

Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 SmartMeter™ Installation Complaint Report

March 11, 2010 -- For the Period February 23, 2010 Through March 5, 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	2/23/10	[Redacted]		Alta	Meter/Module	Under Investigation	Open
2	2/23/10	[Redacted]		Clayton	installation	Under Investigation	Open
3	2/23/10	[Redacted]		Cupertino	installation	Under Investigation	Open
4	2/23/10	[Redacted]		FORESTVILLE	Customer Denies Access	Customer does not want a SmartMeter	Resolved
5	2/23/10	[Redacted]		FORESTVILLE	Customer Denies Access	Customer does not want a SmartMeter	Resolved
6	2/23/10	[Redacted]		Fresno	Meter/Module	Other	Resolved
7	2/23/10	[Redacted]		Madera	Power Interruption	Partial Power Outage	Resolved
8	2/23/10	[Redacted]		MARIPOSA	Wellington Installer	Under Investigation	Open
9	2/23/10	[Redacted]		Napa	Power Interruption	Breaker keeps tripping	Resolved
10	2/23/10	[Redacted]		Napa	Meter/Module	Meter/Module clearance issues	Resolved
11	2/23/10	[Redacted]		San Jose	Meter/Module	Under Investigation	Open
12	2/23/10	[Redacted]		San Jose	installation	Under Investigation	Open
13	2/23/10	[Redacted]		San Pablo	Wellington Installer	Under Investigation	Open
14	2/23/10	[Redacted]		San Ramon	installation	Other	Resolved
15	2/23/10	[Redacted]		Sebastopol	Customer Denies Access	Under Investigation	Open
16	2/24/10	[Redacted]		Canyon	Meter/Module	Meter/Module clearance issues	Resolved
17	2/24/10	[Redacted]		Berkeley	Power Interruption	Under Investigation	Open
18	2/24/10	[Redacted]		Concord	Meter/Module	Under Investigation	Open
19	2/24/10	[Redacted]		El Cerrito	Customer Denies Access	Under Investigation	Open
20	2/24/10	[Redacted]		El Cerrito	Customer Denies Access	Under Investigation	Open
21	2/24/10	[Redacted]		El Cerrito	Customer Denies Access	Under Investigation	Open
22	2/24/10	[Redacted]		Hayward	Meter/Module	Under Investigation	Open
23	2/24/10	[Redacted]		Lafayette	Power Interruption	Under Investigation	Open
24	2/24/10	[Redacted]		Livermore	SmartMeter Customer Communication	Under Investigation	Open
25	2/24/10	[Redacted]		Livermore	Other	Under Investigation	Open
26	2/24/10	[Redacted]		Los Banos	Meter/Module	Meter/Module clearance issues	Resolved
27	2/24/10	[Redacted]		Madera	Wellington Installer	Under Investigation	Open
28	2/24/10	[Redacted]		Madera	installation	Other	Resolved
29	2/24/10	[Redacted]		Merced	Meter/Module	Under Investigation	Open
30	2/24/10	[Redacted]		Mountain View	installation	Under Investigation	Open
31	2/24/10	[Redacted]		Napa	Wellington Installer	Under Investigation	Open
32	2/24/10	[Redacted]		Pollock Pines	Wellington Installer	Under Investigation	Open
33	2/24/10	[Redacted]		Richmond	Meter/Module	Under Investigation	Open
34	2/24/10	[Redacted]		Richmond	installation	Under Investigation	Open
35	2/24/10	[Redacted]		Richmond	installation	Under Investigation	Open
