

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)

