

PACIFIC GAS AND ELECTRIC COMPANY
Senate Bill No. 656 – Core Transport Agents
Data Response

PG&E Data Request No.:	ORA_01-01		
PG&E File Name:	Senate Bill No. 656 – Core Transport Agents _DR_ORА_01-Q1		
Request Date:	December 24, 2013	Requester DR No.:	01
Date Sent:	February 21, 2014	Requesting Party:	Office of Ratepayer Advocates
PG&E Witness:		Requester:	Kelly C. Lee

QUESTION 1

Please provide a detailed summary of each natural gas CTA customer complaint case and its disposition for the entire year of 2013.

ANSWER 1

Attached are two PDF files providing a detailed summary of each customer inquiry involving a natural gas Core Transport Agent (CTA) and its disposition for the entire year of 2013.

Cases created from customer inquiries received by PG&E's Customer Service Centers are shown on Attachment 1 (*Senate Bill No. 656 - Core Transport Agents_DR_ORА_01-Q1Atch01*).

Cases that resulted from customers' complaints made directly to the Commission's Consumer Affairs Branch (CAB) and, subsequently, submitted to PG&E for resolution were assigned case numbers E1 through E30 as shown on Attachment 2 (*Senate Bill No. 656 - Core Transport Agents_DR_ORА_01-Q1Atch02*).