

Call / Complaint Comparison for Pacific Gas & Electric							
	Calls	Calls	Calls	Calls	Calls	Calls	Totals
	Jun	Jul	Aug	Sep	Oct	Nov	YTD
PG&E Calls	27,061	30,092	32,581	25,799	26,605	23,954	166,092
Total Complaints Received	6	7	24	11	10	11	69
Complaint Ratio	0.02%	0.02%	0.07%	0.04%	0.04%	0.05%	0.04%
Complaint Types							
Complaint unfounded	0	2	6	2	3	5	18
Call not recorded	0	0	0	0	0	1	1
Dropped call/disconnected	0	0	1	0	0	0	1
Email/conf # not received	2	3	8	6	2	0	21
Failure to follow process	1	0	1	0	1	0	3
Incorrect info provided	1	0	3	0	1	1	6
Installation date not met	0	0	0	0	0	0	0
Name/address incorrect	0	0	0	0	0	0	0
Misunderstanding	2	0	3	1	0	2	8
Pricing issue	0	0	1	0	0	0	1
Pushy behavior/Bad call exp.	0	1	0	0	0	1	2
Unauthorized order/crammed	0	0	0	0	1	0	1
Unauthorized credit check	0	0	0	0	0	0	0
Service Provider error	0	0	1	1	1	1	4
Technical error	0	1	0	0	0	0	1
Other	0	0	0	1	1	0	2
							69