

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

March 18, 2010 – For the Period March 6, 2010 Through March 12, 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			CLAYTON	installation	Under Investigation	Open
3	2/23/10			Cupertino	installation	Under Investigation	Open
4	2/23/10			MARIPOSA	Wellington Installer	Under Investigation	Open
5	2/23/10			San Jose	Meter/Module	Under Investigation	Open
6	2/23/10			San Jose	installation	Under Investigation	Open
7	2/23/10			San Pablo	Wellington Installer	Under Investigation	Open
8	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
9	2/24/10			Berkeley	Power Interruption	Under Investigation	Open
10	2/24/10			El Cerrito	Customer Denies Access	Under Investigation	Open
11	2/24/10			El Cerrito	Customer Denies Access	Under Investigation	Open
12	2/24/10			Livermore	SmartMeter Customer Communication	Under Investigation	Open
13	2/24/10			Livermore	Other	Under Investigation	Open
14	2/24/10			Madera	Wellington Installer	Under Investigation	Open
15	2/24/10			MERCED	Meter/Module	Under Investigation	Open
16	2/24/10			Mountain View	installation	Under Investigation	Open
17	2/24/10			Napa	Wellington Installer	Under Investigation	Open
18	2/24/10			Pollock Pines	Wellington Installer	Under Investigation	Open
19	2/24/10			Richmond	Meter/Module	Under Investigation	Open
20	2/24/10			Richmond	installation	Under Investigation	Open
21	2/24/10			Richmond	installation	Under Investigation	Open
22	2/24/10			San Jose	Meter/Module	Under Investigation	Open
23	2/24/10			San Jose	Wellington Installer	Under Investigation	Open
24	2/24/10			SUNNYVALE	installation	Under Investigation	Open
25	2/24/10			Vacaville	SmartMeter Customer Communication	Under Investigation	Open
26	2/25/10			Cameron Park	Customer Denies Access	Under Investigation	Open
27	2/25/10			El Cerrito	Meter/Module	under Investigation	Open
28	2/25/10			Mountain View	Meter/Module	Under Investigation	Open
29	2/25/10			Richmond	Meter/Module	Under Investigation	Open
30	2/25/10			San Jose	Power Interruption	Under Investigation	Open
31	2/25/10			San Pablo	Power Interruption	Under Investigation	Open
32	2/26/10			AUBURN	SmartMeter Customer Communication	Under Investigation	Open
33	2/26/10			Berkeley	Customer Denies Access	Under Investigation	Open
34	2/26/10			CLOVERDALE	Customer Denies Access	Under Investigation	Open
35	2/26/10			Hercules	Wellington Installer	Under Investigation	Open
36	2/26/10			MARTINEZ	Customer Denies Access	Under Investigation	Open
37	2/26/10			Mountain View	installation	Under Investigation	Open
38	2/26/10			OCCIDENTAL	Customer Denies Access	Under Investigation	Open
39	2/26/10			Richmond	Meter/Module	Under Investigation	Open
40	2/26/10			Richmond	Customer Denies Access	Under Investigation	Open
41	2/26/10			Richmond	Customer Denies Access	Under Investigation	Open
42	2/26/10			SAN ANSELMO	SmartMeter Customer Communication	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
43	2/26/10			San Jose	installation	Under Investigation	Open
44	2/26/10			San Jose	Power Interruption	Under Investigation	Open
45	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
46	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
47	2/26/10			WINDSOR	Customer Denies Access	Under Investigation	Open
48	2/27/10			Livermore	installation	Under Investigation	Open
49	2/27/10			San Ramon	installation	Under Investigation	Open
50	3/1/10			Berkeley	Customer Denies Access	Under Investigation	Open
51	3/1/10			Berkeley	Scheduling Problems	Under Investigation	Open
52	3/1/10			Cameron Park	Customer Denies Access	Under Investigation	Open
53	3/1/10			El Cerrito	Customer Denies Access	Under Investigation	Open
54	3/1/10			El Dorado	Customer Denies Access	Under Investigation	Open
55	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
56	3/1/10			Livermore	installation	Under Investigation	Open
57	3/1/10			Livermore	Meter/Module	Under Investigation	Open
58	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
59	3/1/10			Madera	Other	Under Investigation	Open
60	3/1/10			MARTINEZ	Wellington Installer	Under Investigation	Open
61	3/1/10			San Jose	Meter/Module	Under Investigation	Open
62	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
63	3/1/10			San Jose	Power Interruption	Under Investigation	Open
64	3/1/10			San Ramon	Meter/Module	Under Investigation	Open
