

Call / Complaint Comparison for Pacific Gas & Electric

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