

<b>Call / Complaint Comparison for Pacific Gas &amp; Electric</b>							
	<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>	27,061	30,092	32,581	25,799	26,605	23,954	<b>166,092</b>
<b>Total Complaints Received</b>	6	7	24	11	10	11	69
<b>Complaint Ratio</b>	<b>0.02%</b>	<b>0.02%</b>	<b>0.07%</b>	<b>0.04%</b>	<b>0.04%</b>	<b>0.05%</b>	<b>0.04%</b>
<b>Complaint Types</b>							
<b>Complaint unfounded</b>	0	2	6	2	3	5	18
<b>Call not recorded</b>	0	0	0	0	0	1	1
<b>Dropped call/disconnected</b>	0	0	1	0	0	0	1
<b>Email/conf # not received</b>	2	3	8	6	2	0	21
<b>Failure to follow process</b>	1	0	1	0	1	0	3
<b>Incorrect info provided</b>	1	0	3	0	1	1	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>	2	0	3	1	0	2	8
<b>Pricing issue</b>	0	0	1	0	0	0	1
<b>Pushy behavior/Bad call exp.</b>	0	1	0	0	0	1	2
<b>Unauthorized order/crammed</b>	0	0	0	0	1	0	1
<b>Unauthorized credit check</b>	0	0	0	0	0	0	0
<b>Service Provider error</b>	0	0	1	1	1	1	4
<b>Technical error</b>	0	1	0	0	0	0	1
<b>Other</b>	0	0	0	1	1	0	2
							69