

Call / Complaint Comparison for Pacific Gas & Electric							
	Calls	Calls	Calls	Calls	Calls	Calls	Totals
	Dec	Jan	Feb	Mar	Apr	May	YTD
PG&E Calls	26,260	29,005	26,782	27,658	26,432	25,703	161,840
Total Complaints Received	12	11	2	5	10	11	51
Complaint Ratio	0.05%	0.04%	0.01%	0.02%	0.04%	0.04%	0.03%
Complaint Types							
Complaint unfounded	3	4	0	1	6	3	17
Call not recorded	0	1	0	0	1	0	2
Dropped call/disconnected	0	0	0	0	0	0	0
Email/conf # not received	0	0	0	0	0	0	0
Failure to follow process	1	1	1	1	0	1	5
Incorrect info provided	2	0	0	2	1	2	7
Installation date not met	0	0	0	0	0	0	0
Name/address incorrect	0	0	0	0	0	0	0
Misunderstanding	5	1	0	1	1	2	10
Pricing issue	0	0	0	0	0	0	0
Pushy RS / bad call exp.	1	0	0	0	0	3	4
Unauthorized order/crammed	0	0	0	0	0	0	0
Unauthorized credit check	0	0	0	0	0	0	0
SP call center issue	0	0	1	0	0	0	1
Technical error	0	4	0	0	1	0	5
Other	0	0	0	0	0	0	0
							51