



Mail Code B27L  
Pacific Gas and Electric Company  
P.O. Box 770000  
San Francisco, CA 94177-0011

February 26, 2014

Mr. Edward Randolph, Director of Energy Division  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102

Re: Pacific Gas and Electric Company Call Center Monthly Report – January 2014

Dear Mr. Randolph:

Enclosed is Pacific Gas and Electric Company's monthly Contact Center Operations report for calls received during the month of January 2014 and associated call statistics.

Pacific Gas and Electric Company will retain a copy of this report in the Customer Relations office at 77 Beale Street, 27th Floor, San Francisco, California.

Please feel free to contact me at Redacted if you have questions.

Sincerely,

Redacted

cc: Karen Miller, CPUC-Public Advisor's Office  
Phil Enis, CPUC-Consumer Affairs Branch  
Bruce T. Smith, PG&E

Enclosure



# Pacific Gas and Electric Company®

## Contact Center CPUC Summary January 2014

Date	CCO Calls Offered*	AT&T Busy Lines	AT&T Busy %	CSR Calls Offered	CSR Calls Handled	CSR ABN	IVR Handled	Board TSL %
January**								
1/1/14	20197	0	0.0%	7613	5788	1825	7984	88%
1/2/14	72361	1	0.0%	39150	32725	6425	21516	71%
1/3/14	71902	0	0.0%	36583	31019	5564	23454	74%
1/4/14	31620	0	0.0%	13265	9345	3920	11502	87%
1/5/14	18917	0	0.0%	7182	5770	1412	7702	83%
1/6/14	88670	11	0.0%	48109	29536	18573	22935	78%
1/7/14	78691	2	0.0%	43555	32394	11161	19404	72%
1/8/14	83129	0	0.0%	44563	34462	10101	19378	71%
1/9/14	67402	0	0.0%	36910	32566	4344	17337	66%
1/10/14	68880	0	0.0%	37004	29896	7108	18050	69%
1/11/14	37101	0	0.0%	14832	10954	3878	8885	83%
1/12/14	20040	0	0.0%	7834	5365	2469	6118	83%
1/13/14	92660	0	0.0%	52680	32820	19860	12032	73%
1/14/14	73290	0	0.0%	40601	32553	8048	15579	70%
1/15/14	68890	0	0.0%	37930	32585	5345	16357	65%
1/16/14	67054	0	0.0%	36838	32620	4218	16396	72%
1/17/14	66384	0	0.0%	35265	31876	3389	17711	83%
1/18/14	29443	0	0.0%	12093	8858	3235	8706	85%
1/19/14	15619	0	0.0%	5715	4391	1324	5301	81%
1/20/14	47300	0	0.0%	25413	21428	3985	12810	64%
1/21/14	65905	0	0.0%	38049	34152	3897	16339	64%
1/22/14	59681	0	0.0%	33237	32058	1179	14767	88%
1/23/14	62332	0	0.0%	32993	30993	2000	10764	85%
1/24/14	63466	0	0.0%	34591	31555	3036	16377	76%
1/25/14	25065	0	0.0%	11487	9314	2173	7704	80%
1/26/14	16767	0	0.0%	6573	4418	2155	5741	80%
1/27/14	75314	0	0.0%	44626	32090	12536	17185	72%
1/28/14	60514	1	0.0%	36890	34908	1982	14085	86%
1/29/14	55002	0	0.0%	32266	31053	1213	12749	91%
1/30/14	59537	1	0.0%	33492	32199	1293	14860	90%
1/31/14	70627	0	0.0%	37836	33782	4054	21142	80%
January	1733760	16	0.00%	925175	763473	161702	440870	76%
2014	1733760	16	0.00%	925175	763473	161702	440870	76%

\* - CCO Calls Offered consists of the following components: CSR Calls Offered (CSR Calls Handled + CSR Calls Abandoned); AT&T Busy Lines; TFC/HVAC ASM; TFC/HVAC FAST; AT&T Prompter Abandon; AT&T Courtesy Response; Courtesy Call Back Accepted; Tech Offered; and IVR Offered.

\*\* January service levels were negatively impacted by substantial contacts driven by the e-mail phishing scam using PG&E's name during the month. Details readily available.