

**Call / Complaint Comparison for Pacific Gas & Electric**

	Calls	Calls	Calls	Calls	Calls	Calls	Totals
	Dec	Jan	Feb	Mar	Apr	May	YTD
<b>PG&amp;E Calls</b>	23,821	22,480	23,211	25,750	24,440	27,125	<b>146,827</b>
<b>Total Complaints Received</b>	9	13	6	5	10	5	48
<b>Complaint Ratio</b>	<b>0.04%</b>	<b>0.06%</b>	<b>0.03%</b>	<b>0.02%</b>	<b>0.04%</b>	<b>0.02%</b>	<b>0.03%</b>
<b>Complaint Types</b>							
Call not recorded	0	0	0	0	0	0	0
Complaint unfounded	2	2	3	2	4	2	15
Email/conf # not received	3	7	3	0	5	2	20
Failure to follow process	0	0	0	1	0	0	1
Incorrect info entered in DB	0	0	0	0	0	0	0
Incorrect info provided	1	0	0	1	0	0	2
Incorrect order placed	0	0	0	0	0	0	0
Misunderstanding	3	3	0	1	0	1	8
Pricing error	0	0	0	0	0	0	0
Processing error	0	0	0	0	0	0	0
Pushy behavior / Poor exp	0	0	0	0	0	0	0
Service Provider Error	0	1	0	0	1	0	2
Technical error	0	0	0	0	0	0	0
Unauthorized credit check	0	0	0	0	0	0	0
Unauthorized order/crammed	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0
							48