36	2/24/10	[Redacted]		San Jose	Customer Denies Access	Under Investigation	Open
37	2/24/10	[Redacted]		San Jose	Meter/Module	Under Investigation	Open
38	2/24/10	[Redacted]		San Jose	Wellington Installer	Under Investigation	Open
39	2/24/10	[Redacted]		San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
40	2/24/10	[Redacted]		San Jose	installation	Damaged Other Household Appliances	Resolved
41	2/24/10	[Redacted]		Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
42	2/24/10	[Redacted]		Sunnyvale	installation	Under Investigation	Open
43	2/24/10	[Redacted]		Vacaville	SmartMeter Customer Communication	Under Investigation	Open
44	2/25/10	[Redacted]		Burlingame	Power Interruption	Partial Power Outage	Resolved
45	2/25/10	[Redacted]		Cameron Park	Customer Denies Access	Under Investigation	Open
46	2/25/10	[Redacted]		Crockett	installation	Gas Appliance Not Working	Resolved
47	2/25/10	[Redacted]		El Cerrito	Meter/Module	under Investigation	Open
48	2/25/10	[Redacted]		Madera	installation	Other	Resolved
49	2/25/10	[Redacted]		Mountain View	Meter/Module	under Investigation	Open
50	2/25/10	[Redacted]		Pleasanton	installation	Gas Appliance Not Working	Resolved
51	2/25/10	[Redacted]		Richmond	installation	Under Investigation	Open
52	2/25/10	[Redacted]		Richmond	Meter/Module	Under Investigation	Open
53	2/25/10	[Redacted]		San Jose	Power Interruption	Under Investigation	Open
54	2/25/10	[Redacted]		San Jose	Customer Denies Access	Under Investigation	Open
55	2/25/10	[Redacted]		San Pablo	Power Interruption	Under Investigation	Open
56	2/25/10	[Redacted]		San Pablo	Power Interruption	Breaker keeps tripping	Resolved
57	2/25/10	[Redacted]		Sebastopol	Customer Denies Access	Under Investigation	Open
58	2/25/10	[Redacted]		Stockton	Customer Denies Access	Under Investigation	Open
59	2/26/10	[Redacted]		Canyon	installation	Gas Appliance Not Working	Resolved
60	2/26/10	[Redacted]		AUBURN	SmartMeter Customer Communication	Under Investigation	Open
61	2/26/10	[Redacted]		Berkeley	Customer Denies Access	Under Investigation	Open
62	2/26/10	[Redacted]		CLOVERDALE	Customer Denies Access	Under Investigation	Open
63	2/26/10	[Redacted]		Concord	Meter/Module	Other	Resolved
64	2/26/10	[Redacted]		FOSTER CITY	installation	Under Investigation	Open
65	2/26/10	[Redacted]		Hercules	Wellington Installer	Under Investigation	Open
66	2/26/10	[Redacted]		Martinez	Customer Denies Access	Under Investigation	Open
67	2/26/10	[Redacted]		MONTARA	Meter/Module	Under Investigation	Open
68	2/26/10	[Redacted]		Mountain View	installation	Under Investigation	Open
69	2/26/10	[Redacted]		Mountain View	Other	Other	Resolved
70	2/26/10	[Redacted]		Napa	Power Interruption	Breaker keeps tripping	Resolved
71	2/26/10	[Redacted]		Occidental	Customer Denies Access	Under Investigation	Open
72	2/26/10	[Redacted]		PINOLE	Meter/Module	Under Investigation	Open
73	2/26/10	[Redacted]		Richmond	Meter/Module	Under Investigation	Open

