

PACIFIC GAS AND ELECTRIC COMPANY
Wildfire Mitigation Plans Discovery 2023-2025
Data Response

PG&E Data Request No.:	CalAdvocates_050-Q003		
PG&E File Name:	WMP-Discovery2023-2025_DR_CalAdvocates_050-Q003Supp01		
Request Date:	June 24, 2024	Requester DR No.:	CalAdvocates-PGE-2025WMP-14
Date Sent:	July 12, 2024 Supp01: July 26, 2024	Requesting Party:	Public Advocates Office
PG&E Witness:		Requester:	Amanda Asadi

The following question relates to PG&E's response to data request CalAdvocates-PGE-2023WMP-34.

QUESTION 003

Data request CalAdvocates-PGE-2023WMP-34, Question 3, Attachments 1 and 2 show claims and complaints received from 5/19/2023 to 12/12/2023. Please provide an Excel sheet of claims and complaints filed by customers related to outages on circuits with EPSS settings enabled at the time of outage that were received in **2021, 2022, 1/1/2023 to 5/18/2023, 12/13/2023 to 12/31/2023**. For each claim or complaint, provide the following information in separate columns:

- a) The Circuit name and ID associated with the complaint;
- b) The date each complaint or claim was received;
- c) Description of each complaint or claim;
- d) Resolution of each complaint or claim;
- e) Due date of each resolution;
- f) Actual completion date of each resolution.

ANSWER 003 SUPPLEMENTAL 01

PG&E completed the analysis of the population of EPSS complaints which were inadvertently coded as "service interruption/outage" complaints. Please see attachment "*WMP-Discovery2023-2025_DR_CalAdvocates_050-Q003Supp01Atch01CONF.xlsm*" for "service interruption/outage" complaints which were still being reviewed when the original response was submitted on July 12, 2024. Details of the complaint and resolution are identified in the Excel file.

Please note that the Circuit Name and Circuit ID were not mapped when the complaint was originally received in 2021. The attachment reflects the current Circuit Name and Circuit ID for the address in which the complaint was received.

ANSWER 003

Please be advised an attachment to this response contains CONFIDENTIAL information and is being provided pursuant to the accompanying confidentiality declaration.

Please see *“WMP-Discovery2023-2025_DR_CalAdvocates_050-Q003Atch01.xlsm”* and *“WMP-Discovery2023-2025_DR_CalAdvocates_050-Q003Atch02CONF.xlsm”* for CPUC complaint information and claims information related to EPSS outages. Please note, EPSS related complaints are only tracked through complaints provided to PG&E by the CPUC, which is the data provided in the spreadsheet. Details of the complaint and resolution are in the individual cells in the excel file. Please note, there are no due dates for claims and the date given is the date the claim was closed. Please note that a population of EPSS complaints was inadvertently coded as “service interruption/outage” complaints. As such, PG&E is reviewing all “service interruption/outage” complaints and will provide any additional EPSS complaint data at a later date.