

**PACIFIC GAS AND ELECTRIC COMPANY  
Wildfire Mitigation Plans Discovery 2022  
Data Response**

PG&E Data Request No.:	OEIS_001-Q04		
PG&E File Name:	WMP-Discovery2022_DR_OEIS_001-Q04		
Request Date:	February 11, 2022	Requester DR No.:	Energy Safety-PG&E WMP 2022 Update-DR-001
Date Sent:	February 16, 2022	Requesting Party:	Office of Energy Infrastructure Safety
PG&E Witness:		Requester:	Kevin Miller

**QUESTION 04**

Under Capability 29, PSPS Operating Model and Consequence Mitigation, Question F.III.c asks “During PSPS events, what percent of customers complain?”

In 2021 PG&E answered iii. Less than 0.5%. In 2022 PG&E answered i. 1% or more.

- a. What specific data source(s) does PG&E use to track customer complaints relating to PSPS events?
- b. Using the data sources described in Question 004 a, explain why customer complaints increased from “Less than 0.5%” in 2021 to “1% or more” in 2022.
- c. Did complaints associated with the EPSS program or Fast Trip settings impact the number of complaints used to answer this question?

**ANSWER 04**

- a. In 2021, PG&E utilized additional data sources to track customer complaints relating to PSPS events including:
  - Complaints from our customer-facing Wildfire Safety and Customer Relations Teams;
  - Contact Center Intake;
  - Complaints from commercial customers received by our Operational Emergency Centers (OECs);
  - Complaints received by our Business Energy Solutions team, made up of reps assigned to commercial customers;
  - Complaints posted to social media; and
  - Complaints received by our Emergency Operations Center (EOC) Liaison Officer team.
- b. Utilizing these additional data sources to track customer complaints resulted in an increase in the number of complaints included in the 10 day reports.
- c. No. The complaints accounted for those related to PSPS and not for other wildfire mitigation programs.