

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

PG&E Data Request No.:	ORA_01-03		
PG&E File Name:	Senate Bill No. 656 – Core Transport Agents _DR_ORА_01-Q3		
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 3

Please deliver to the Director of the Office of Ratepayer Advocates no later than 15 calendar days after the last day of each calendar quarter a detailed summary of each natural gas CTA customer complaint case and its disposition compiled during that calendar quarter starting the first quarter of 2014, and ending with the fourth quarter of 2014.

ANSWER 3

PG&E has implemented a re-occurring process to provide requested complaint case data following the same format as submitted for the year of 2013, but has determined that it cannot complete the process within 15 calendar days. With the concurrence of Office of Ratepayer Advocates staff, PG&E has agreed to provide this data to the Director of the Office of Ratepayer Advocates no later than 21 calendar days after the last day of each calendar quarter starting the first quarter of 2014, and ending with the fourth quarter of 2014.