

d Electric Company

1 Complaint Report

Installation Complaint Report

September 14, 2009 Through February 22, 2010

Color Key	
Resolved Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1	5/7/09	{Redacted}		Brentwood	Household items affected by SM installation	Under Investigation	Open
2	6/9/09	{Redacted}		Citrus Heights	Meter/Module	Under Investigation	Open
3	6/25/09	{Redacted}		PARADISE	Meter/Module	Under Investigation	Open
4	7/1/09	{Redacted}		Capay	Other	Under Investigation	Open
5	7/1/09	{Redacted}		Rocklin	Billing Inquiries	Under Investigation	Open
6	7/2/09	{Redacted}		Soda Springs	Scheduling Problems	Under Investigation	Open
7	7/14/09	{Redacted}		Menlo Park	Customer Denies Access	Health-related Issues	Resolved
8	7/29/09	{Redacted}		UNION CITY	Wellington Installer	Under Investigation	Open
9	7/31/09	{Redacted}		WOODLAND	SmartMeter Customer Communication	Under Investigation	Open
11	8/12/09	{Redacted}		Sonora	Scheduling Problems	Other	Resolved
12	8/13/09	{Redacted}		Castro Valley	SmartMeter Customer Communication	Unaware of 5-minute installation outage	Resolved
13	8/14/09	{Redacted}		TAFT	Scheduling Problems	Failed to knock	Resolved
14	8/14/09	{Redacted}		SHERIDAN	Wellington Installer	Under Investigation	Open
15	8/17/09	{Redacted}		Manteca	SmartMeter Customer Communication	Breaker keeps tripping	Resolved
16	8/28/09	{Redacted}		Vacaville	Meter/Module	Meter/Module clearance issues	Resolved
17	8/28/09	{Redacted}		San Francisco	Scheduling Problems	Other	Resolved
18	9/2/09	{Redacted}		Clovis	Household items affected by SM installation	Damaged other household appliances	Resolved
19	9/2/09	{Redacted}		PITTSBURG	Household items affected by SM installation	Under Investigation	Open
20	9/2/09	{Redacted}		Lafayette	Scheduling Problems	Under Investigation	Open
21	9/3/09	{Redacted}		COLFAX	Household items affected by SM installation	Under Investigation	Open
22	9/8/09	{Redacted}		MILLBRAE	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
23	9/10/09	{Redacted}		Twain Harte	SmartMeter Customer Communication	Under Investigation	Open
24	9/17/09	{Redacted}		Bakersfield	Wellington Installer	Wellington Installer rude to customer	Resolved
25	9/18/09	{Redacted}		Moraga	SmartMeter Customer Communication	Under Investigation	Open
26	9/21/09	{Redacted}		Fairfield	Household items affected by SM installation	Under Investigation	Open
27	9/22/09	{Redacted}		Sonora	Household items affected by SM installation	Under Investigation	Open
28	9/24/09	{Redacted}		Bakersfield	Other	Other	Resolved
29	9/25/09	{Redacted}		Dixon	Household items affected by SM installation	Complete Power Outage	Resolved
30	9/28/09	{Redacted}		Clovis	Wellington Installer	Wellington Installer rude to customer	Resolved
31	9/29/09	{Redacted}		AHWAHNEE	Meter/Module	Under Investigation	Open
32	10/2/09	{Redacted}		Arnold	Customer Denies Access	Radio frequency concerns	Resolved
33	10/2/09	{Redacted}		Rocklin	Scheduling Problems	Under Investigation	Open
34	10/5/09	{Redacted}		SUTTER CREEK	Household items affected by SM installation	Under Investigation	Open
35	10/9/09	{Redacted}		Fairfield	Household items affected by SM installation	Under Investigation	Open
36	10/9/09	{Redacted}		Sonora	Household items affected by SM installation	Other	Resolved
37	10/13/09	{Redacted}		Jackson	Household items affected by SM installation	Under Investigation	Open
38	10/13/09	{Redacted}		Jackson	Wellington Installer	Under Investigation	Open
39	10/14/09	{Redacted}		Walnut Creek	Household items affected by SM installation	Damaged computer	Resolved
40	10/15/09	{Redacted}		Twain Harte	Billing Inquiries	Under Investigation	Open
41	10/15/09	{Redacted}		Dinuba	Household items affected by SM installation	Damaged Private Property	Resolved
42	10/15/09	{Redacted}		Fresno	Billing Inquiries	Other	Resolved
43	10/15/09	{Redacted}		Stockton	Household items affected by SM installation	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
44	10/19/09			SAN MATEO	Wellington Installer	Under Investigation	Open
45	10/19/09			SELMA	Household items affected by SM installation	Damaged Private Property	Resolved
46	10/19/09			SUTTER CREEK	Meter/Module	Under Investigation	Open
47	10/20/09			Dinuba	Customer Denies Access	Customer does not want a SmartMeter	Resolved
48	10/22/09			Fremont	Household items affected by SM installation	Damaged computer	Resolved
49	10/22/09			AUBERRY	Customer Denies Access	Customer does not want a SmartMeter	Resolved
50	10/22/09			Rio Vista	Wellington Installer	Under Investigation	Open
51	10/26/09			ORINDA	Wellington Installer	Under Investigation	Open
52	10/26/09			Fremont	Other	Under Investigation	Open
53	10/27/09			Stockton	Wellington Installer	No time given to powerdown equipment	Resolved
54	10/28/09			Vacaville	Wellington Installer	Under Investigation	Open
55	10/28/09			SANGER	Wellington Installer	Wellington Installer	Resolved
56	10/29/09			Walnut Creek	Wellington Installer	Under Investigation	Open
57	10/29/09			Concord	Household items affected by SM installation	Damaged television	Resolved
58	10/29/09			Fresno	SmartMeter Customer Communication	General inquiry on communication	Resolved
59	10/30/09			Fremont	Household items affected by SM installation	Other	Resolved
60	10/30/09			NAPA	Meter/Module	Other	Resolved
61	10/30/09			San Francisco	Other	Other	Resolved
62	11/1/09			Stockton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
63	11/3/09			UNION CITY	Customer Denies Access	Customer does not want a SmartMeter	Resolved
64	11/3/09			Concord	Customer Denies Access	Customer does not want a SmartMeter	Resolved
65	11/4/09			Concord	Scheduling Problems	Wellington missed appointment	Resolved
66	11/4/09			San Bruno	Meter/Module	Other	Resolved
67	11/4/09			S. San Francisco	Wellington Installer	Wellington Installer broke lock	Resolved
68	11/5/09			Fairfield	Meter/Module	Meter/Module clearance issues	Resolved
69	11/5/09			Concord	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
70	11/5/09			Clovis	Scheduling Problems	Other	Resolved
71	11/5/09			Suisun City	Wellington Installer	Under Investigation	Open
72	11/6/09			Walnut Creek	Wellington Installer	Installer unkempt	Resolved
73	11/6/09			Fairfield	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
74	11/6/09			MIRAMONTE	Wellington Installer	Installer left gate open	Resolved
75	11/6/09			Pleasant Hill	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
76	11/9/09			FOSTER CITY	Wellington Installer	No time given to powerdown equipment	Resolved
77	11/10/09			Fairfield	Household items affected by SM installation	Under Investigation	Open
78	11/10/09			Hillsborough	Customer Denies Access	Under Investigation	Open
79	11/10/09			Vacaville	Customer Denies Access	Under Investigation	Open
80	11/10/09			Stockton	Wellington Installer	Damaged Private Property	Resolved
81	11/12/09			NEWARK	Meter/Module	Under Investigation	Open
82	11/12/09			Fairfield	Meter/Module	Meter/Module clearance issues	Resolved
83	11/12/09			ROVILLE	Network Equipment Installation	Other	Resolved
84	11/12/09			Dixon	Household items affected by SM installation	Under Investigation	Open
85	11/13/09			Vacaville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved

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November 14, 2009 Through February 22, 2010

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New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
86	11/13/09			S. San Francisco	Wellington Installer	Wellington Installer rude to customer	Resolved
87	11/16/09			Vacaville	Household items affected by SM installation	Under Investigation	Open
88	11/16/09			Vacaville	Household items affected by SM installation	Under Investigation	Open
89	11/16/09			Sunnyvale	Wellington Installer	No time given to powerdown equipment	Resolved
90	11/16/09			Pleasant Hill	Wellington Installer	Under Investigation	Open
91	11/17/09			Lafayette	Household items affected by SM installation	Damaged computer	Resolved
92	11/17/09			PITTSBURG	Other	Under Investigation	Open
93	11/17/09			Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
94	11/17/09			Half Moon Bay	Meter/Module	Under Investigation	Open
95	11/18/09			S. San Francisco	Household items affected by SM installation	Under Investigation	Open
96	11/19/09			Vacaville	Household items affected by SM installation	Under Investigation	Open
97	11/20/09			LINCOLN	Billing Inquiries	Under Investigation	Open
98	11/20/09			Fremont	Meter/Module	Under Investigation	Open
99	11/20/09			Fairfield	Power Interruption	Breaker keeps tripping	Resolved
100	11/22/09			Hillsborough	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
101	11/23/09			Stockton	Wellington Installer	Under Investigation	Open
102	11/23/09			Mountain View	Other	Other	Resolved
103	11/23/09			WOODLAND	Meter/Module	Under Investigation	Open
104	11/24/09			KINGSBURG	Meter/Module	Under Investigation	Open
105	11/25/09			Walnut Creek	Other	Customer does not want a SmartMeter	Resolved
106	11/25/09			Pleasanton	Power Interruption	High/Low Voltage	Resolved
107	11/25/09			UNION CITY	Wellington Installer	Under Investigation	Open
108	11/25/09			Mountain View	Wellington Installer	Under Investigation	Open
109	11/25/09			Richmond	Network Equipment Installation	Under Investigation	Open
110	11/30/09			Fresno	Household items affected by SM installation	Under Investigation	Open
111	11/30/09			MIRAMONTE	Household items affected by SM installation	Under Investigation	Open
112	11/30/09			CHICO	Network Equipment Installation	Customer concerns with pole location	Resolved
113	12/1/09			Fairfield	Wellington Installer	Under Investigation	Open
114	12/1/09			Mountain View	Wellington Installer	Under Investigation	Open
115	12/1/09			Stockton	Wellington Installer	Under Investigation	Open
116	12/1/09			Merced	Wellington Installer	Under Investigation	Open
117	12/1/09			Mountain View	Wellington Installer	Wellington Installer rude to customer	Resolved
118	12/1/09			Moraga	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
119	12/1/09			Fremont	Customer Denies Access	Under Investigation	Open
120	12/2/09			El Granada	Household items affected by SM installation	Partial Power Outage	Resolved
121	12/2/09			Redwood City	Household items affected by SM installation	Under Investigation	Open
122	12/2/09			Fremont	Power Interruption	Under Investigation	Open
123	12/2/09			MONTARA	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
124	12/2/09			SANTA CRUZ	Network Equipment Installation	Other	Resolved
125	12/2/09			Stockton	Wellington Installer	Wellington Installer broke lock	Resolved
126	12/2/09			Pollock Pines	Network Equipment Installation	Other	Resolved
127	12/2/09			LINCOLN	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved

