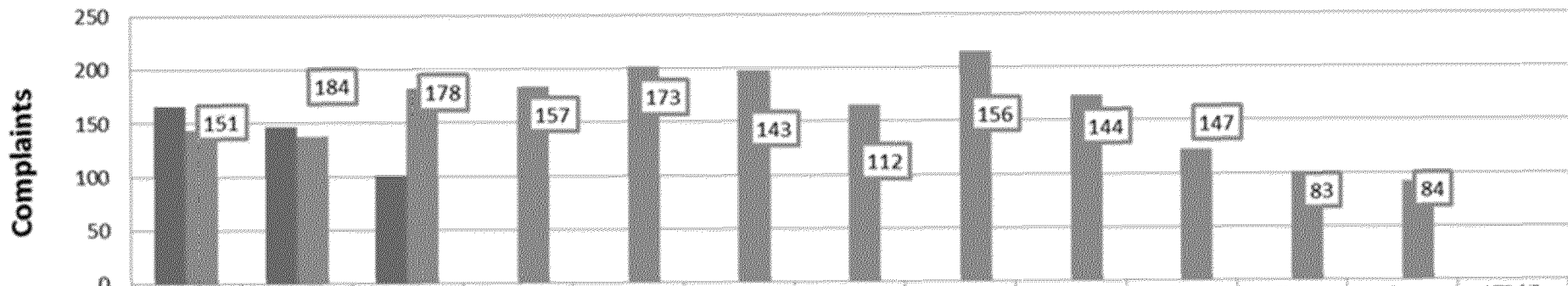


2014 Monthly CPUC Escalated Complaints



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD/YE
2014 (CPUC Actuals)	166	147	101										414
2013 (CPUC Actuals)	144	138	182	183	202	198	165	215	173	123	101	92	1,916
2014 (CPUC Targets)	151	184	178	157	173	143	112	156	144	147	83	84	1,712
Compared to same month PY	15%	7%	-45%										
YOY - YTD for 2014	15%	11%	-11%										