65	3/1/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
66	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
67	3/1/10			Tracy	Meter/Module	Under Investigation	Open
68	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
69	3/1/10			Vallejo	Customer Denies Access	Under Investigation	Open
70	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
71	3/1/10			WALNUT CREEK	Customer Denies Access	Under Investigation	Open
72	3/2/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
73	3/2/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
74	3/2/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
75	3/2/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
76	3/2/10			CLOVIS	Customer Denies Access	Under Investigation	Open
77	3/2/10			COTATI	Customer Denies Access	Under Investigation	Open
78	3/2/10			DINUBA	Customer Denies Access	Under Investigation	Open
79	3/2/10			GRATON	Customer Denies Access	Under Investigation	Open
80	3/2/10			KENSINGTON	Customer Denies Access	Under Investigation	Open
81	3/2/10			NEWCASTLE	installation	Under Investigation	Open
82	3/2/10			Richmond	Customer Denies Access	Under Investigation	Open
83	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
84	3/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
85	3/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
86	3/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
87	3/2/10			Sebastopol	Customer Denies Access	Under Investigation	Open
88	3/2/10			Sebastopol	Customer Denies Access	Under Investigation	Open
89	3/2/10			Sebastopol	Customer Denies Access	Under Investigation	Open
90	3/2/10			SELMA	Customer Denies Access	Under Investigation	Open
91	3/3/10			Alamo	Customer Denies Access	Under Investigation	Open
92	3/3/10			Berkeley	Customer Denies Access	Under Investigation	Open
93	3/3/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
94	3/3/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
95	3/3/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
96	3/3/10			DALY CITY	Meter/Module	Under Investigation	Open
97	3/3/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
98	3/3/10			FORESTVILLE	Customer Denies Access	Under Investigation	Open
99	3/3/10			Fresno	Customer Denies Access	Under Investigation	Open
100	3/3/10			GLEN ELLEN	Scheduling Problems	Under Investigation	Open
101	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
102	3/3/10			Mountain View	Meter/Module	Under Investigation	Open
103	3/3/10			Richmond	Power Interruption	Under Investigation	Open
104	3/3/10			RIO VISTA	Customer Denies Access	Under Investigation	Open
105	3/3/10			San Francisco	Power Interruption	Under Investigation	Open
106	3/3/10			San Francisco	Customer Denies Access	Under Investigation	Open
107	3/3/10			San Jose	Power Interruption	Under Investigation	Open
108	3/3/10			San Jose	Wellington Installer	Under Investigation	Open
109	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
110	3/3/10			Sonoma	Customer Denies Access	Under Investigation	Open
111	3/3/10			Squaw Valley	Customer Denies Access	Under Investigation	Open
112	3/3/10			WALNUT CREEK	Customer Denies Access	Under Investigation	Open
113	3/4/10			Berkeley	Customer Denies Access	Under Investigation	Open
114	3/4/10			Catheys Valley	Wellington Installer	Under Investigation	Open
115	3/4/10			Danville	Customer Denies Access	Under Investigation	Open
116	3/4/10			El Cerrito	Meter/Module	Under Investigation	Open
117	3/4/10			El Cerrito	Customer Denies Access	Under Investigation	Open
118	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
119	3/4/10			Los Banos	Wellington Installer	Under Investigation	Open
120	3/4/10			MERCED	Customer Denies Access	Under Investigation	Open
121	3/4/10			MOCCASIN	Customer Denies Access	Under Investigation	Open
122	3/4/10			Napa	Wellington Installer	Under Investigation	Open
123	3/4/10			Oneals	Wellington Installer	Under Investigation	Open
124	3/4/10			Placerville	Customer Denies Access	Under Investigation	Open
125	3/4/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
126	3/4/10			SAN CARLOS	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
127	3/4/10			San Jose	installation	Under Investigation	Open
128	3/4/10			Tracy	Customer Denies Access	Under Investigation	Open
129	3/4/10			Tracy	installation	Under Investigation	Open