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128	12/2/09			Dublin	Household items affected by SM installation	Damaged computer	Resolved
129	12/2/09			Danville	Wellington Installer	Wellington Installer rude to customer	Resolved
130	12/3/09			Pleasanton	Other	General inquiry on communication	Resolved
131	12/3/09			Danville	Wellington Installer	Under Investigation	Open
132	12/3/09			Danville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
133	12/3/09			Manteca	Household items affected by SM installation	Under Investigation	Open
134	12/3/09			Manteca	Household items affected by SM installation	Under Investigation	Open
135	12/3/09			Dublin	Household items affected by SM installation	Other	Resolved
136	12/3/09			Stockton	Household items affected by SM installation	Under Investigation	Open
137	12/3/09			Vacaville	Household items affected by SM installation	Other	Resolved
138	12/3/09			Walnut Creek	Wellington Installer	Wellington Installer rude to customer	Resolved
139	12/3/09			Stockton	Household items affected by SM installation	Partial Power Outage	Resolved
140	12/3/09			Squaw Valley	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
141	12/4/09			NAPA	Household items affected by SM installation	Under Investigation	Open
142	12/4/09			HANFORD	Household items affected by SM installation	Under Investigation	Open
143	12/4/09			Livermore	Wellington Installer	Under Investigation	Open
144	12/4/09			Dublin	Household items affected by SM installation	Damaged Fans	Resolved
145	12/4/09			Concord	Household items affected by SM installation	No time given to powerdown equipment	Resolved
146	12/4/09			Fremont	Wellington Installer	Damaged Private Property	Resolved
147	12/7/09			Livermore	Meter/Module	Meter/Module clearance issues	Resolved
148	12/7/09			NAPA	Wellington Installer	Under Investigation	Open
149	12/7/09			San Francisco	Meter/Module	Meter/Module clearance issues	Resolved
150	12/7/09			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
151	12/7/09			KINGSBURG	Wellington Installer	Failed to knock	Resolved
152	12/7/09			San Bruno	Household items affected by SM installation	Other	Resolved
153	12/8/09			Mountain View	Other	Other	Resolved
154	12/8/09			Livermore	Household items affected by SM installation	Damaged computer	Resolved
155	12/8/09			San Francisco	Meter/Module	Meter/Module clearance issues	Resolved
156	12/8/09			PIONEER	Household items affected by SM installation	Under Investigation	Open
157	12/8/09			Clayton	Wellington Installer	Failed to knock	Resolved
158	12/8/09			Pleasanton	Wellington Installer	Damaged Private Property	Resolved
159	12/8/09			Fremont	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
160	12/8/09			Stockton	Power Interruption	Partial Power Outage	Resolved
161	12/8/09			MARINA	Wellington Installer	Under Investigation	Open
162	12/8/09			Redwood City	Household items affected by SM installation	Under Investigation	Open
163	12/9/09			Martinez	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
164	12/9/09			Stockton	Wellington Installer	No time given to powerdown equipment	Resolved
165	12/9/09			Walnut Creek	Household items affected by SM installation	Damaged television	Resolved
166	12/9/09			Pleasanton	Wellington Installer	Damaged Private Property	Resolved
167	12/9/09			Concord	Household items affected by SM installation	Damaged computer	Resolved
168	12/9/09			Vacaville	Power Interruption	Other	Resolved
169	12/9/09			Fremont	Household items affected by SM installation	Damaged computer	Resolved

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170	12/9/09			CALISTOGA	Meter/Module	Meter/Module clearance issues	Resolved
171	12/9/09			Moraga	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
172	12/9/09			Los Altos	Power Interruption	Other	Resolved
173	12/9/09			Los Altos	Household items affected by SM installation	Under Investigation	Open
174	12/9/09			Stockton	Power Interruption	Under Investigation	Open
175	12/9/09			Pilot Hill	Scheduling Problems	Under Investigation	Open
176	12/10/09			Pleasanton	Meter/Module	Meter/Module clearance issues	Resolved
177	12/10/09			Los Altos	Household items affected by SM installation	Gas Appliance Not Working	Resolved
178	12/10/09			Clayton	Household items affected by SM installation	Damaged television	Resolved
179	12/10/09			Clayton	Wellington Installer	Installer left gate open	Resolved
180	12/10/09			El Granada	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
181	12/10/09			LOCKEFORD	Wellington Installer	Wellington Installer rude to customer	Resolved
182	12/10/09			Suisun City	Power Interruption	Breaker keeps tripping	Resolved
183	12/10/09			Walnut Creek	Customer Denies Access	Under Investigation	Open
184	12/10/09			Fairfield	Scheduling Problems	Under Investigation	Open
185	12/10/09			Sunnyvale	Customer Denies Access	installed	Open
186	12/11/09			Mountain View	Meter/Module	Meter blocking access to breaker box	Resolved
187	12/11/09			Plymouth	Meter/Module	Under Investigation	Open
188	12/11/09			NAPA	Household items affected by SM installation	Other	Resolved
189	12/11/09			Walnut Creek	Meter/Module	Meter/Module clearance issues	Resolved
190	12/11/09			Vallejo	Household items affected by SM installation	Gas Appliance Not Working	Resolved
191	12/11/09			MILLBRAE	Power Interruption	Under Investigation	Open
192	12/11/09			Squaw Valley	Scheduling Problems	Other	Resolved
193	12/11/09			Stockton	Household items affected by SM installation	Under Investigation	Open
194	12/11/09			Concord	Wellington Installer	Wellington Installer rude to customer	Resolved
195	12/11/09			Mountain View	Power Interruption	Breaker keeps tripping	Resolved
196	12/11/09			Walnut Creek	Power Interruption	Breaker keeps tripping	Resolved
197	12/11/09			Castro Valley	Billing Inquiries	Other	Resolved
198	12/12/09			Merced	Scheduling Problems	Wellington missed appointment	Resolved
200	12/13/09			Walnut Creek	Wellington Installer	Door hanger not left or placed	Resolved
201	12/13/09			KINGSBURG	Wellington Installer	Wellington Installer rude to customer	Resolved
202	12/14/09			NEWMAN	Meter/Module	Meter/Module clearance issues	Resolved
203	12/14/09			Lafayette	Customer Denies Access	Under Investigation	Open
204	12/14/09			RIVERDALE	Power Interruption	Other	Resolved
205	12/14/09			NEWMAN	Meter/Module	Meter/Module clearance issues	Resolved
206	12/14/09			Walnut Creek	Power Interruption	Breaker keeps tripping	Resolved
207	12/14/09			Vacaville	Meter/Module	Meter blocking access to breaker box	Resolved
208	12/14/09			Clayton	Meter/Module	Other	Resolved
209	12/14/09			Stockton	Wellington Installer	Other	Resolved
210	12/15/09			SELMA	Power Interruption	Complete Power Outage	Resolved
211	12/15/09			Concord	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
212	12/15/09			Concord	Household items affected by SM installation	Damaged Other Household Appliances	Resolved

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213	12/15/09			NAPA	Power Interruption	Breaker keeps tripping	Resolved
214	12/15/09			Sunnyvale	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
215	12/15/09			Redwood City	Power Interruption	Breaker keeps tripping	Resolved
216	12/15/09			NAPA	Power Interruption	Partial Power Outage	Resolved
217	12/15/09			RIVERDALE	Power Interruption	Breaker keeps tripping	Resolved
218	12/15/09			Martinez	Wellington Installer	Other	Resolved
219	12/15/09			PESCADERO	Wellington Installer	Damaged private property	Resolved
220	12/15/09			Dinuba	Wellington Installer	Other	Resolved
221	12/15/09			SELMA	Power Interruption	Complete Power Outage	Resolved
222	12/15/09			Dinuba	Wellington Installer	Other	Resolved
223	12/15/09			PESCADERO	Wellington Installer	Other	Resolved
224	12/15/09			Martinez	Wellington Installer	Other	Resolved
225	12/15/09			San Carlos	Scheduling Problems	Wellington missed appointment	Resolved
226	12/15/09			Fresno	Scheduling Problems	Unable to Connect	Resolved
227	12/15/09			Pleasanton	Wellington Installer	Wellington Installer rude to customer	Resolved
228	12/15/09			Redwood City	Scheduling Problems	Unable to Connect	Resolved
229	12/15/09			Clovis	Customer Denies Access	Customer does not want a SmartMeter	Resolved
230	12/15/09			Sunnyvale	Wellington Installer	Damaged private property	Resolved
231	12/15/09			Bakersfield	SmartMeter Customer Communication	General inquiry on communication	Resolved
232	12/15/09			Stockton	Scheduling Problems	Wellington missed appointment	Resolved
233	12/15/09			Pleasanton	Household items affected by SM installation	Gas Appliance Not Working	Resolved
234	12/15/09			San Ramon	Wellington Installer	Damaged private property	Resolved
235	12/15/09			Coalinga	Power Interruption	Breaker keeps tripping	Resolved
236	12/15/09			Stockton	Wellington Installer	Under Investigation	Open
237	12/15/09			Mountain View	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
238	12/15/09			Lemoore	SmartMeter Customer Communication	General inquiry on communication	Resolved
239	12/15/09			Martinez	Power Interruption	Hi/Low Voltage	Resolved
240	12/15/09			MODESTO	Other	Other	Resolved
241	12/16/09			Coalinga	Power Interruption	Partial Power Outage	Resolved
242	12/16/09			Moraga	Household items affected by SM installation	Other	Resolved
243	12/16/09			NAPA	Meter/Module	Other	Resolved
244	12/16/09			Mountain View	Scheduling Problems	Under Investigation	Open
245	12/16/09			FISH CAMP	Wellington Installer	Safety concern	Resolved
246	12/16/09			Martinez	Wellington Installer	Other	Resolved
247	12/16/09			Lemoore	Wellington Installer	Safety concern	Resolved
248	12/16/09			Vacaville	Wellington Installer	Installer unkempt	Resolved
249	12/16/09			Martinez	Household items affected by SM installation	Other	Resolved
250	12/16/09			Concord	Meter/Module	Meter/Module clearance issues	Resolved
251	12/16/09			Walnut Creek	Household items affected by SM installation	Other	Resolved
252	12/16/09			Danville	Meter/Module	Meter/Module clearance issues	Resolved
253	12/16/09			El Granada	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
254	12/16/09			San Ramon	Meter/Module	Other	Resolved