74	2/26/10	Richmond	Customer Denies Access	Under Investigation	Open
75	2/26/10	Richmond	Customer Denies Access	Under Investigation	Open
76	2/26/10	Richmond	Power Interruption	Under Investigation	Open
77	2/26/10	SAN ANSELMO	SmartMeter Customer Communication	Under Investigation	Open
78	2/26/10	San Jose	installation	Under Investigation	Open
79	2/26/10	San Jose	Power Interruption	Under Investigation	Open
80	2/26/10	Sebastopol	Customer Denies Access	Under Investigation	Open
81	2/26/10	Sebastopol	Customer Denies Access	Under Investigation	Open
82	2/26/10	WINDSOR	Customer Denies Access	Under Investigation	Open
83	2/27/10	Livermore	installation	Under Investigation	Open
84	2/27/10	San Jose	Customer Denies Access	Under Investigation	Open
85	2/27/10	San Ramon	installation	Under Investigation	Open
86	3/1/10	Canyon	installation	Gas Appliance Not Working	Resolved
87	3/1/10	Canyon	Meter/Module	Meter/Module clearance issues	Resolved
88	3/1/10	Canyon	Meter/Module	Other	Resolved
89	3/1/10	BANTA	Customer Denies Access	Customer does not want a SmartMeter	Resolved
90	3/1/10	Berkeley	Customer Denies Access	Under Investigation	Open
91	3/1/10	Berkeley	Power Interruption	Under Investigation	Open
92	3/1/10	Berkeley	Scheduling Problems	Under Investigation	Open
93	3/1/10	Cameron Park	Customer Denies Access	Under Investigation	Open
94	3/1/10	Cazadero	Customer Denies Access	Under Investigation	Open
95	3/1/10	COTATI	SmartMeter Customer Communication	Under Investigation	Open
96	3/1/10	Cupertino	Customer Denies Access	Under Investigation	Open
97	3/1/10	Dublin	Power Interruption	Breaker keeps tripping	Resolved
98	3/1/10	El Cerrito	Customer Denies Access	Under Investigation	Open
99	3/1/10	El Cerrito	Power Interruption	Breaker keeps tripping	Resolved
100	3/1/10	El Cerrito	Power Interruption	Breaker keeps tripping	Resolved
101	3/1/10	El Dorado	Customer Denies Access	Under Investigation	Open
102	3/1/10	FORESTVILLE	Customer Denies Access	Under Investigation	Open
103	3/1/10	Fresno	Scheduling Problems	Under Investigation	Open
104	3/1/10	Fresno	Wellington Installer	Under Investigation	Open
105	3/1/10	Livermore	installation	under Investigation	Open
106	3/1/10	Livermore	Meter/Module	Under Investigation	Open
107	3/1/10	Livermore	Wellington Installer	Under Investigation	Open
108	3/1/10	Livermore	Power Interruption	Breaker keeps tripping	Resolved
109	3/1/10	Los Altos	installation	Damaged Television	Resolved
110	3/1/10	Madera	Other	Under Investigation	Open
111	3/1/10	Madera	Power Interruption	Breaker keeps tripping	Resolved
112	3/1/10	Martinez	Wellington Installer	Under Investigation	Open
113	3/1/10	Occidental	SmartMeter Customer Communication	Under Investigation	Open
114	3/1/10	Richmond	Power Interruption	Breaker keeps tripping	Resolved
115	3/1/10	ROSS	Customer Denies Access	Under Investigation	Open
116	3/1/10	San Jose	installation	under Investigation	Open
117	3/1/10	San Jose	Customer Denies Access	Under Investigation	Open
118	3/1/10	San Jose	Meter/Module	Under Investigation	Open
119	3/1/10	San Jose	Wellington Installer	Under Investigation	Open
120	3/1/10	San Jose	Power Interruption	Under Investigation	Open
121	3/1/10	San Ramon	Meter/Module	Under Investigation	Open
122	3/1/10	San Ramon	Meter/Module	Other	Resolved
123	3/1/10	Santa Rosa	Customer Denies Access	Under Investigation	Open
124	3/1/10	Santa Rosa	Customer Denies Access	Under Investigation	Open
125	3/1/10	Santa Rosa	Customer Denies Access	Under Investigation	Open
126	3/1/10	Sebastopol	SmartMeter Customer Communication	Under Investigation	Open
127	3/1/10	Sebastopol	Customer Denies Access	Under Investigation	Open
128	3/1/10	Shingle Springs	Customer Denies Access	Under Investigation	Open
129	3/1/10	SONOMA	Customer Denies Access	Under Investigation	Open
130	3/1/10	Tracy	Wellington Installer	Under Investigation	Open
131	3/1/10	Tracy	Meter/Module	Under Investigation	Open
132	3/1/10	Tracy	Wellington Installer	Under Investigation	Open
133	3/1/10	Tracy	Customer Denies Access	Under Investigation	Open
134	3/1/10	Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
135	3/1/10	Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
136	3/1/10	Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
137	3/1/10	Vallejo	Wellington Installer	Under Investigation	Open
138	3/1/10	Vallejo	Customer Denies Access	Under Investigation	Open
139	3/1/10	Walnut Creek	Other	Under Investigation	Open
140	3/1/10	Walnut Creek	Customer Denies Access	Under Investigation	Open
141	3/1/10	Walnut Creek	installation	Other	Resolved
142	3/2/10	Atwater	Meter/Module	Other	Resolved
143	3/2/10	Camp Meeker	Customer Denies Access	Under Investigation	Open
144	3/2/10	Camp Meeker	Customer Denies Access	Under Investigation	Open
145	3/2/10	Camp Meeker	Customer Denies Access	Under Investigation	Open
146	3/2/10	Camp Meeker	Customer Denies Access	Under Investigation	Open
147	3/2/10	Camp Meeker	Customer Denies Access	Under Investigation	Open
148	3/2/10	Clovis	Customer Denies Access	Under Investigation	Open
149	3/2/10	COARSEGOLD	Customer Denies Access	Under Investigation	Open
150	3/2/10	COTATI	Customer Denies Access	Under Investigation	Open
151	3/2/10	Dinuba	Customer Denies Access	Under Investigation	Open
152	3/2/10	Fresno	SmartMeter Customer Communication	General inquiry on communication	Resolved
153	3/2/10	GRATON	Customer Denies Access	Under Investigation	Open
154	3/2/10	Hillsborough	Meter/Module	Under Investigation	Open
155	3/2/10	Kensington	Customer Denies Access	Under Investigation	Open

