

PUBLIC UTILITIES COMMISSION

STATISTICS

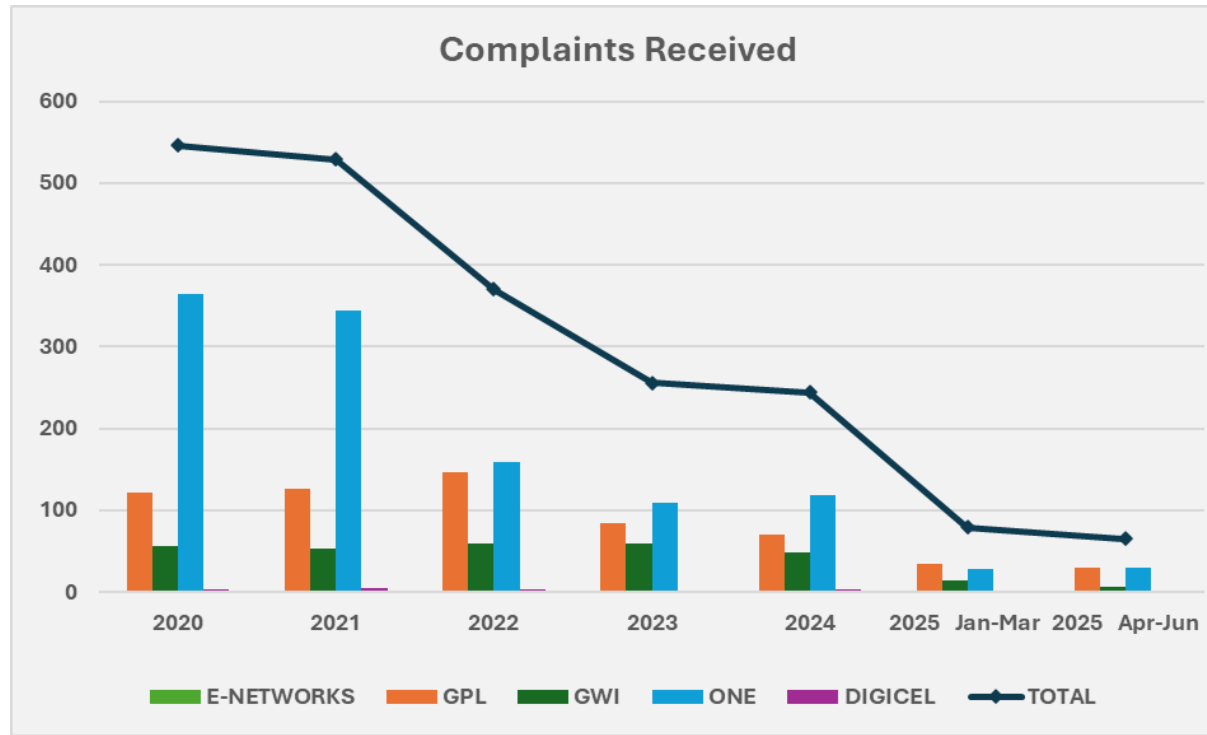


Chart 1. Complaints Received

Chart 1 illustrates the number of complaints received by the Commission over the course of the last five years. Complaints have been decreasing annually suggesting improvements in the internal complaint resolution processes by the company.