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255	12/16/09			Coalinga	Power Interruption	Partial Power Outage	Resolved
256	12/16/09			Pleasanton	Wellington Installer	Failed to knock	Resolved
257	12/16/09			Walnut Creek	Power Interruption	Breaker keeps tripping	Resolved
258	12/16/09			Vallejo	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
259	12/16/09			Lemoore	Power Interruption	Partial Power Outage	Resolved
260	12/16/09			Los Altos	Meter/Module	Meter/Module clearance issues	Resolved
261	12/16/09			SELMA	Household items affected by SM installation	Gas Appliance Not Working	Resolved
262	12/17/09			Los Altos	Wellington Installer	Upset animals	Resolved
263	12/17/09			Stockton	Wellington Installer	Under Investigation	Open
264	12/17/09			Vacaville	Meter/Module	Under Investigation	Open
265	12/17/09			Stockton	Power Interruption	Breaker keeps tripping	Resolved
266	12/17/09			Suisun City	Meter/Module	Meter/Module clearance issues	Resolved
267	12/17/09			Martinez	Meter/Module	Other	Resolved
268	12/17/09			Stockton	Power Interruption	Flickering Lights	Resolved
269	12/17/09			Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
270	12/17/09			Walnut Creek	Wellington Installer	Under Investigation	Open
271	12/17/09			Merced	Wellington Installer	Installer left gate open	Resolved
272	12/17/09			ATWATER	Wellington Installer	Security concern	Resolved
273	12/17/09			Stockton	Wellington Installer	Wellington Installer rude to customer	Resolved
274	12/17/09			San Francisco	Meter/Module	Other	Resolved
275	12/17/09			KINGSBURG	Household items affected by SM installation	Other	Resolved
276	12/17/09			North Highlands	Meter/Module	Other	Resolved
277	12/17/09			Walnut Creek	Power Interruption	Partial Power Outage	Resolved
278	12/17/09			Sunnyvale	Meter/Module	Under Investigation	Open
279	12/17/09			OROVILLE	Wellington Installer	Installer unkempt	Resolved
280	12/18/09			Walnut Creek	Wellington Installer	Other	Resolved
281	12/18/09			Sunnyvale	Wellington Installer	No time given to powerdown equipment	Resolved
282	12/18/09			Mountain View	SmartMeter Customer Communication	Other	Resolved
283	12/18/09			Merced	Power Interruption	Complete Power Outage	Resolved
284	12/18/09			Concord	Power Interruption	Other	Resolved
285	12/18/09			Clovis	Power Interruption	Partial Power Outage	Resolved
286	12/18/09			LATHROP	Other	Under Investigation	Open
287	12/18/09			COARSEGOLD	Customer Denies Access	Customer does not want a SmartMeter	Resolved
288	12/18/09			Bakersfield	Household items affected by SM installation	Gas Appliance Not Working	Resolved
289	12/18/09			Oakhurst	Wellington Installer	No time given to powerdown equipment	Resolved
290	12/18/09			Pleasanton	Household items affected by SM installation	Damaged Computer	Resolved
291	12/18/09			Vallejo	Household items affected by SM installation	Gas Appliance Not Working	Resolved
292	12/18/09			San Ramon	Wellington Installer	Wellington Installer rude to customer	Resolved
293	12/18/09			Sonora	Power Interruption	Breaker keeps tripping	Resolved
294	12/18/09			Martinez	Power Interruption	Other	Resolved
295	12/18/09			San Ramon	Power Interruption	Other	Resolved
296	12/18/09			Walnut Creek	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
297	12/18/09			Walnut Creek	Power Interruption	Flickering Lights	Resolved
298	12/18/09			San Carlos	Meter/Module	Other	Resolved
299	12/18/09			San Carlos	Meter/Module	Other	Resolved
300	12/18/09			SAN MATEO	Meter/Module	Other	Resolved
301	12/18/09			Redwood City	Power Interruption	Breaker keeps tripping	Resolved
302	12/21/09			Stockton	Household items affected by SM installation	Gas Appliance Not Working	Resolved
303	12/21/09			Coalinga	Power Interruption	Breaker keeps tripping	Resolved
304	12/21/09			Danville	Meter/Module	Other	Resolved
305	12/21/09			Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
306	12/21/09			Concord	Household items affected by SM installation	Damaged Refrigerator	Resolved
307	12/21/09			Suisun City	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
308	12/21/09			Stockton	Wellington Installer	Under Investigation	Open
309	12/21/09			Fairfield	Power Interruption	Hi/Low Voltage	Resolved
310	12/21/09			GUINDA	Wellington Installer	Other	Resolved
311	12/21/09			REEDLEY	Power Interruption	Partial Power Outage	Resolved
312	12/21/09			Lafayette	Meter/Module	Meter/Module clearance issues	Resolved
313	12/21/09			Sunnyvale	Wellington Installer	No time given to powerdown equipment	Resolved
314	12/22/09			S. San Francisco	Power Interruption	Flickering Lights	Resolved
315	12/22/09			Danville	Meter/Module	Meter/Module clearance issues	Resolved
316	12/22/09			Livermore	Meter/Module	Meter/Module clearance issues	Resolved
317	12/22/09			Livermore	Meter/Module	Meter/Module clearance issues	Resolved
318	12/22/09			Walnut Creek	Customer Denies Access	Under Investigation	Open
319	12/22/09			Danville	Network Equipment Installation	Customer concerns with pole location	Resolved
320	12/22/09			NAPA	Wellington Installer	Under Investigation	Open
321	12/22/09			Fremont	Household items affected by SM installation	Under Investigation	Open
322	12/22/09			Sunnyvale	Power Interruption	Breaker keeps tripping	Resolved
323	12/22/09			Fairfield	Meter/Module	Meter/Module clearance issues	Resolved
324	12/22/09			PINE GROVE	Wellington Installer	Under Investigation	Open
325	12/22/09			Moraga	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
326	12/22/09			Lafayette	Household items affected by SM installation	Gas Appliance Not Working	Resolved
327	12/22/09			Lemoore	Power Interruption	Breaker keeps tripping	Resolved
328	12/22/09			CORCORAN	Wellington Installer	Wellington Installer rude to customer	Resolved
329	12/22/09			Sunnyvale	Household items affected by SM installation	Damaged Television	Resolved
330	12/22/09			MONTARA	Wellington Installer	Other	Resolved
331	12/23/09			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
332	12/23/09			MONTARA	Wellington Installer	Under Investigation	Open
333	12/23/09			Stockton	Customer Denies Access	Customer Denies Wellington Access	Resolved
334	12/23/09			Concord	Wellington Installer	Other	Resolved
335	12/23/09			Lafayette	Household items affected by SM installation	Other	Resolved
336	12/23/09			Fresno	Power Interruption	Breaker keeps tripping	Resolved
337	12/23/09			Dublin	Meter/Module	Under Investigation	Open
338	12/23/09			Sunnyvale	Wellington Installer	Under Investigation	Open



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339	12/23/09			ANTIOCH	Power Interruption	Partial Power Outage	Resolved
340	12/23/09			NORTH FOLK	Power Interruption	Partial Power Outage	Resolved
341	12/23/09			Danville	Household items affected by SM installation	Other	Resolved
342	12/23/09			Mountain View	Household items affected by SM installation	Gas Appliance Not Working	Resolved
343	12/23/09			Lemoore	Power Interruption	Breaker keeps tripping	Resolved
344	12/23/09			Danville	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
345	12/23/09			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
346	12/23/09			Merced	Meter/Module	Meter/Module clearance issues	Resolved
347	12/23/09			Vallejo	Household items affected by SM installation	Other	Resolved
348	12/23/09			Mountain View	Power Interruption	Breaker keeps tripping	Resolved
349	12/23/09			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
350	12/23/09			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
351	12/23/09			Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
352	12/23/09			Lafayette	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
353	12/24/09			Stockton	Power Interruption	Other	Resolved
354	12/24/09			Merced	Household items affected by SM installation	Gas Appliance Not Working	Resolved
355	12/24/09			FOSTER CITY	Meter/Module	Meter blocking access to breaker box	Resolved
356	12/24/09			Walnut Creek	Wellington Installer	No time given to powerdown equipment	Resolved
357	12/24/09			Danville	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
358	12/24/09			Walnut Creek	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
359	12/24/09			Sunnyvale	Household items affected by SM installation	Other	Resolved
360	12/25/09			Mountain View	Power Interruption	Partial Power Outage	Resolved
361	12/25/09			Walnut Creek	Power Interruption	Other	Resolved
362	12/25/09			Livermore	Household items affected by SM installation	Damaged Computer	Resolved
363	12/25/09			Los Altos	Meter/Module	Meter blocking access to breaker box	Resolved
364	12/27/09			Concord	Customer Denies Access	Under Investigation	Open
365	12/28/09			OROVILLE	Network Equipment Installation	Other	Resolved
366	12/28/09			Walnut Creek	Meter/Module	Meter/Module clearance issues	Resolved
367	12/28/09			El Granada	Power Interruption	Breaker keeps tripping	Resolved
368	12/28/09			Half Moon Bay	Wellington Installer	Under Investigation	Open
369	12/28/09			atwater	Wellington Installer	Under Investigation	Open
370	12/28/09			Mountain View	Household items affected by SM installation	Gas Appliance Not Working	Resolved
371	12/28/09			Danville	Customer Denies Access	Customer Denies Wellington Access	Resolved
372	12/28/09			Lemoore	Power Interruption	Breaker keeps tripping	Resolved
373	12/28/09			Dinuba	Wellington Installer	Under Investigation	Open
374	12/29/09			Fairfield	Wellington Installer	Installer unkempt	Resolved
375	12/29/09			American Canyon	Household items affected by SM installation	Gas Appliance Not Working	Resolved
376	12/29/09			Livermore	Household items affected by SM installation	Gas Appliance Not Working	Resolved
377	12/29/09			San Ramon	Household items affected by SM installation	Under Investigation	Open
378	12/29/09			Livermore	Customer Denies Access	Under Investigation	Open
379	12/29/09			KINGSBURG	Power Interruption	Partial Power Outage	Resolved
380	12/29/09			San Ramon	Household items affected by SM installation	Other	Resolved

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381	12/29/09			El Granada	Power Interruption	Under Investigation	Open
382	12/29/09			Walnut Creek	Household items affected by SM installation	Gas Appliance Not Working	Resolved
383	12/29/09			SANGER	Network Equipment Installation	Customer concerns with pole location	Resolved
384	12/29/09			Danville	Household items affected by SM installation	Other	Resolved
385	12/29/09			Concord	Wellington Installer	Failed to knock	Resolved
386	12/29/09			Livermore	Meter/Module	Under Investigation	Open
387	12/29/09			Danville	Household items affected by SM installation	Gas Appliance Not Working	Resolved
388	12/29/09			Walnut Creek	Customer Denies Access	Under Investigation	Open
389	12/29/09			Merced	Power Interruption	Partial Power Outage	Resolved
390	12/29/09			American Canyon	Meter/Module	Meter/Module clearance issues	Resolved
391	12/29/09			Vallejo	Household items affected by SM installation	Under Investigation	Open
392	12/29/09			Danville	Household items affected by SM installation	Other	Resolved
393	12/29/09			Danville	Meter/Module	Meter/Module clearance issues	Resolved
394	12/29/09			Danville	Household items affected by SM installation	Other	Resolved
395	12/29/09			Walnut Creek	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
396	12/29/09			COARSEGOLD	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
397	12/29/09			Vallejo	Household items affected by SM installation	Other	Resolved
398	12/29/09			San Francisco	Other	Under Investigation	Open
399	12/29/09			Pleasanton	Household items affected by SM installation	Under Investigation	Open
400	12/29/09			Walnut Creek	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
401	12/29/09			Pleasanton	Household items affected by SM installation	Damaged Computer	Resolved
402	12/29/09			Walnut Creek	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
403	12/30/09			Fresno	Power Interruption	Other	Resolved
404	12/30/09			Danville	Household items affected by SM installation	Other	Resolved
405	12/30/09			Sunnyvale	Power Interruption	Breaker keeps tripping	Resolved
406	12/30/09			Livermore	Household items affected by SM installation	Damaged Television	Resolved
407	12/30/09			Livermore	Household items affected by SM installation	Gas Appliance Not Working	Resolved
408	12/30/09			HILLS	Meter/Module	Meter/Module clearance issues	Resolved
409	12/30/09			Mountain View	Meter/Module	Meter/Module clearance issues	Resolved
410	12/30/09			Stockton	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
411	12/30/09			Concord	Household items affected by SM installation	Under Investigation	Open
412	12/30/09			Walnut Creek	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
413	12/30/09			Mountain View	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
414	12/30/09			Martinez	Meter/Module	Meter/Module clearance issues	Resolved
415	12/30/09			Vacaville	Meter/Module	Meter/Module clearance issues	Resolved
416	12/30/09			San Ramon	Wellington Installer	No time given to powerdown equipment	Resolved
417	12/30/09			Livermore	Wellington Installer	Wellington Installer rude to customer	Resolved
418	12/30/09			Los Banos	Network Equipment Installation	Under Investigation	Open
419	12/30/09			Martinez	Wellington Installer	Wellington Installer rude to customer	Resolved
420	12/30/09			Mountain View	Household items affected by SM installation	Other	Resolved
421	12/30/09			Moraga	Power Interruption	Breaker keeps tripping	Resolved
422	12/30/09			Pleasanton	Wellington Installer	Damaged private property	Resolved