156	3/2/10	Madera	Power Interruption	Partial Power Outage	Resolved
157	3/2/10	Martinez	Power Interruption	Under Investigation	Open
158	3/2/10	NEWCASTLE	installation	Under Investigation	Open
159	3/2/10	PLACERVILLE	SmartMeter Customer Communication	Other	Resolved
160	3/2/10	PLACERVILLE	Wellington Installer	Other	Resolved
161	3/2/10	Richmond	Customer Denies Access	Under Investigation	Open
162	3/2/10	Richmond	Wellington Installer	Under Investigation	Open
163	3/2/10	San Jose	Customer Denies Access	Under Investigation	Open
164	3/2/10	Santa Rosa	Customer Denies Access	Under Investigation	Open
165	3/2/10	Santa Rosa	Customer Denies Access	Under Investigation	Open
166	3/2/10	Santa Rosa	Customer Denies Access	Under Investigation	Open
167	3/2/10	Santa Rosa	Customer Denies Access	Under Investigation	Open
168	3/2/10	Sebastopol	Customer Denies Access	Under Investigation	Open
169	3/2/10	Sebastopol	Customer Denies Access	Under Investigation	Open
170	3/2/10	Sebastopol	Customer Denies Access	Under Investigation	Open
171	3/2/10	Sebastopol	Customer Denies Access	Under Investigation	Open
172	3/2/10	Sebastopol	Customer Denies Access	Under Investigation	Open
173	3/2/10	SELMA	Customer Denies Access	Under Investigation	Open
174	3/2/10	SONOMA	Customer Denies Access	Under Investigation	Open
175	3/2/10	Sonora	Customer Denies Access	Under Investigation	Open
176	3/2/10	Sonora	installation	Other	Resolved
177	3/2/10	Tracy	Customer Denies Access	Customer Denies Wellington Access	Resolved
178	3/2/10	Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
179	3/2/10	YOUNTVILLE	installation	Internet/Cable Connection Problem	Resolved
180	3/3/10	Alamo	Customer Denies Access	Under Investigation	Open
181	3/3/10	Atwater	Customer Denies Access	Under Investigation	Open
182	3/3/10	Berkeley	Customer Denies Access	Under Investigation	Open
183	3/3/10	CALISTOGA	Meter/Module	Other	Resolved
184	3/3/10	Camp Meeker	Customer Denies Access	Under Investigation	Open
185	3/3/10	Camp Meeker	Customer Denies Access	Under Investigation	Open
186	3/3/10	Camp Meeker	Customer Denies Access	Under Investigation	Open
187	3/3/10	DALY CITY	Meter/Module	Under Investigation	Open
188	3/3/10	El Dorado Hills	Customer Denies Access	Under Investigation	Open
189	3/3/10	FORESTVILLE	Customer Denies Access	Under Investigation	Open
190	3/3/10	Fresno	Customer Denies Access	Under Investigation	Open
191	3/3/10	GLEN ELLEN	Scheduling Problems	Under Investigation	Open
192	3/3/10	LIVINGSTON	Scheduling Problems	Under Investigation	Open
193	3/3/10	Madera	Power Interruption	Breaker keeps tripping	Resolved
194	3/3/10	MONTE RIO	Customer Denies Access	Under Investigation	Open
195	3/3/10	Mountain View	Meter/Module	Under Investigation	Open
196	3/3/10	Novato	Customer Denies Access	Under Investigation	Open
197	3/3/10	Richmond	Power Interruption	Under Investigation	Open