130	3/4/10			Vallejo	installation	Under Investigation	Open
131	3/4/10			WOODLAND	Power Interruption	Under Investigation	Open
132	3/5/10			ALBANY	Power Interruption	Under Investigation	Open
133	3/5/10			Berkeley	Wellington Installer	Under Investigation	Open
134	3/5/10			CALISTOGA	Customer Denies Access	Under Investigation	Open
135	3/5/10			Clovis	Customer Denies Access	Under Investigation	Open
136	3/5/10			Cupertino	Power Interruption	Under Investigation	Open
137	3/5/10			Danville	Customer Denies Access	Under Investigation	Open
138	3/5/10			Dublin	Customer Denies Access	Under Investigation	Open
139	3/5/10			El Cerrito	Customer Denies Access	Under Investigation	Open
140	3/5/10			El Cerrito	Customer Denies Access	Under Investigation	Open
141	3/5/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
142	3/5/10			Lafayette	Customer Denies Access	Under Investigation	Open
143	3/5/10			Livermore	Power Interruption	Under Investigation	Open
144	3/5/10			Napa	Wellington Installer	Under Investigation	Open
145	3/5/10			Napa	Wellington Installer	Under Investigation	Open
146	3/5/10			Napa	Customer Denies Access	Under Investigation	Open
147	3/5/10			Petaluma	Customer Denies Access	Under Investigation	Open
148	3/5/10			Pleasanton	Customer Denies Access	Under Investigation	Open
149	3/5/10			San Jose	Power Interruption	Under Investigation	Open
150	3/5/10			San Jose	Wellington Installer	Under Investigation	Open
151	3/5/10			San Jose	Scheduling Problems	Under Investigation	Open
152	3/5/10			San Ramon	installation	Under Investigation	Open
153	3/5/10			Santa Rosa	Wellington Installer	Under Investigation	Open
154	3/5/10			SELMA	Customer Denies Access	Under Investigation	Open
155	3/5/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
156	3/7/10			Clovis	Customer Denies Access	Under Investigation	Open
157	3/7/10			Hanford	Customer Denies Access	Under Investigation	Open
158	3/7/10			Livermore	Customer Denies Access	Under Investigation	Open
159	3/7/10			Loomis	Customer Denies Access	Under Investigation	Open
160	3/7/10			Sanger	Customer Denies Access	Under Investigation	Open
161	3/7/10			Woodlake	Customer Denies Access	Under Investigation	Open
162	3/7/10			El Dorado	Customer Denies Access	Customer does not want a SmartMeter	Resolved
163	3/7/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
164	3/7/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
165	3/7/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
166	3/7/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
167	3/7/10			Atwater	Customer Denies Access	Under Investigation	Open
168	3/7/10			Cazadero	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
169	3/7/10			Fresno	Customer Denies Access	Under Investigation	Open
170	3/7/10			Healdsburg	Customer Denies Access	Under Investigation	Open
171	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
172	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
173	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
174	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
175	3/7/10			Somerset	Customer Denies Access	Under Investigation	Open
176	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
177	3/7/10			Tracy	Customer Denies Access	Under Investigation	Open
178	3/7/10			Loomis	Meter/Module	Under Investigation	Open
179	3/8/10			Clovis	Customer Denies Access	Under Investigation	Open
180	3/8/10			Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
181	3/8/10			GUERNEVILLE	Customer Denies Access	Customer does not want a SmartMeter	Resolved
182	3/8/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
183	3/8/10			Somerset	Customer Denies Access	Customer does not want a SmartMeter	Resolved
184	3/8/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
185	3/8/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
186	3/8/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
187	3/8/10			FORESTVILLE	Customer Denies Access	Under Investigation	Open
188	3/8/10			GRANITE BAY	Customer Denies Access	Under Investigation	Open
189	3/8/10			Napa	Customer Denies Access	Under Investigation	Open
190	3/8/10			OCCIDENTAL	Customer Denies Access	Under Investigation	Open
191	3/8/10			Petaluma	Customer Denies Access	Under Investigation	Open
192	3/8/10			PINOLE	Customer Denies Access	Under Investigation	Open
