

**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>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>YTD</b>
<b>PG&amp;E Calls</b>	42,119	43,486	44,911	33,933	32,409	27,641	<b>224,499</b>
<b>Total Complaints Received</b>	21	28	25	17	20	3	114
<b>Complaint Ratio</b>	<b>0.05%</b>	<b>0.06%</b>	<b>0.06%</b>	<b>0.05%</b>	<b>0.06%</b>	<b>0.01%</b>	<b>0.05%</b>
<b>Complaint Types</b>							
<b>Complaint unfounded</b>	2	3	4	2	2	1	14
<b>Call not recorded</b>	1	0	1	0	0	0	2
<b>Dropped call/disconnected</b>	0	0	0	0	0	0	0
<b>Email/conf # not received</b>	2	5	1	2	2	0	12
<b>Failure to follow process</b>	2	1	5	1	2	0	11
<b>Incorrect info provided</b>	0	0	2	4	0	0	6
<b>Installation date not met</b>	1	0	0	0	0	0	1
<b>Name/address incorrect</b>	0	0	0	0	0	0	0
<b>Misunderstanding</b>	9	13	6	5	8	1	42
<b>Pricing issue</b>	0	1	0	0	0	0	1
<b>Pushy RS / bad call exp.</b>	1	1	2	2	3	1	10
<b>Unauthorized order/crammed</b>	0	1	0	0	0	0	1
<b>Unauthorized credit check</b>	0	0	0	0	0	0	0
<b>SP call center issue</b>	1	1	2	0	1	0	5
<b>Technical error</b>	2	0	2	0	1	0	5
<b>Other</b>	0	2	0	1	1	0	4
							114