198	3/3/10	Rio Vista	Customer Denies Access	Under Investigation	Open
199	3/3/10	San Francisco	Power Interruption	Under Investigation	Open
200	3/3/10	San Francisco	Customer Denies Access	Under Investigation	Open
201	3/3/10	San Jose	Power Interruption	Under Investigation	Open
202	3/3/10	San Jose	Customer Denies Access	Under Investigation	Open
203	3/3/10	San Jose	Wellington Installer	Under Investigation	Open
204	3/3/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
205	3/3/10	San Pablo	Wellington Installer	Under Investigation	Open
206	3/3/10	San Ramon	Customer Denies Access	Customer Denies Wellington Access	Resolved
207	3/3/10	Santa Rosa	Customer Denies Access	Under Investigation	Open
208	3/3/10	Sebastopol	SmartMeter Customer Communication	Under Investigation	Open
209	3/3/10	SONOMA	Customer Denies Access	Under Investigation	Open
210	3/3/10	Squaw Valley	Customer Denies Access	Under Investigation	Open
211	3/3/10	Tracy	Customer Denies Access	Customer Denies Wellington Access	Resolved
212	3/3/10	Vacaville	Meter/Module	Meter/Module clearance issues	Resolved
213	3/3/10	Walnut Creek	Customer Denies Access	Under Investigation	Open
214	3/3/10	YUBA CITY	Customer Denies Access	Customer does not want a SmartMeter	Resolved
215	3/4/10	Antioch	installation	Other	Resolved
216	3/4/10	Berkeley	Customer Denies Access	Under Investigation	Open
217	3/4/10	Catheys Valley	Wellington Installer	Under Investigation	Open
218	3/4/10	Danville	Customer Denies Access	Under Investigation	Open
219	3/4/10	DOBBINS	Customer Denies Access	Under Investigation	Open
220	3/4/10	El Cerrito	Meter/Module	Under Investigation	Open
221	3/4/10	El Cerrito	Customer Denies Access	Under Investigation	Open
222	3/4/10	El Dorado Hills	Customer Denies Access	Under Investigation	Open
223	3/4/10	El Dorado Hills	Customer Denies Access	Under Investigation	Open
224	3/4/10	Livermore	Wellington Installer	Under Investigation	Open
225	3/4/10	Los Altos	installation	Motion/Sensor Appliance Malfunctioning	Resolved
226	3/4/10	Los Banos	Wellington Installer	Under Investigation	Open
227	3/4/10	Madera	Power Interruption	Under Investigation	Open
228	3/4/10	MARYSVILLE	Customer Denies Access	Under Investigation	Open
229	3/4/10	Merced	Customer Denies Access	Under Investigation	Open
230	3/4/10	MOCCASIN	Customer Denies Access	Under Investigation	Open
231	3/4/10	Mountain View	Wellington Installer	Wellington Installer rude to customer	Resolved
232	3/4/10	Napa	installation	Under Investigation	Open
233	3/4/10	Napa	Wellington Installer	Under Investigation	Open
234	3/4/10	Oneals	Wellington Installer	Under Investigation	Open
235	3/4/10	PLACERVILLE	Customer Denies Access	Under Investigation	Open
236	3/4/10	Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
237	3/4/10	Pollock Pines	Customer Denies Access	Under Investigation	Open