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423	12/30/09			Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
424	12/31/09			Alamo	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
425	12/31/09			SUTTER CREEK	Power Interruption	Flickering Lights	Resolved
426	12/31/09			Mountain View	Household items affected by SM installation	Under Investigation	Open
427	12/31/09			TOLLHOUSE	Customer Denies Access	Under Investigation	Open
428	12/31/09			Livermore	Household items affected by SM installation	Other	Resolved
429	12/31/09			Berkeley	Meter/Module	Meter/Module clearance issues	Resolved
430	12/31/09			Livermore	Household items affected by SM installation	Damaged Television	Resolved
431	12/31/09			Stockton	Wellington Installer	Wellington Installer broke lock	Resolved
432	12/31/09			Stockton	Wellington Installer	Damaged private property	Resolved
433	12/31/09			Livermore	Household items affected by SM installation	Under Investigation	Open
434	12/31/09			Mountain View	Other	Under Investigation	Open
435	12/31/09			Concord	Power Interruption	Other	Resolved
436	12/31/09			Concord	Scheduling Problems	Other	Resolved
437	12/31/09			MIRAMONTE	Scheduling Problems	Other	Resolved
438	12/31/09			Pleasanton	Wellington Installer	Failed to say they were a PG&E contractor	Resolved
439	12/31/09			Stockton	Wellington Installer	Other	Resolved
440	12/31/09			OAKHURST	Power Interruption	Flickering Lights	Resolved
441	1/2/10			Walnut Creek	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
442	1/2/10			BENICIA	Power Interruption	Flickering Lights	Resolved
443	1/2/10			NAPA	Household items affected by SM installation	Gas Appliance Not Working	Resolved
444	1/2/10			Merced	Meter/Module	Meter/Module clearance issues	Resolved
445	1/3/10			Pacifica	Customer Denies Access	Customer does not want a SmartMeter	Resolved
446	1/3/10			Fremont	Power Interruption	Partial Power Outage	Resolved
447	1/3/10			Pleasanton	Household items affected by SM installation	Gas Appliance Not Working	Resolved
448	1/3/10			NEWARK	Household items affected by SM installation	Gas Appliance Not Working	Resolved
449	1/3/10			Livermore	Other	Other	Resolved
450	1/3/10			Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
451	1/4/10			Merced	Customer Denies Access	Under Investigation	Open
452	1/4/10			Menlo Park	Customer Denies Access	Under Investigation	Open
453	1/4/10			Rocklin	Customer Denies Access	Under Investigation	Open
454	1/4/10			Mountain View	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
455	1/4/10			Walnut Creek	Household items affected by SM installation	Damaged Television	Resolved
456	1/4/10			Bakersfield	Meter/Module	Meter blocking access to breaker box	Resolved
457	1/4/10			Merced	Meter/Module	Meter/Module clearance issues	Resolved
458	1/4/10			Rocklin	Meter/Module	Meter blocking access to breaker box	Resolved
459	1/4/10			Los Altos	Network Equipment Installation	Customer concerns with pole location	Resolved
460	1/4/10			SAN MATEO	Meter/Module	Meter/Module clearance issues	Resolved
461	1/4/10			El Granada	Power Interruption	Breaker keeps tripping	Resolved
462	1/4/10			Fremont	Power Interruption	Hi/Low Voltage	Resolved
463	1/4/10			Vacaville	Power Interruption	Breaker keeps tripping	Resolved
464	1/4/10			NAPA	Wellington Installer	Failed to knock	Resolved

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465	1/4/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
466	1/5/10			Pleasanton	Power Interruption	Complete Power Outage	Resolved
467	1/5/10			Mountain View	Household items affected by SM installation	Other	Resolved
468	1/5/10			Stockton	Wellington Installer	Wellington Installer rude to customer	Resolved
469	1/5/10			Dublin	Wellington Installer	Installer left gate open	Resolved
470	1/5/10			AUBURN	Power Interruption	Under Investigation	Open
471	1/5/10			Clovis	Meter/Module	Meter/Module clearance issues	Resolved
472	1/5/10			NEWARK	Meter/Module	Meter/Module clearance issues	Resolved
473	1/5/10			Lemoore	Power Interruption	Breaker keeps tripping	Resolved
474	1/5/10			Livermore	Wellington Installer	Wellington Installer broke lock	Resolved
475	1/5/10			Livermore	Meter/Module	Meter/Module clearance issues	Resolved
476	1/5/10			San Francisco	Meter/Module	Under Investigation	Open
477	1/5/10			Stockton	Wellington Installer	Wellington Installer broke lock	Resolved
478	1/5/10			Walnut Creek	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
479	1/5/10			Sebastopol	Other	Under Investigation	Open
480	1/6/10			Mountain View	Wellington Installer	Wellington Installer rude to customer	Resolved
481	1/6/10			Stockton	Meter/Module	Other	Resolved
482	1/6/10			Burlingame	Scheduling Problems	Other	Resolved
483	1/6/10			Berkeley	Household items affected by SM installation	Gas Appliance Not Working	Resolved
484	1/6/10			Los Altos	Household items affected by SM installation	Damaged Television	Resolved
485	1/6/10			Clayton	Meter/Module	Meter/Module clearance issues	Resolved
486	1/6/10			Berkeley	Power Interruption	Breaker keeps tripping	Resolved
487	1/6/10			Los Altos	Wellington Installer	No time given to powerdown equipment	Resolved
488	1/6/10			Los Altos	Meter/Module	Other	Resolved
489	1/6/10			COARSEGOLD	Power Interruption	Breaker keeps tripping	Resolved
490	1/6/10			Concord	Scheduling Problems	Under Investigation	Open
491	1/6/10			Hayward	Wellington Installer	Meter/Module damaged in field	Resolved
492	1/6/10			Los Altos	Power Interruption	Partial Power Outage	Resolved
493	1/6/10			NAPA	Other	Under Investigation	Open
494	1/6/10			LINCOLN	Meter/Module	Meter/Module clearance issues	Resolved
495	1/6/10			Coalinga	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
496	1/7/10			Danville	Household items affected by SM installation	Other	Resolved
497	1/7/10			FOSTER CITY	Meter/Module	Other	Resolved
498	1/7/10			Walnut Creek	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
499	1/7/10			Stockton	Meter/Module	Other	Resolved
500	1/7/10			Concord	Power Interruption	Flickering Lights	Resolved
501	1/7/10			Danville	Household items affected by SM installation	Other	Resolved
502	1/7/10			Stockton	Power Interruption	Breaker keeps tripping	Resolved
503	1/7/10			Livermore	Household items affected by SM installation	Damaged Computer	Resolved
504	1/7/10			Arnold	Other	Other	Resolved
505	1/7/10			Los Altos	Other	Under Investigation	Open
506	1/7/10			Danville	Household items affected by SM installation	Other	Resolved

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507	1/7/10			NAPA	Meter/Module	Meter/Module clearance issues	Resolved
508	1/7/10			Sunnyvale	Household items affected by SM installation	Damaged Computer	Resolved
509	1/7/10			Martinez	Meter/Module	Other	Resolved
510	1/7/10			LODI	Scheduling Problems	Wellington missed appointment	Resolved
511	1/7/10			Merced	Wellington Installer	Other	Resolved
512	1/7/10			Danville	Household items affected by SM installation	Other	Resolved
513	1/7/10			Merced	Meter/Module	Other	Resolved
514	1/7/10			Vallejo	Wellington Installer	Failed to knock	Resolved
515	1/7/10			Danville	Household items affected by SM installation	Other	Resolved
516	1/7/10			Berkeley	Other	Other	Resolved
517	1/7/10			Stockton	Wellington Installer	Wellington Installer broke lock	Resolved
518	1/7/10			Berkeley	SmartMeter Customer Communication	General inquiry on communication	Resolved
519	1/8/10			Concord	Wellington Installer	No time given to powerdown equipment	Resolved
520	1/8/10			LODI	Wellington Installer	Safety concern	Resolved
521	1/8/10			San Ramon	Household items affected by SM installation	Other	Resolved
522	1/8/10			Pleasant Hill	Power Interruption	Other	Resolved
523	1/8/10			St Helena	Bad Meter / Module Equipment	Other	Resolved
524	1/8/10			Coalinga	Power Interruption	Other	Resolved
525	1/8/10			Berkeley	Household items affected by SM installation	Other	Resolved
526	1/8/10			Los Altos	Customer Denies Access	Under Investigation	Open
527	1/8/10			Concord	Customer Denies Access	Under Investigation	Open
528	1/8/10			Cupertino	Wellington Installer	Failed to knock	Resolved
529	1/8/10			Cupertino	Scheduling Problems	Other	Resolved
530	1/8/10			Stockton	Household items affected by SM installation	Damaged Computer	Resolved
531	1/8/10			Livermore	Household items affected by SM installation	Under Investigation	Open
532	1/8/10			Moraga	Customer Denies Access	Under Investigation	Open
533	1/8/10			Martinez	Power Interruption	Breaker keeps tripping	Resolved
534	1/8/10			NAPA	Wellington Installer	Wellington Installer broke lock	Resolved
535	1/8/10			Livermore	Household items affected by SM installation	Under Investigation	Open
536	1/8/10			Fowler	Household items affected by SM installation	Damaged Computer	Resolved
537	1/11/10			Livermore	Household items affected by SM installation	Under Investigation	Open
538	1/11/10			Madera	Household items affected by SM installation	Gas Appliance Not Working	Resolved
539	1/11/10			San Ramon	Wellington Installer	No time given to powerdown equipment	Resolved
540	1/11/10			Burlingame	Household items affected by SM installation	Under Investigation	Open
541	1/11/10			Parlier	Meter/Module	Meter/Module clearance issues	Resolved
542	1/11/10			Vacaville	Meter/Module	Under Investigation	Open
543	1/11/10			Albany	Power Interruption	Breaker keeps tripping	Resolved
544	1/11/10			Fairfield	Meter/Module	Under Investigation	Open
545	1/11/10			Manteca	Power Interruption	Breaker keeps tripping	Resolved
546	1/11/10			Berkeley	Meter/Module	Other	Resolved
547	1/11/10			Stockton	Wellington Installer	No time given to powerdown equipment	Resolved
548	1/11/10			Concord	Wellington Installer	Failed to knock	Resolved

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549	1/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
550	1/12/10			Livermore	Power Interruption	Under Investigation	Open
551	1/12/10			Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
552	1/12/10			Patterson	Meter/Module	Meter/Module clearance issues	Resolved
553	1/12/10			Merced	Household items affected by SM installation	Gas Appliance Not Working	Resolved
554	1/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
555	1/12/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
556	1/12/10			Moraga	Household items affected by SM installation	Under Investigation	Open
557	1/12/10			Bakersfield	Household items affected by SM installation	Other	Resolved
558	1/12/10			Madera	Wellington Installer	Other	Resolved
559	1/12/10			Lafayette	Household items affected by SM installation	Other	Resolved
560	1/12/10			Albany	Meter/Module	Other	Resolved
561	1/12/10			Oakhurst	Power Interruption	Other	Resolved
562	1/12/10			Danville	Household items affected by SM installation	Other	Resolved
563	1/12/10			Danville	Household items affected by SM installation	Under Investigation	Open
564	1/12/10			Walnut Creek	Wellington Installer	Under Investigation	Open
565	1/13/10			Berkeley	Meter/Module	Other	Resolved
566	1/13/10			BENICIA	Household items affected by SM installation	Damaged Computer	Resolved
567	1/13/10			Clovis	Meter/Module	Other	Resolved
568	1/13/10			NAPA	Wellington Installer	Damaged private property	Resolved
569	1/13/10			Stockton	Wellington Installer	No time given to powerdown equipment	Resolved
570	1/13/10			Vallejo	Power Interruption	Other	Resolved
571	1/13/10			San Ramon	Customer Denies Access	Under Investigation	Open
572	1/13/10			Vallejo	Household items affected by SM installation	Other	Resolved
573	1/13/10			LODI	Meter/Module	Under Investigation	Open
574	1/13/10			Stockton	Scheduling Problems	Wellington missed appointment	Resolved
575	1/13/10			Cupertino	Household items affected by SM installation	Other	Resolved
576	1/13/10			Concord	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
577	1/13/10			Berkeley	Wellington Installer	No time given to powerdown equipment	Resolved
578	1/13/10			Berkeley	Household items affected by SM installation	Damaged Television	Resolved
579	1/14/10			NORTH FOLK	Household items affected by SM installation	Damaged Television	Resolved
580	1/14/10			Cupertino	Household items affected by SM installation	Other	Resolved
581	1/14/10			Moraga	Household items affected by SM installation	Under Investigation	Open
582	1/14/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
583	1/14/10			Berkeley	Meter/Module	Meter/Module clearance issues	Resolved
584	1/14/10			Dublin	Household items affected by SM installation	Under Investigation	Open
585	1/14/10			Mountain View	Wellington Installer	Other	Resolved
586	1/14/10			Stockton	Power Interruption	Flickering Lights	Resolved
587	1/14/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
588	1/14/10			Stockton	Power Interruption	Partial Power Outage	Resolved
589	1/14/10			Sunnyvale	Wellington Installer	Under Investigation	Open
590	1/14/10			Dublin	Scheduling Problems	Wellington missed appointment	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
591	1/14/10			Clovis	Meter/Module	Other	Resolved
592	1/15/10			Dublin	Meter/Module	Under Investigation	Open
593	1/15/10			Stockton	Wellington Installer	Wellington Installer rude to customer	Resolved
594	1/15/10			Vallejo	Household items affected by SM installation	Gas Appliance Not Working	Resolved
595	1/15/10			San Ramon	Customer Denies Access	Under Investigation	Open
596	1/15/10			Albany	Scheduling Problems	Other	Resolved
597	1/15/10			NAPA	Scheduling Problems	Under Investigation	Open
598	1/15/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
599	1/15/10			Brentwood	Household items affected by SM installation	Other	Resolved
600	1/15/10			BENECIA	Household items affected by SM installation	Damaged Television	Resolved
601	1/15/10			Dublin	Household items affected by SM installation	Under Investigation	Open
602	1/15/10			Vallejo	Household items affected by SM installation	Gas Appliance Not Working	Resolved
603	1/15/10			Pleasant Hill	Customer Denies Access	Customer does not want a SmartMeter	Resolved
604	1/15/10			CORCORAN	Wellington Installer	Under Investigation	Open
605	1/15/10			S. San Francisco	Meter/Module	Meter/Module clearance issues	Resolved
606	1/15/10			BENECIA	Household items affected by SM installation	Other	Resolved
607	1/16/10			Kensington	Household items affected by SM installation	Other	Resolved
608	1/16/10			Dos Palos	Household items affected by SM installation	Gas Appliance Not Working	Resolved
609	1/16/10			Stockton	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
610	1/16/10			Los Altos	Wellington Installer	Other	Resolved
611	1/16/10			Albany	Household items affected by SM installation	Other	Resolved
612	1/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
613	1/16/10			CHOWCHILLA	Power Interruption	Breaker keeps tripping	Resolved
614	1/19/10			Vallejo	Meter/Module	Meter blocking access to breaker box	Resolved
615	1/19/10			Aptos	Other	Under Investigation	Open
616	1/19/10			Martinez	Meter/Module	Meter/Module clearance issues	Resolved
617	1/19/10			Pleasanton	Power Interruption	Flickering Lights	Resolved
618	1/19/10			Livermore	Meter/Module	Other	Resolved
619	1/19/10			Kensington	Power Interruption	Breaker keeps tripping	Resolved
620	1/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
621	1/19/10			Danville	Meter/Module	Meter/Module clearance issues	Resolved
622	1/19/10			Albany	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
623	1/19/10			Kensington	Other	Other	Resolved
624	1/19/10			Dublin	Household items affected by SM installation	Other	Resolved
625	1/19/10			COARSEGOLD	Meter/Module	Other	Resolved
626	1/19/10			Burlingame	Meter/Module	Meter/Module clearance issues	Resolved
627	1/19/10			Stockton	Household items affected by SM installation	Damaged Television	Resolved
628	1/19/10			OAKVILLE	Network Equipment Installation	Customer concerns with pole location	Resolved
629	1/19/10			Martinez	Other	Under Investigation	Open
630	1/20/10			SANTA CLARA	Household items affected by SM installation	Gas Appliance Not Working	Resolved
631	1/20/10			Mountain View	Meter/Module	Other	Resolved
632	1/20/10			Cupertino	Household items affected by SM installation	Under Investigation	Open

