348	30,442	32,909	32,386	37,404	<b>193,300</b>
<b>Total Complaints Received</b>	15	15	15	17	17	28	107
<b>Complaint Ratio</b>	<b>0.05%</b>	<b>0.05%</b>	<b>0.05%</b>	<b>0.05%</b>	<b>0.05%</b>	<b>0.07%</b>	<b>0.06%</b>
<b>Complaint Types</b>							
<b>Complaint unfounded</b>	3	10	5	7	10	9	44
<b>Call not recorded</b>	0	1	0	0	1	1	3
<b>Dropped call/disconnected</b>	0	0	0	0	0	0	0
<b>Email/conf # not received</b>	0	0	0	2	0	1	3
<b>Failure to follow process</b>	1	0	2	2	2	0	7
<b>Incorrect info provided</b>	1	1	0	2	0	2	6
<b>Installation date not met</b>	0	0	0	0	0	0	0
<b>Name/address incorrect</b>	0	0	0	0	0	0	0
<b>Misunderstanding</b>	1	0	2	2	2	6	13
<b>Pricing issue</b>	3	0	1	0	0	0	4
<b>Pushy RS / bad call exp.</b>	1	1	1	0	1	3	7
<b>Unauthorized order/crammed</b>	2	0	2	0	0	0	4
<b>Unauthorized credit check</b>	0	0	0	0	0	0	0
<b>SP call center issue</b>	2	0	0	0	0	1	3
<b>Technical error</b>	1	1	2	1	0	2	7
<b>Other</b>	0	1	0	1	1	3	6
							107