238	3/4/10	Pollock Pines	Customer Denies Access	Customer does not want a SmartMeter	Resolved
239	3/4/10	Pollock Pines	Customer Denies Access	Customer does not want a SmartMeter	Resolved
240	3/4/10	Sacramento	SmartMeter Customer Communication	Under Investigation	Open
241	3/4/10	SAN CARLOS	Customer Denies Access	Under Investigation	Open
242	3/4/10	San Jose	installation	Under Investigation	Open
243	3/4/10	San Jose	Customer Denies Access	Under Investigation	Open
244	3/4/10	Santa Rosa	Customer Denies Access	Under Investigation	Open
245	3/4/10	SUTTER	Customer Denies Access	Customer does not want a SmartMeter	Resolved
246	3/4/10	Tracy	Customer Denies Access	Under Investigation	Open
247	3/4/10	Tracy	Customer Denies Access	Under Investigation	Open
248	3/4/10	Tracy	Customer Denies Access	Under Investigation	Open
249	3/4/10	Tracy	Customer Denies Access	Under Investigation	Open
250	3/4/10	Tracy	installation	Under Investigation	Open
251	3/4/10	Tracy	installation	Under Investigation	Open
252	3/4/10	Vallejo	installation	Under Investigation	Open
253	3/4/10	WOODLAND	Power Interruption	Under Investigation	Open
254	3/4/10	WOODLAND	Power Interruption	Breaker keeps tripping	Resolved
255	3/5/10	Albany	Power Interruption	Under Investigation	Open
256	3/5/10	Berkeley	Wellington Installer	Under Investigation	Open
257	3/5/10	CALISTOGA	Customer Denies Access	Under Investigation	Open
258	3/5/10	Clovis	Customer Denies Access	Under Investigation	Open
259	3/5/10	Cupertino	Power Interruption	Under Investigation	Open
260	3/5/10	Danville	Customer Denies Access	Under Investigation	Open
261	3/5/10	Dublin	Customer Denies Access	Under Investigation	Open
262	3/5/10	El Cerrito	Customer Denies Access	Under Investigation	Open
263	3/5/10	El Cerrito	Power Interruption	Under Investigation	Open
264	3/5/10	El Cerrito	Customer Denies Access	Under Investigation	Open
265	3/5/10	Half Moon Bay	Customer Denies Access	Under Investigation	Open
266	3/5/10	Lafayette	Customer Denies Access	Under Investigation	Open
267	3/5/10	Livermore	Power Interruption	Under Investigation	Open
268	3/5/10	Napa	Wellington Installer	Under Investigation	Open
269	3/5/10	Napa	Wellington Installer	Under Investigation	Open
270	3/5/10	Napa	Customer Denies Access	Under Investigation	Open
271	3/5/10	Occidental	Customer Denies Access	Under Investigation	Open
272	3/5/10	Petaluma	Customer Denies Access	Under Investigation	Open
273	3/5/10	PLACERVILLE	installation	Damaged Other Household Appliances	Resolved
274	3/5/10	Pleasanton	Customer Denies Access	Under Investigation	Open
275	3/5/10	Redwood City	Meter/Module	Under Investigation	Open
276	3/5/10	Richmond	installation	Gas Appliance Not Working	Resolved
277	3/5/10	San Jose	Power Interruption	Under Investigation	Open
278	3/5/10	San Jose	Wellington Installer	Under Investigation	Open
279	3/5/10	San Jose	Scheduling Problems	Under Investigation	Open
280	3/5/10	San Jose	Customer Denies Access	Under Investigation	Open
281	3/5/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
282	3/5/10	San Ramon	installation	Under Investigation	Open
283	3/5/10	Santa Rosa	Customer Denies Access	Under Investigation	Open
284	3/5/10	Santa Rosa	Wellington Installer	Under Investigation	Open
285	3/5/10	Sebastopol	Customer Denies Access	Under Investigation	Open
286	3/5/10	SELMA	Customer Denies Access	Under Investigation	Open
287	3/5/10	Shingle Springs	Customer Denies Access	Under Investigation	Open
288	3/5/10	Tracy	Customer Denies Access	Under Investigation	Open
289	3/5/10	Tracy	Customer Denies Access	Under Investigation	Open
290	3/5/10	Vallejo	Wellington Installer	Under Investigation	Open
291	3/5/10	YUBA CITY	Customer Denies Access	Customer does not want a SmartMeter	Resolved

