

## Antioch Customer Complaint Talking Points

Redacted

Antioch, over the span of her residence since April, 1993, has had hundreds of contacts with PG&E. The complaints and assertions range from various billing inquiries; claiming to have video evidence of the installation of a SMART meter in 1996 when the SMART meter was installed in 2009; claiming planes flying over her house turn off her gas and electricity; claiming that an un-repaired gas leak near her son’s school caused her son to bleed from his nose and mouth. After contacting the school and sending out a Law-Claims person, we determined no such incident occurred and that the only odor in the area was from a sewer pipe replacement that Sheila claimed her husband knew for a fact was gas pipe, which it was not. The stories go on and on, all with PG&E employees being respectful and responsive and Sheila being unreasonable in what she wants from us.

The following is a summary of some of the contacts with the customer since 2009. No leaks were detected other than a leak on a flex line on her water heater. Included in the summary are 17 billing, 30 electric and 25 gas contacts as well as 16 gas-related and 7 electric-related field visits.

|      | Contacts |          |     |               | Field Visits                  |          |          |
|------|----------|----------|-----|---------------|-------------------------------|----------|----------|
|      | Billing  | Electric | Gas | Other         | Gas                           | Electric | Picarro  |
| 2009 | 1        |          | 1   |               | 2 (1 Gas Leak Investigation ) | 2        |          |
| 2010 | 11       | 3        |     |               |                               | 1        |          |
| 2011 |          | 11       | 4   | 1 (Gov Plane) | 4 (3 GLI)                     |          |          |
| 2012 | 5        | 16       | 10  |               | 8 (5 GLI)                     | 4        |          |
| 2013 |          |          | 10  |               |                               |          | 1 (9/17) |
| 2014 |          |          |     |               |                               |          | 1 (1/8)  |