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633	1/20/10			ANTIOCH	Other	Other	Resolved
634	1/20/10			Stockton	Household items affected by SM installation	Damaged Television	Resolved
635	1/20/10			Stockton	Household items affected by SM installation	Damaged Television	Resolved
636	1/20/10			Cupertino	Power Interruption	Under Investigation	Open
637	1/21/10			Fresno	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
638	1/21/10			NAPA	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
639	1/21/10			PESCADERO	Power Interruption	Other	Resolved
640	1/21/10			Livermore	Other	Under Investigation	Open
641	1/21/10			Madera	Customer Denies Access	Under Investigation	Open
642	1/22/10			COARSEGOLD	Household items affected by SM installation	Under Investigation	Open
643	1/22/10			RAYMOND	Customer Denies Access	Under Investigation	Open
644	1/22/10			San Leandro	Household items affected by SM installation	Other	Resolved
645	1/22/10			NAPA	Wellington Installer	Damaged private property	Resolved
646	1/22/10			Fremont	Household items affected by SM installation	Under Investigation	Open
647	1/22/10			Merced	Wellington Installer	Failed to knock	Resolved
648	1/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
649	1/23/10			San Ramon	Meter/Module	Meter/Module clearance issues	Resolved
650	1/23/10			Kensington	Household items affected by SM installation	Under Investigation	Open
651	1/23/10			Pleasanton	Meter/Module	Other	Resolved
652	1/23/10			CALISTOGA	Scheduling Problems	Wellington missed appointment	Resolved
653	1/23/10			San Jose	SmartMeter Customer Communication	General inquiry on communication	Resolved
654	1/23/10			LE GRAND	Wellington Installer	Failed to say they were a PG&E contractor	Resolved
655	1/24/10			Albany	Meter/Module	Meter/Module clearance issues	Resolved
656	1/24/10			Albany	Meter/Module	Other	Resolved
657	1/24/10			Albany	Meter/Module	Other	Resolved
658	1/24/10			Concord	Household items affected by SM installation	Other	Resolved
659	1/25/10			Sunnyvale	Power Interruption	Flickering Lights	Resolved
660	1/25/10			Berkeley	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
661	1/25/10			San Jose	Wellington Installer	Under Investigation	Open
662	1/25/10			SELMA	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
663	1/25/10			Vallejo	Wellington Installer	Other	Resolved
664	1/25/10			Danville	Household items affected by SM installation	Other	Resolved
665	1/25/10			PINOLE	SmartMeter Customer Communication	Under Investigation	Open
666	1/25/10			Richmond	Power Interruption	Breaker keeps tripping	Resolved
667	1/25/10			Merced	Power Interruption	Breaker keeps tripping	Resolved
668	1/25/10			Bakersfield	Network Equipment Installation	Other	Resolved
669	1/25/10			Hayward	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
670	1/25/10			Danville	Other	Under Investigation	Open
671	1/25/10			RUMSEY	Power Interruption	Complete Power Outage	Resolved
672	1/26/10			Merced	Customer Denies Access	Under Investigation	Open
673	1/26/10			Livermore	Customer Denies Access	Under Investigation	Open
674	1/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open



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675	1/26/10			Pleasanton	Wellington Installer	Under Investigation	Open
676	1/26/10			Livermore	Customer Denies Access	Under Investigation	Open
677	1/26/10			San Ramon	Household items affected by SM installation	Other	Resolved
678	1/26/10			American Canyon	Customer Denies Access	Under Investigation	Open
679	1/26/10			MONTARA	Meter/Module	Under Investigation	Open
680	1/26/10			San Jose	Meter/Module	Under Investigation	Open
681	1/26/10			Fresno	Meter/Module	Other	Resolved
682	1/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
683	1/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
684	1/26/10			Madera	Wellington Installer	Under Investigation	Open
685	1/26/10			Stockton	Household items affected by SM installation	Gas Appliance Not Working	Resolved
686	1/26/10			Kensington	Other	Other	Resolved
687	1/26/10			Stockton	Wellington Installer	Under Investigation	Open
688	1/26/10			Berkeley	Household items affected by SM installation	Gas Appliance Not Working	Resolved
689	1/26/10			Vallejo	Wellington Installer	Under Investigation	Open
690	1/27/10			Redwood City	Meter/Module	Under Investigation	Open
691	1/27/10			Hillsborough	Customer Denies Access	Under Investigation	Open
692	1/27/10			Lemoore	Household items affected by SM installation	Damaged Television	Resolved
693	1/27/10			American Canyon	Household items affected by SM installation	Gas Appliance Not Working	Resolved
694	1/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
695	1/27/10			EL CERRITO	Household items affected by SM installation	Gas Appliance Not Working	Resolved
696	1/27/10			Stockton	Other	Other	Resolved
697	1/28/10			Moraga	Wellington Installer	Under Investigation	Open
698	1/28/10			San Francisco	Power Interruption	Under Investigation	Open
699	1/28/10			NAPA	Household items affected by SM installation	Gas Appliance Not Working	Resolved
700	1/28/10			Sunnyvale	Power Interruption	Under Investigation	Open
701	1/28/10			San Jose	Wellington Installer	Under Investigation	Open
702	1/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
703	1/28/10			Hayward	Meter/Module	Under Investigation	Open
704	1/28/10			COARSEGOLD	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
705	1/28/10			EL SOBRANTE	Wellington Installer	Under Investigation	Open
706	1/28/10			San Bruno	Power Interruption	Hi/Low Voltage	Resolved
707	1/28/10			American Canyon	Wellington Installer	Under Investigation	Open
708	1/28/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
709	1/29/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
710	1/29/10			Madera	Wellington Installer	Under Investigation	Open
711	1/29/10			Hercules	Meter/Module	Meter/Module clearance issues	Resolved
712	1/29/10			Richmond	Wellington Installer	Under Investigation	Open
713	1/29/10			Vallejo	Power Interruption	Other	Resolved
714	1/29/10			Stockton	Wellington Installer	Under Investigation	Open
715	1/29/10			Fresno	Power Interruption	Partial Power Outage	Resolved
716	1/29/10			Rio Vista	Household items affected by SM installation	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
717	1/29/10			Stockton	Power Interruption	Other	Resolved
718	1/29/10			Danville	Meter/Module	Other	Resolved
719	1/29/10			PINOLE	Wellington Installer	Under Investigation	Open
720	1/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
721	1/29/10			San Jose	Meter/Module	Under Investigation	Open
722	1/29/10			Sunnyvale	Wellington Installer	Under Investigation	Open
723	1/29/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
724	1/29/10			Kensington	Meter/Module	Under Investigation	Open
725	1/31/10			American Canyon	Meter/Module	Meter/Module clearance issues	Resolved
726	1/31/10			DALY CITY	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
727	1/31/10			Dublin	Household items affected by SM installation	Damaged Refrigerator	Resolved
728	1/31/10			Hayward	Meter/Module	Meter blocking access to breaker box	Resolved
729	1/31/10			CROCKETT	Household items affected by SM installation	Under Investigation	Open
730	1/31/10			Stockton	Household items affected by SM installation	Other	Resolved
731	1/31/10			NAPA	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
732	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
733	1/31/10			Stockton	Wellington Installer	Wellington Installer broke lock	Resolved
734	1/31/10			San Jose	Wellington Installer	Other	Resolved
735	1/31/10			DEER PARK	Meter/Module	Other	Resolved
736	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
737	1/31/10			SAN PABLO	Power Interruption	Other	Resolved
738	1/31/10			Danville	Meter/Module	Under Investigation	Open
739	1/31/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
740	1/31/10			Berkeley	Household items affected by SM installation	Damaged Computer	Resolved
741	1/31/10			NAPA	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
742	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
743	1/31/10			Livermore	Other	Other	Resolved
744	1/31/10			Lafayette	Household items affected by SM installation	Under Investigation	Open
745	1/31/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
746	2/1/10			NAPA	Household items affected by SM installation	Other	Resolved
747	2/1/10			Lafayette	Power Interruption	Under Investigation	Open
748	2/1/10			Pleasanton	Household items affected by SM installation	Other	Resolved
749	2/1/10			Pleasanton	Meter/Module	Under Investigation	Open
750	2/1/10			San Leandro	Meter/Module	Meter/Module clearance issues	Resolved
751	2/1/10			Livermore	Household items affected by SM installation	Gas Appliance Not Working	Resolved
752	2/1/10			Berkeley	Power Interruption	Breaker keeps tripping	Resolved
753	2/1/10			Walnut Creek	Meter/Module	Under Investigation	Open
754	2/1/10			Albany	Power Interruption	Under Investigation	Open
755	2/1/10			LA HONDA	Customer Denies Access	Under Investigation	Open
756	2/1/10			NAPA	Wellington Installer	Other	Resolved
757	2/1/10			EL SOBRANTE	Wellington Installer	Under Investigation	Open
758	2/1/10			PINOLE	Wellington Installer	Installer unkempt	Resolved