**291**      **New Complaints Since the Last Report**  
**66**        **New Complaints Resolved Since the Last Report**  
**225**      **New Complaints Open**

on and is being submitted under CPUC Code Section 583.

d Electric Company

1 Complaint Report

Customers With SmartMeter™ Devices\*

February 23, 2010 Through March 5, 2010

Color Key	
	Resolved Since the Last Report
	New Since the Last Report
	No SmartMeter™ Device Installed

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
1	1/13/10	{Redacted}		NEWCASTLE	Open	Under Investigation
2	1/26/10	{Redacted}		HAYWARD	Resolved	Estimated Bill. Customer's bill was estimated based on the prior year's usage, and then the next month, a catchup bill for cumulative usage was issued. Baseline adjustment was given. Meter was tested on 2/8/10. Customer not satisfied. Filed in Small Claims Court on 2/10/10. PG&E sent letter on 2/26/10: offered nonbeneficial usage adjustment.
3	2/11/10	{Redacted}		OAKLAND	Resolved	No SmartMeter™ Device Installed. Customer complained of high electric bills after SmartMeter was installed. Advised the customer they do not have an electric SmartMeter yet. Increased usage likely due to new baby (laundry, humidifier). Meter was tested on 2/26/10. Per customer request, will change out electric meter to a SmartMeter on 3/15/10.
4	2/23/10	{Redacted}		SAN JOSE	Open	Under Investigation
5	2/23/10	{Redacted}		APPLEGATE	Open	Under Investigation
6	2/24/10	{Redacted}		W SACRAMENTO	Resolved	No SmartMeter™ Device Installed. Solar customer. Meter was tested on 3/3/10. Bidirectional meter inspected. Installed new digital meter at customer's request to check his instant demand. Discovered pool pump running six hours/day.
7	2/26/10	{Redacted}		PLYMOUTH	Closed	Bill is Accurate. Customer said SmartMeters were installed but not getting billed; concerned about getting a big bill. Determined SmartMeters installed 10/6/09 and usage has been billed on a monthly basis. The customer's deposit had been applied to the account, which resulted in a credit balance of -\$235.29 on their December 2009 bill. The monthly bills state "no payment due" because of their credit balance, not because of a delay in billing. PG&E left three messages with no return call. Left fourth message on 3/8/10 with detailed findings.
8	3/4/10	{Redacted}		CASTRO VALLEY	Resolved	Bill is Accurate. Meter tested on 2/5/10, but customer was not home. PG&E explained current bill has dropped lower than previous two months, as well as lower than the same month last year. Customer has been able to reduce her usage and bills. Explained rate increases and discussed energy conservation tips. Customer pleased her efforts have paid off and her current bill is lower.

\* This Report tracks high-bill complaints from customers who state that their high bill is related in some way to the installation of a SmartMeter™ device.

3 Open Complaints on Last Report  
 2 Open Complaints Resolved Since the Last Report

on and is being submitted under CPUC Code Section 583.

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1 Complaint Rep

Customers With SmartMeter™ Devices\*

February 23, 2010 Through March 5, 2010

Color Key	
	Resolved Since the Last Report
	New Since the Last Report
	No SmartMeter™ Device Installed

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
					5	New Complaints Since the Last Report
					3	New Complaints Resolved Since the Last Report
					2	New Complaints Open

on and is being submitted under CPUC Code Section 583.

d Electric Company

1 Complaint Report

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No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
1	1/13/10	{Redacted}		NEWCASTLE	Open	Under Investigation
2	1/26/10	{Redacted}		HAYWARD	Resolved	Estimated Bill. Customer's bill was estimated based on the prior year's usage, and then the next month, a catchup bill for cumulative usage was issued. Baseline adjustment was given. Meter was tested on 2/8/10. Customer not satisfied. Filed in Small Claims Court on 2/10/10. PG&E sent letter on 2/26/10: offered nonbeneficial usage adjustment.
3	2/11/10	{Redacted}		OAKLAND	Resolved	No SmartMeter™ Device Installed. Customer complained of high electric bills after SmartMeter was installed. Advised the customer they do not have an electric SmartMeter yet. Increased usage likely due to new baby (laundry, humidifier). Meter was tested on 2/26/10. Per customer request, will change out electric meter to a SmartMeter on 3/15/10.
4	2/23/10	{Redacted}		SAN JOSE	Open	Under Investigation
5	2/23/10	{Redacted}		APPLEGATE	Open	Under Investigation
6	2/24/10	{Redacted}		W SACRAMENTO	Resolved	No SmartMeter™ Device Installed. Solar customer. Meter was tested on 3/3/10. Bidirectional meter inspected. Installed new digital meter at customer's request to check his instant demand. Discovered pool pump running six hours/day.
7	2/26/10	{Redacted}		PLYMOUTH	Closed	Bill is Accurate. Customer said SmartMeters were installed but not getting billed; concerned about getting a big bill. Determined SmartMeters installed 10/6/09 and usage has been billed on a monthly basis. The customer's deposit had been applied to the account, which resulted in a credit balance of -\$235.29 on their December 2009 bill. The monthly bills state "no payment due" because of their credit balance, not because of a delay in billing. PG&E left three messages with no return call. Left fourth message on 3/8/10 with detailed findings.
8	3/4/10	{Redacted}		CASTRO VALLEY	Resolved	Bill is Accurate. Meter tested on 2/5/10, but customer was not home. PG&E explained current bill has dropped lower than previous two months, as well as lower than the same month last year. Customer has been able to reduce her usage and bills. Explained rate increases and discussed energy conservation tips. Customer pleased her efforts have paid off and her current bill is lower.

\* This Report tracks high-bill complaints from customers who state that their high bill is related in some way to the installation of a SmartMeter™ device.

3 Open Complaints on Last Report  
2 Open Complaints Resolved Since the Last Report

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d Electric Comp

1 Complaint Rep

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