193	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
194	3/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
195	3/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
196	3/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
197	3/8/10			SUNNYVALE	Customer Denies Access	Under Investigation	Open
198	3/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
199	3/8/10			Cameron Park	installation	Damaged Other Household Appliances	Resolved
200	3/8/10			Napa	installation	Other	Resolved
201	3/8/10			San Ramon	installation	Other	Resolved
202	3/8/10			Tracy	installation	Other	Resolved
203	3/8/10			COTATI	installation	Under Investigation	Open
204	3/8/10			PINOLE	installation	Under Investigation	Open
205	3/8/10			San Jose	installation	Under Investigation	Open
206	3/8/10			San Ramon	installation	Under Investigation	Open
207	3/8/10			Richmond	Meter/Module	Other	Resolved
208	3/8/10			SAN CARLOS	Meter/Module	Under Investigation	Open
209	3/8/10			Madera	Power Interruption	Breaker keeps tripping	Resolved
210	3/8/10			Madera	Power Interruption	Breaker keeps tripping	Resolved

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211	3/8/10			San Jose	Power Interruption	Under Investigation	Open
212	3/8/10			Vallejo	Power Interruption	Under Investigation	Open
213	3/8/10			Berkeley	Scheduling Problems	Under Investigation	Open
214	3/8/10			Livermore	Wellington Installer	Under Investigation	Open
215	3/8/10			MARYSVILLE	Wellington Installer	Under Investigation	Open
216	3/8/10			MARYSVILLE	Wellington Installer	Under Investigation	Open
217	3/8/10			Santa Rosa	Wellington Installer	Under Investigation	Open
218	3/9/10			DALY CITY	Customer Denies Access	Under Investigation	Open
219	3/9/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
220	3/9/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
221	3/9/10			GUERNEVILLE	Customer Denies Access	Customer does not want a SmartMeter	Resolved
222	3/9/10			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Resolved
223	3/9/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
224	3/9/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
225	3/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
226	3/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
227	3/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
228	3/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
229	3/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
230	3/9/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
231	3/9/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
232	3/9/10			Somerset	Customer Denies Access	Customer does not want a SmartMeter	Resolved
233	3/9/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
234	3/9/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
235	3/9/10			Atwater	Customer Denies Access	Under Investigation	Open
236	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
237	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
238	3/9/10			CLOVERDALE	Customer Denies Access	Under Investigation	Open
239	3/9/10			Danville	Customer Denies Access	Under Investigation	Open
240	3/9/10			Madera	Customer Denies Access	Under Investigation	Open
241	3/9/10			OCCIDENTAL	Customer Denies Access	Under Investigation	Open
242	3/9/10			Richmond	Customer Denies Access	Under Investigation	Open
243	3/9/10			Richmond	Customer Denies Access	Under Investigation	Open
244	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
245	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
246	3/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
247	3/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
248	3/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
249	3/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
250	3/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
251	3/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
252	3/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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253	3/9/10			Tracy	Customer Denies Access	Under Investigation	Open
254	3/9/10			Tracy	Customer Denies Access	Under Investigation	Open
255	3/9/10			Napa	installation	Gas Appliance Not Working	Resolved
256	3/9/10			Pollock Pines	installation	Motion/Sensor Appliance Malfunctioning	Resolved
257	3/9/10			San Ramon	installation	Other	Resolved