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759	2/1/10			San Jose	Wellington Installer	Failed to knock	Resolved
760	2/1/10			Vacaville	Meter/Module	Under Investigation	Open
761	2/1/10			RODEO	Power Interruption	Other	Resolved
762	2/1/10			Richmond	Power Interruption	Other	Resolved
763	2/1/10			San Jose	Power Interruption	Under Investigation	Open
764	2/1/10			Richmond	Power Interruption	Other	Resolved
765	2/1/10			NAPA	SmartMeter Customer Communication	Unaware of 5-minute installation outage	Resolved
766	2/1/10			Livermore	Household items affected by SM installation	Damaged Computer	Resolved
767	2/1/10			Madera	Wellington Installer	Other	Resolved
768	2/1/10			Livermore	Household items affected by SM installation	Gas Appliance Not Working	Resolved
769	2/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
770	2/1/10			San Jose	Power Interruption	Under Investigation	Open
771	2/1/10			Redwood City	Meter/Module	Meter blocking access to breaker box	Resolved
772	2/1/10			Los Banos	Power Interruption	Breaker keeps tripping	Resolved
773	2/1/10			San Jose	Wellington Installer	Other	Resolved
774	2/1/10			Los Altos Hills	Meter/Module	Meter/Module clearance issues	Resolved
775	2/1/10			San Jose	Power Interruption	Complete Power Outage	Resolved
776	2/1/10			Walnut Creek	Meter/Module	Under Investigation	Open
777	2/1/10			Albany	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
778	2/2/10			Los Altos	Power Interruption	Other	Resolved
779	2/2/10			San Jose	Household items affected by SM installation	Under Investigation	Open
780	2/2/10			San Carlos	Meter/Module	Meter/Module clearance issues	Resolved
781	2/2/10			Livermore	Power Interruption	Partial Power Outage	Resolved
782	2/2/10			Concord	Wellington Installer	Other	Resolved
783	2/2/10			LATHROP	Power Interruption	Partial Power Outage	Resolved
784	2/2/10			Los Banos	Other	Other	Resolved
785	2/2/10			Madera	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
786	2/2/10			Los Altos	Power Interruption	Partial Power Outage	Resolved
787	2/2/10			Los Altos	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
788	2/3/10			Sunnyvale	Household items affected by SM installation	Gas Appliance Not Working	Resolved
789	2/3/10			Livermore	Household items affected by SM installation	Under Investigation	Open
790	2/3/10			Madera	Power Interruption	Breaker keeps tripping	Resolved
791	2/3/10			Danville	Household items affected by SM installation	Under Investigation	Open
792	2/3/10			Madera	Power Interruption	Breaker keeps tripping	Resolved
793	2/3/10			PINOLE	Household items affected by SM installation	Under Investigation	Open
794	2/3/10			CORDELIA	Wellington Installer	Under Investigation	Open
795	2/3/10			Pleasanton	Meter/Module	Under Investigation	Open
796	2/3/10			San Jose	Household items affected by SM installation	Damaged Computer	Resolved
797	2/3/10			GRATON	Other	Under Investigation	Open
798	2/3/10			NAPA	Power Interruption	Partial Power Outage	Resolved
799	2/3/10			RAYMOND	Wellington Installer	Under Investigation	Open
800	2/3/10			Mountain View	Power Interruption	Under Investigation	Open

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801	2/4/10			Suisun City	Meter/Module	Under Investigation	Open
802	2/4/10			Sunnyvale	Wellington Installer	Failed to say they were a PG&E contractor	Resolved
803	2/4/10			Fresno	Household items affected by SM installation	Under Investigation	Open
804	2/4/10			Berkeley	Household items affected by SM installation	Gas Appliance Not Working	Resolved
805	2/4/10			Madera	Wellington Installer	Failed to knock	Resolved
806	2/4/10			Los Altos Hills	Wellington Installer	Wellington Installer rude to customer	Resolved
807	2/4/10			Los Altos Hills	Customer Denies Access	Under Investigation	Open
808	2/4/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
809	2/4/10			San Ramon	Power Interruption	Under Investigation	Open
810	2/4/10			NAPA	Wellington Installer	Installer left gate open	Resolved
811	2/5/10			San Ramon	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
812	2/5/10			FULTON	Other	Under Investigation	Open
813	2/5/10			Pleasanton	Meter/Module	Under Investigation	Open
814	2/5/10			San Ramon	Meter/Module	Under Investigation	Open
815	2/5/10			Vallejo	Meter/Module	Meter/Module clearance issues	Resolved
816	2/5/10			Hercules	Meter/Module	Meter/Module clearance issues	Resolved
817	2/5/10			Mountain View	Other	Under Investigation	Open
818	2/5/10			Livermore	Meter/Module	Meter/Module clearance issues	Resolved
819	2/5/10			GUERNEVILLE	Network Equipment Installation	Customer concerns with pole location	Resolved
820	2/5/10			Merced	Other	Other	Resolved
821	2/5/10			Berkeley	Meter/Module	Meter/Module clearance issues	Resolved
822	2/5/10			HURON	Power Interruption	Other	Resolved
823	2/5/10			PLACERVILLE	Wellington Installer	Failed to knock	Resolved
824	2/5/10			OAKLEY	Household items affected by SM installation	Other	Resolved
825	2/5/10			Clayton	Power Interruption	Under Investigation	Open
826	2/5/10			Kensington	Household items affected by SM installation	Damaged Refrigerator	Resolved
827	2/5/10			ANTIOCH	Power Interruption	Breaker keeps tripping	Resolved
828	2/7/10			HANFORD	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
829	2/7/10			Madera	Power Interruption	Breaker keeps tripping	Resolved
830	2/7/10			BENICIA	Meter/Module	Meter/Module clearance issues	Resolved
831	2/7/10			Sunnyvale	Meter/Module	Meter/Module clearance issues	Resolved
832	2/8/10			Sunnyvale	Household items affected by SM installation	Other	Resolved
833	2/8/10			San Jose	Customer Denies Access	Under Investigation	Open
834	2/8/10			SAN PABLO	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
835	2/8/10			Danville	Meter/Module	Meter/Module clearance issues	Resolved
836	2/8/10			EL CERRITO	Customer Denies Access	Customer does not want a SmartMeter	Resolved
837	2/8/10			Redwood City	Meter/Module	Meter blocking access to breaker box	Resolved
838	2/8/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
839	2/8/10			San Francisco	Other	Other	Resolved
840	2/8/10			SONOMA	Customer Denies Access	Under Investigation	Open
841	2/8/10			Livermore	Wellington Installer	Wellington Installer rude to customer	Resolved
842	2/8/10			Livermore	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
843	2/8/10			WATSONVILLE	Meter/Module	Meter/Module clearance issues	Resolved
844	2/9/10			Pollock Pines	Scheduling Problems	Other	Resolved
845	2/9/10			Cupertino	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
846	2/9/10			Berkeley	Household items affected by SM installation	Gas Appliance Not Working	Resolved
847	2/9/10			cool	Customer Denies Access	Under Investigation	Open
848	2/9/10			MARIPOSA	Meter/Module	Other	Resolved
849	2/9/10			Jackson	Household items affected by SM installation	Under Investigation	Open
850	2/9/10			Los Altos	Household items affected by SM installation	Gas Appliance Not Working	Resolved
851	2/9/10			Livermore	Household items affected by SM installation	Gas Appliance Not Working	Resolved
852	2/9/10			LARKSPUR	Meter/Module	Meter/Module clearance issues	Resolved
853	2/9/10			Berkeley	Power Interruption	Breaker keeps tripping	Resolved
854	2/9/10			NAPA	Wellington Installer	Wellington Installer rude to customer	Resolved
855	2/9/10			SANTA ROSA	Customer Denies Access	Under Investigation	Open
856	2/9/10			SPRINGS	Household items affected by SM installation	Under Investigation	Open
857	2/9/10			Berkeley	SmartMeter Customer Communication	General inquiry on communication	Resolved
858	2/9/10			OAKLAND	Meter/Module	Meter/Module clearance issues	Resolved
859	2/9/10			Cupertino	Wellington Installer	Under Investigation	Open
860	2/10/10			Bakersfield	Meter/Module	Other	Resolved
861	2/10/10			N/A	Network Equipment Installation	Under Investigation	Open
862	2/10/10			Albany	Household items affected by SM installation	Under Investigation	Open
863	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
864	2/10/10			Cupertino	Meter/Module	Under Investigation	Open
865	2/10/10			Berkeley	Household items affected by SM installation	Other	Resolved
866	2/10/10			SPRINGS	SmartMeter Customer Communication	Under Investigation	Open
867	2/10/10			Cupertino	Power Interruption	Under Investigation	Open
868	2/10/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
869	2/10/10			Berkeley	Other	Under Investigation	Open
870	2/10/10			LODI	Meter/Module	Other	Resolved
871	2/10/10			Vacaville	Household items affected by SM installation	Under Investigation	Open
872	2/10/10			NORTH FOLK	Wellington Installer	Under Investigation	Open
873	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
874	2/10/10			San Jose	Wellington Installer	Under Investigation	Open
875	2/10/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
876	2/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
877	2/10/10			NAPA	Power Interruption	Flickering Lights	Resolved
878	2/10/10			Berkeley	Meter/Module	Under Investigation	Open
879	2/10/10			Rancho Cordova	Meter/Module	Under Investigation	Open
880	2/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
881	2/10/10			Berkeley	Wellington Installer	Under Investigation	Open
882	2/10/10			San Ramon	Wellington Installer	Under Investigation	Open
883	2/10/10			NAPA	Household items affected by SM installation	Other	Resolved
884	2/10/10			COTATI	Meter/Module	Other	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
885	2/11/10			CHOWCHILLA	Household items affected by SM installation	Damaged Refrigerator	Resolved
886	2/11/10			Berkeley	Power Interruption	Breaker keeps tripping	Resolved
887	2/11/10			Healdsburg	Customer Denies Access	Under Investigation	Open
888	2/11/10			LA HONDA	Household items affected by SM installation	Other	Resolved
889	2/11/10			EL SOBRANTE	Customer Denies Access	Under Investigation	Open
890	2/11/10			Vallejo	Wellington Installer	Under Investigation	Open
891	2/11/10			Sunnyvale	Power Interruption	Under Investigation	Open
892	2/11/10			Albany	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
893	2/11/10			Livermore	Household items affected by SM installation	Under Investigation	Open
894	2/11/10			Livermore	Household items affected by SM installation	Gas Appliance Not Working	Resolved
895	2/11/10			PINOLE	Household items affected by SM installation	Gas Appliance Not Working	Resolved
896	2/11/10			EL SOBRANTE	Meter/Module	Meter/Module clearance issues	Resolved
897	2/11/10			NAPA	Meter/Module	Under Investigation	Open
898	2/12/10			San Jose	Power Interruption	Under Investigation	Open
899	2/12/10			Vallejo	Meter/Module	Meter/Module clearance issues	Resolved
900	2/12/10			Stockton	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
901	2/12/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
902	2/12/10			San Ramon	Wellington Installer	Under Investigation	Open
903	2/12/10			CHOWCHILLA	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
904	2/12/10			Clovis	Other	Other	Resolved
905	2/12/10			Berkeley	Wellington Installer	Under Investigation	Open
906	2/12/10			San Ramon	Wellington Installer	No time given to powerdown equipment	Resolved
907	2/12/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
908	2/12/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
909	2/12/10			Livermore	Household items affected by SM installation	Other	Resolved
910	2/13/10			SAN PABLO	Household items affected by SM installation	Under Investigation	Open
911	2/13/10			RIPON	Meter/Module	Meter/Module clearance issues	Resolved
912	2/13/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
913	2/13/10			Pleasant Hill	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
914	2/14/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
915	2/14/10			Sunnyvale	Meter/Module	Under Investigation	Open
916	2/14/10			Vallejo	Meter/Module	Meter/Module clearance issues	Resolved
917	2/15/10			Madera	Other	Other	Resolved
918	2/15/10			COARSEGOLD	Power Interruption	Breaker keeps tripping	Resolved
919	2/15/10			Danville	Meter/Module	Under Investigation	Open
920	2/15/10			CHOWCHILLA	Power Interruption	Breaker keeps tripping	Resolved
921	2/16/10			RIPON	Meter/Module	Under Investigation	Open
922	2/16/10			SANTA ROSA	Customer Denies Access	Under Investigation	Open
923	2/16/10			BODEGA BAY	Customer Denies Access	Customer does not want a SmartMeter	Resolved
924	2/16/10			Berkeley	Wellington Installer	Under Investigation	Open
925	2/16/10			Cupertino	Wellington Installer	Under Investigation	Open
926	2/16/10			Danville	Household items affected by SM installation	Other	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
927	2/16/10			Cupertino	Household items affected by SM installation	Damaged Fans	Resolved
928	2/16/10			San Ramon	Power Interruption	Breaker keeps tripping	Resolved
929	2/16/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
930	2/16/10			SANTA CLARA	Meter/Module	Under Investigation	Open
931	2/17/10			San Jose	Customer Denies Access	Under Investigation	Open
932	2/17/10			Berkeley	Meter/Module	Under Investigation	Open
933	2/17/10			San Jose	Wellington Installer	Under Investigation	Open
934	2/17/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
935	2/17/10			San Jose	Wellington Installer	Other	Resolved
936	2/17/10			San Ramon	Meter/Module	Meter/Module clearance issues	Resolved
937	2/17/10			Pleasanton	Power Interruption	Other	Resolved
938	2/17/10			Bakersfield	Household items affected by SM installation	Damaged Fans	Resolved
939	2/17/10			FORESTVILLE	Customer Denies Access	Under Investigation	Open
940	2/17/10			NEWARK	Household items affected by SM installation	Under Investigation	Open
941	2/17/10			Madera	Wellington Installer	Under Investigation	Open
942	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
943	2/17/10			Cupertino	Household items affected by SM installation	Other	Resolved
944	2/17/10			San Jose	Customer Denies Access	Under Investigation	Open
945	2/17/10			BENECIA	Household items affected by SM installation	Damaged Computer	Resolved
946	2/17/10			Sunnyvale	Meter/Module	Under Investigation	Open
947	2/17/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
948	2/17/10			Rio Vista	Household items affected by SM installation	Under Investigation	Open
949	2/17/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
950	2/17/10			Albany	Meter/Module	Under Investigation	Open
951	2/17/10			SANTA ROSA	Customer Denies Access	Under Investigation	Open
952	2/17/10			SPRINGS	Power Interruption	Hi/Low Voltage	Resolved
953	2/17/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
954	2/17/10			ELK GROVE	Meter/Module	Under Investigation	Open
955	2/17/10			San Ramon	Household items affected by SM installation	Other	Resolved
956	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
957	2/17/10			RIPON	Meter/Module	Meter blocking access to breaker box	Resolved
958	2/17/10			San Ramon	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
959	2/17/10			EL DORADO	Household items affected by SM installation	Under Investigation	Open
960	2/17/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
961	2/18/10			SANGER	Scheduling Problems	Under Investigation	Open
962	2/18/10			Los Banos	Other	Under Investigation	Open
963	2/18/10			Pleasanton	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
964	2/18/10			Pleasanton	Household items affected by SM installation	Gas Appliance Not Working	Resolved
965	2/18/10			Cupertino	Power Interruption	Hi/Low Voltage	Resolved
966	2/18/10			MARIPOSA	Wellington Installer	Under Investigation	Open
967	2/18/10			BYRON	Household items affected by SM installation	Other	Resolved
968	2/18/10			San Jose	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
969	2/18/10			Richmond	Power Interruption	Partial Power Outage	Resolved
970	2/18/10			American Canyon	Household items affected by SM installation	Damaged Computer	Resolved
971	2/18/10			Kensington	SmartMeter Customer Communication	Under Investigation	Open
972	2/18/10			Vallejo	Meter/Module	Under Investigation	Open
973	2/18/10			Los Banos	Meter/Module	Meter/Module clearance issues	Resolved
974	2/18/10			Los Altos	Meter/Module	Other	Resolved
975	2/18/10			NAPA	Power Interruption	Flickering Lights	Resolved
976	2/18/10			SANTA ROSA	Customer Denies Access	Under Investigation	Open
977	2/18/10			Madera	Wellington Installer	Under Investigation	Open
978	2/18/10			PINOLE	Power Interruption	Partial Power Outage	Resolved
979	2/18/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
980	2/18/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
981	2/18/10			Vallejo	Meter/Module	Meter/Module clearance issues	Resolved
982	2/18/10			Berkeley	Household items affected by SM installation	Gas Appliance Not Working	Resolved
983	2/18/10			PINOLE	Meter/Module	Meter/Module clearance issues	Resolved
984	2/18/10			San Jose	Customer Denies Access	Under Investigation	Open
985	2/18/10			Vallejo	Meter/Module	Meter blocking access to breaker box	Resolved
986	2/18/10			SOMERSET	Wellington Installer	Under Investigation	Open
987	2/19/10			American Canyon	Wellington Installer	Under Investigation	Open
988	2/19/10			MARIPOSA	Customer Denies Access	Under Investigation	Open
989	2/19/10			Vallejo	Other	Other	Resolved
990	2/19/10			Pleasanton	Meter/Module	Under Investigation	Open
991	2/19/10			SONOMA	Customer Denies Access	Under Investigation	Open
992	2/19/10			COTATI	Customer Denies Access	Under Investigation	Open
993	2/19/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
994	2/19/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
995	2/19/10			Fremont	Power Interruption	Other	Resolved
996	2/19/10			Pleasanton	Household items affected by SM installation	Other	Resolved
997	2/19/10			Livermore	Household items affected by SM installation	Other	Resolved
998	2/21/10			PLACERVILLE	Customer Denies Access	Under Investigation	Open
999	2/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1000	2/21/10			Richmond	Household items affected by SM installation	Under Investigation	Open
1001	2/21/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1002	2/21/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
1003	2/21/10			Pleasanton	Meter/Module	Under Investigation	Open
1004	2/21/10			Pleasanton	Household items affected by SM installation	Damaged Television	Resolved
1005	2/21/10			Richmond	Power Interruption	Flickering Lights	Resolved
1006	2/21/10			Cupertino	SmartMeter Customer Communication	Under Investigation	Open
1007	2/21/10			San Francisco	Wellington Installer	Under Investigation	Open
1008	2/21/10			SANTA ROSA	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1009	2/21/10			Fresno	Power Interruption	Partial Power Outage	Resolved
1010	2/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open



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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1011	2/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1012	2/22/10			Sunnyvale	Power Interruption	Under Investigation	Open
1013	2/22/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1014	2/22/10			Vallejo	Power Interruption	Breaker keeps tripping	Resolved
1015	2/22/10			San Bruno	Meter/Module	Meter/Module clearance issues	Resolved
1016	2/22/10			Dublin	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1017	2/22/10			Vacaville	Meter/Module	Under Investigation	Open
1018	2/22/10			OCCIDENTAL	Customer Denies Access	Under Investigation	Open
1019	2/22/10			Vallejo	Power Interruption	Partial Power Outage	Resolved
1020	2/22/10			SANTA ROSA	Customer Denies Access	Under Investigation	Open
1021	2/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1022	2/22/10			RODEO	Power Interruption	Flickering Lights	Resolved
1023	2/22/10			PINOLE	Household items affected by SM installation	Under Investigation	Open
1024	2/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1025	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
1026	2/22/10			San Jose	Household items affected by SM installation	Gas Appliance Not Working	Resolved
1027	2/22/10			EL CERRITO	Household items affected by SM installation	Under Investigation	Open
1028	2/22/10			San Ramon	Meter/Module	Under Investigation	Open
1029	2/22/10			Vallejo	Network Equipment Installation	Under Investigation	Open
1030	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
1031	2/22/10			PLACERVILLE	Wellington Installer	Under Investigation	Open

201 Open Complaints on Last Report  
 117 Open Complaints Resolved Since the Last Report  
 830 New Complaints Since the Last Report  
 554 New Complaints Resolved Since the Last Report  
 276 New Complaints Open

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New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1	5/7/09	{Redacted}		Brentwood	Household items affected by SM installation	Under Investigation	Open
2	6/9/09			Citrus Heights	Meter/Module	Under Investigation	Open
3	6/25/09			PARADISE	Meter/Module	Under Investigation	Open
4	7/1/09			Capay	Other	Under Investigation	Open
5	7/1/09			Rocklin	Billing Inquiries	Under Investigation	Open
6	7/2/09			Soda Springs	Scheduling Problems	Under Investigation	Open
7	7/14/09			Menlo Park	Customer Denies Access	Health-related Issues	Resolved
8	7/29/09			UNION CITY	Wellington Installer	Under Investigation	Open
9	7/31/09			WOODLAND	SmartMeter Customer Communication	Under Investigation	Open
11	8/12/09			Sonora	Scheduling Problems	Other	Resolved
12	8/13/09			Castro Valley	SmartMeter Customer Communication	Unaware of 5-minute installation outage	Resolved
13	8/14/09			TAFT	Scheduling Problems	Failed to knock	Resolved
14	8/14/09			SHERIDAN	Wellington Installer	Under Investigation	Open
15	8/17/09			Manteca	SmartMeter Customer Communication	Breaker keeps tripping	Resolved
16	8/28/09			Vacaville	Meter/Module	Meter/Module clearance issues	Resolved
17	8/28/09			San Francisco	Scheduling Problems	Other	Resolved
18	9/2/09			Clovis	Household items affected by SM installation	Damaged other household appliances	Resolved
19	9/2/09			PITTSBURG	Household items affected by SM installation	Under Investigation	Open
20	9/2/09			Lafayette	Scheduling Problems	Under Investigation	Open
21	9/3/09			COLFAX	Household items affected by SM installation	Under Investigation	Open
22	9/8/09			MILLBRAE	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
23	9/10/09			Twain Harte	SmartMeter Customer Communication	Under Investigation	Open
24	9/17/09			Bakersfield	Wellington Installer	Wellington Installer rude to customer	Resolved
25	9/18/09			Moraga	SmartMeter Customer Communication	Under Investigation	Open
26	9/21/09			Fairfield	Household items affected by SM installation	Under Investigation	Open
27	9/22/09			Sonora	Household items affected by SM installation	Under Investigation	Open
28	9/24/09			Bakersfield	Other	Other	Resolved
29	9/25/09			Dixon	Household items affected by SM installation	Complete Power Outage	Resolved
30	9/28/09			Clovis	Wellington Installer	Wellington Installer rude to customer	Resolved
31	9/29/09			AHWAHNEE	Meter/Module	Under Investigation	Open
32	10/2/09			Arnold	Customer Denies Access	Radio frequency concerns	Resolved
33	10/2/09			Rocklin	Scheduling Problems	Under Investigation	Open
34	10/5/09			SUTTER CREEK	Household items affected by SM installation	Under Investigation	Open
35	10/9/09			Fairfield	Household items affected by SM installation	Under Investigation	Open
36	10/9/09			Sonora	Household items affected by SM installation	Other	Resolved
37	10/13/09			Jackson	Household items affected by SM installation	Under Investigation	Open
38	10/13/09			Jackson	Wellington Installer	Under Investigation	Open
39	10/14/09			Walnut Creek	Household items affected by SM installation	Damaged computer	Resolved
40	10/15/09			Twain Harte	Billing Inquiries	Under Investigation	Open
41	10/15/09			Dinuba	Household items affected by SM installation	Damaged Private Property	Resolved
42	10/15/09			Fresno	Billing Inquiries	Other	Resolved
43	10/15/09			Stockton	Household items affected by SM installation	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
44	10/19/09			SAN MATEO	Wellington Installer	Under Investigation	Open
45	10/19/09			SELMA	Household items affected by SM installation	Damaged Private Property	Resolved
46	10/19/09			SUTTER CREEK	Meter/Module	Under Investigation	Open
47	10/20/09			Dinuba	Customer Denies Access	Customer does not want a SmartMeter	Resolved
48	10/22/09			Fremont	Household items affected by SM installation	Damaged computer	Resolved
49	10/22/09			AUBERRY	Customer Denies Access	Customer does not want a SmartMeter	Resolved
50	10/22/09			Rio Vista	Wellington Installer	Under Investigation	Open
51	10/26/09			ORINDA	Wellington Installer	Under Investigation	Open
52	10/26/09			Fremont	Other	Under Investigation	Open
53	10/27/09			Stockton	Wellington Installer	No time given to powerdown equipment	Resolved
54	10/28/09			Vacaville	Wellington Installer	Under Investigation	Open
55	10/28/09			SANGER	Wellington Installer	Wellington Installer	Resolved
56	10/29/09			Walnut Creek	Wellington Installer	Under Investigation	Open
57	10/29/09			Concord	Household items affected by SM installation	Damaged television	Resolved
58	10/29/09			Fresno	SmartMeter Customer Communication	General inquiry on communication	Resolved
59	10/30/09			Fremont	Household items affected by SM installation	Other	Resolved
60	10/30/09			NAPA	Meter/Module	Other	Resolved
61	10/30/09			San Francisco	Other	Other	Resolved
62	11/1/09			Stockton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
63	11/3/09			UNION CITY	Customer Denies Access	Customer does not want a SmartMeter	Resolved
64	11/3/09			Concord	Customer Denies Access	Customer does not want a SmartMeter	Resolved
65	11/4/09			Concord	Scheduling Problems	Wellington missed appointment	Resolved
66	11/4/09			San Bruno	Meter/Module	Other	Resolved
67	11/4/09			S. San Francisco	Wellington Installer	Wellington Installer broke lock	Resolved
68	11/5/09			Fairfield	Meter/Module	Meter/Module clearance issues	Resolved
69	11/5/09			Concord	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
70	11/5/09			Clovis	Scheduling Problems	Other	Resolved
71	11/5/09			Suisun City	Wellington Installer	Under Investigation	Open
72	11/6/09			Walnut Creek	Wellington Installer	Installer unkempt	Resolved
73	11/6/09			Fairfield	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
74	11/6/09			MIRAMONTE	Wellington Installer	Installer left gate open	Resolved
75	11/6/09			Pleasant Hill	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
76	11/9/09			FOSTER CITY	Wellington Installer	No time given to powerdown equipment	Resolved
77	11/10/09			Fairfield	Household items affected by SM installation	Under Investigation	Open
78	11/10/09			Hillsborough	Customer Denies Access	Under Investigation	Open
79	11/10/09			Vacaville	Customer Denies Access	Under Investigation	Open
80	11/10/09			Stockton	Wellington Installer	Damaged Private Property	Resolved
81	11/12/09			NEWARK	Meter/Module	Under Investigation	Open
82	11/12/09			Fairfield	Meter/Module	Meter/Module clearance issues	Resolved
83	11/12/09			OROVILLE	Network Equipment Installation	Other	Resolved
84	11/12/09			Dixon	Household items affected by SM installation	Under Investigation	Open
85	11/13/09			Vacaville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
86	11/13/09			S. San Francisco	Wellington Installer	Wellington Installer rude to customer	Resolved
87	11/16/09			Vacaville	Household items affected by SM installation	Under Investigation	Open
88	11/16/09			Vacaville	Household items affected by SM installation	Under Investigation	Open
89	11/16/09			Sunnyvale	Wellington Installer	No time given to powerdown equipment	Resolved
90	11/16/09			Pleasant Hill	Wellington Installer	Under Investigation	Open
91	11/17/09			Lafayette	Household items affected by SM installation	Damaged computer	Resolved
92	11/17/09			PITTSBURG	Other	Under Investigation	Open
93	11/17/09			Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
94	11/17/09			Half Moon Bay	Meter/Module	Under Investigation	Open
95	11/18/09			S. San Francisco	Household items affected by SM installation	Under Investigation	Open
96	11/19/09			Vacaville	Household items affected by SM installation	Under Investigation	Open
97	11/20/09			LINCOLN	Billing Inquiries	Under Investigation	Open
98	11/20/09			Fremont	Meter/Module	Under Investigation	Open
99	11/20/09			Fairfield	Power Interruption	Breaker keeps tripping	Resolved
100	11/22/09			Hillsborough	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
101	11/23/09			Stockton	Wellington Installer	Under Investigation	Open
102	11/23/09			Mountain View	Other	Other	Resolved
103	11/23/09			WOODLAND	Meter/Module	Under Investigation	Open
104	11/24/09			KINGSBURG	Meter/Module	Under Investigation	Open
105	11/25/09			Walnut Creek	Other	Customer does not want a SmartMeter	Resolved
106	11/25/09			Pleasanton	Power Interruption	High/Low Voltage	Resolved
107	11/25/09			UNION CITY	Wellington Installer	Under Investigation	Open
108	11/25/09			Mountain View	Wellington Installer	Under Investigation	Open
109	11/25/09			Richmond	Network Equipment Installation	Under Investigation	Open
110	11/30/09			Fresno	Household items affected by SM installation	Under Investigation	Open
111	11/30/09			MIRAMONTE	Household items affected by SM installation	Under Investigation	Open
112	11/30/09			CHICO	Network Equipment Installation	Customer concerns with pole location	Resolved
113	12/1/09			Fairfield	Wellington Installer	Under Investigation	Open
114	12/1/09			Mountain View	Wellington Installer	Under Investigation	Open
115	12/1/09			Stockton	Wellington Installer	Under Investigation	Open
116	12/1/09			Merced	Wellington Installer	Under Investigation	Open
117	12/1/09			Mountain View	Wellington Installer	Wellington Installer rude to customer	Resolved
118	12/1/09			Moraga	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
119	12/1/09			Fremont	Customer Denies Access	Under Investigation	Open
120	12/2/09			El Granada	Household items affected by SM installation	Partial Power Outage	Resolved
121	12/2/09			Redwood City	Household items affected by SM installation	Under Investigation	Open
122	12/2/09			Fremont	Power Interruption	Under Investigation	Open
123	12/2/09			MONTARA	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
124	12/2/09			SANTA CRUZ	Network Equipment Installation	Other	Resolved
125	12/2/09			Stockton	Wellington Installer	Wellington Installer broke lock	Resolved
126	12/2/09			Pollock Pines	Network Equipment Installation	Other	Resolved
127	12/2/09			LINCOLN	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
128	12/2/09			Dublin	Household items affected by SM installation	Damaged computer	Resolved
129	12/2/09			Danville	Wellington Installer	Wellington Installer rude to customer	Resolved
130	12/3/09			Pleasanton	Other	General inquiry on communication	Resolved
131	12/3/09			Danville	Wellington Installer	Under Investigation	Open
132	12/3/09			Danville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
133	12/3/09			Manteca	Household items affected by SM installation	Under Investigation	Open
134	12/3/09			Manteca	Household items affected by SM installation	Under Investigation	Open
135	12/3/09			Dublin	Household items affected by SM installation	Other	Resolved
136	12/3/09			Stockton	Household items affected by SM installation	Under Investigation	Open
137	12/3/09			Vacaville	Household items affected by SM installation	Other	Resolved
138	12/3/09			Walnut Creek	Wellington Installer	Wellington Installer rude to customer	Resolved
139	12/3/09			Stockton	Household items affected by SM installation	Partial Power Outage	Resolved
140	12/3/09			Squaw Valley	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
141	12/4/09			NAPA	Household items affected by SM installation	Under Investigation	Open
142	12/4/09			HANFORD	Household items affected by SM installation	Under Investigation	Open
143	12/4/09			Livermore	Wellington Installer	Under Investigation	Open
144	12/4/09			Dublin	Household items affected by SM installation	Damaged Fans	Resolved
145	12/4/09			Concord	Household items affected by SM installation	No time given to powerdown equipment	Resolved
146	12/4/09			Fremont	Wellington Installer	Damaged Private Property	Resolved
147	12/7/09			Livermore	Meter/Module	Meter/Module clearance issues	Resolved
148	12/7/09			NAPA	Wellington Installer	Under Investigation	Open
149	12/7/09			San Francisco	Meter/Module	Meter/Module clearance issues	Resolved
150	12/7/09			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
151	12/7/09			KINGSBURG	Wellington Installer	Failed to knock	Resolved
152	12/7/09			San Bruno	Household items affected by SM installation	Other	Resolved
153	12/8/09			Mountain View	Other	Other	Resolved
154	12/8/09			Livermore	Household items affected by SM installation	Damaged computer	Resolved
155	12/8/09			San Francisco	Meter/Module	Meter/Module clearance issues	Resolved
156	12/8/09			PIONEER	Household items affected by SM installation	Under Investigation	Open
157	12/8/09			Clayton	Wellington Installer	Failed to knock	Resolved
158	12/8/09			Pleasanton	Wellington Installer	Damaged Private Property	Resolved
159	12/8/09			Fremont	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
160	12/8/09			Stockton	Power Interruption	Partial Power Outage	Resolved
161	12/8/09			MARINA	Wellington Installer	Under Investigation	Open
162	12/8/09			Redwood City	Household items affected by SM installation	Under Investigation	Open
163	12/9/09			Martinez	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
164	12/9/09			Stockton	Wellington Installer	No time given to powerdown equipment	Resolved
165	12/9/09			Walnut Creek	Household items affected by SM installation	Damaged television	Resolved
166	12/9/09			Pleasanton	Wellington Installer	Damaged Private Property	Resolved
167	12/9/09			Concord	Household items affected by SM installation	Damaged computer	Resolved
168	12/9/09			Vacaville	Power Interruption	Other	Resolved
169	12/9/09			Fremont	Household items affected by SM installation	Damaged computer	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
170	12/9/09			CALISTOGA	Meter/Module	Meter/Module clearance issues	Resolved
171	12/9/09			Moraga	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
172	12/9/09			Los Altos	Power Interruption	Other	Resolved
173	12/9/09			Los Altos	Household items affected by SM installation	Under Investigation	Open
174	12/9/09			Stockton	Power Interruption	Under Investigation	Open
175	12/9/09			Pilot Hill	Scheduling Problems	Under Investigation	Open
176	12/10/09			Pleasanton	Meter/Module	Meter/Module clearance issues	Resolved
177	12/10/09			Los Altos	Household items affected by SM installation	Gas Appliance Not Working	Resolved
178	12/10/09			Clayton	Household items affected by SM installation	Damaged television	Resolved
179	12/10/09			Clayton	Wellington Installer	Installer left gate open	Resolved
180	12/10/09			El Granada	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
181	12/10/09			LOCKEFORD	Wellington Installer	Wellington Installer rude to customer	Resolved
182	12/10/09			Suisun City	Power Interruption	Breaker keeps tripping	Resolved
183	12/10/09			Walnut Creek	Customer Denies Access	Under Investigation	Open
184	12/10/09			Fairfield	Scheduling Problems	Under Investigation	Open
185	12/10/09			Sunnyvale	Customer Denies Access	installed	Open
186	12/11/09			Mountain View	Meter/Module	Meter blocking access to breaker box	Resolved
187	12/11/09			Plymouth	Meter/Module	Under Investigation	Open
188	12/11/09			NAPA	Household items affected by SM installation	Other	Resolved
189	12/11/09			Walnut Creek	Meter/Module	Meter/Module clearance issues	Resolved
190	12/11/09			Vallejo	Household items affected by SM installation	Gas Appliance Not Working	Resolved
191	12/11/09			MILLBRAE	Power Interruption	Under Investigation	Open
192	12/11/09			Squaw Valley	Scheduling Problems	Other	Resolved
193	12/11/09			Stockton	Household items affected by SM installation	Under Investigation	Open
194	12/11/09			Concord	Wellington Installer	Wellington Installer rude to customer	Resolved
195	12/11/09			Mountain View	Power Interruption	Breaker keeps tripping	Resolved
196	12/11/09			Walnut Creek	Power Interruption	Breaker keeps tripping	Resolved
197	12/11/09			Castro Valley	Billing Inquiries	Other	Resolved
198	12/12/09			Merced	Scheduling Problems	Wellington missed appointment	Resolved
200	12/13/09			Walnut Creek	Wellington Installer	Door hanger not left or placed	Resolved
201	12/13/09			KINGSBURG	Wellington Installer	Wellington Installer rude to customer	Resolved
202	12/14/09			NEWMAN	Meter/Module	Meter/Module clearance issues	Resolved
203	12/14/09			Lafayette	Customer Denies Access	Under Investigation	Open
204	12/14/09			RIVERDALE	Power Interruption	Other	Resolved
205	12/14/09			NEWMAN	Meter/Module	Meter/Module clearance issues	Resolved
206	12/14/09			Walnut Creek	Power Interruption	Breaker keeps tripping	Resolved
207	12/14/09			Vacaville	Meter/Module	Meter blocking access to breaker box	Resolved
208	12/14/09			Clayton	Meter/Module	Other	Resolved
209	12/14/09			Stockton	Wellington Installer	Other	Resolved
210	12/15/09			SELMA	Power Interruption	Complete Power Outage	Resolved
211	12/15/09			Concord	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
212	12/15/09			Concord	Household items affected by SM installation	Damaged Other Household Appliances	Resolved