258	3/9/10			Richmond	installation	Under Investigation	Open
259	3/9/10			Richmond	Meter/Module	Other	Resolved
260	3/9/10			San Francisco	Meter/Module	Other	Resolved
261	3/9/10			Livermore	Meter/Module	Under Investigation	Open
262	3/9/10			San Jose	Meter/Module	Under Investigation	Open
263	3/9/10			SEASIDE	Meter/Module	Under Investigation	Open
264	3/9/10			Cupertino	Power Interruption	Under Investigation	Open
265	3/9/10			Portola Valley	Power Interruption	Under Investigation	Open
266	3/9/10			San Jose	Wellington Installer	Other	Resolved
267	3/9/10			LOS ALTOS	Wellington Installer	Under Investigation	Open
268	3/10/10			MOUNT AUKUM	Customer Denies Access	Under Investigation	Open
269	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
270	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
271	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
272	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
273	3/10/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
274	3/10/10			OCCIDENTAL	Customer Denies Access	Customer does not want a SmartMeter	Resolved
275	3/10/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
276	3/10/10			ROHNERT PARK	Customer Denies Access	Customer does not want a SmartMeter	Resolved
277	3/10/10			ROHNERT PARK	Customer Denies Access	Customer does not want a SmartMeter	Resolved
278	3/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
279	3/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
280	3/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
281	3/10/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
282	3/10/10			Shingle Springs	Customer Denies Access	Customer does not want a SmartMeter	Resolved
283	3/10/10			Cazadero	Customer Denies Access	Under Investigation	Open
284	3/10/10			DALY CITY	Customer Denies Access	Under Investigation	Open
285	3/10/10			FORESTVILLE	Customer Denies Access	Under Investigation	Open
286	3/10/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
287	3/10/10			Livermore	Customer Denies Access	Under Investigation	Open
288	3/10/10			MARTINEZ	Customer Denies Access	Under Investigation	Open
289	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
290	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
291	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
292	3/10/10			SAINT HELENA	Customer Denies Access	Under Investigation	Open
293	3/10/10			San Jose	Customer Denies Access	Under Investigation	Open
294	3/10/10			San Luis Obispo	Customer Denies Access	Under Investigation	Open

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295	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
296	3/10/10			Sebastopol	Customer Denies Access	Under Investigation	Open
297	3/10/10			Sebastopol	Customer Denies Access	Under Investigation	Open
298	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
299	3/10/10			Tracy	Customer Denies Access	Under Investigation	Open
300	3/10/10			Tracy	Customer Denies Access	Under Investigation	Open
301	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
302	3/10/10			WALNUT CREEK	Customer Denies Access	Under Investigation	Open
303	3/10/10			El Cerrito	installation	Damaged Computer	Resolved
304	3/10/10			San Jose	installation	Damaged Computer	Resolved
305	3/10/10			San Jose	installation	Damaged Television	Resolved
306	3/10/10			Richmond	installation	Gas Appliance Not Working	Resolved
307	3/10/10			SUNNYVALE	installation	Internet/Cable Connection Problem	Resolved
308	3/10/10			BENICIA	installation	Other	Resolved
309	3/10/10			Vallejo	installation	Other	Resolved
310	3/10/10			Browns Valley	installation	Under Investigation	Open
311	3/10/10			Livermore	installation	Under Investigation	Open
312	3/10/10			San Jose	installation	Under Investigation	Open
313	3/10/10			San Jose	installation	Under Investigation	Open
314	3/10/10			Santa Rosa	installation	Under Investigation	Open
315	3/10/10			SUNNYVALE	installation	Under Investigation	Open
316	3/10/10			Livermore	Meter/Module	Meter/Module clearance issues	Resolved
317	3/10/10			Vallejo	Meter/Module	Meter/Module clearance issues	Resolved
318	3/10/10			RUTHERFORD	Meter/Module	Other	Resolved
319	3/10/10			Berkeley	Meter/Module	Under Investigation	Open
320	3/10/10			Livermore	Meter/Module	Under Investigation	Open
321	3/10/10			Napa	Meter/Module	Under Investigation	Open
322	3/10/10			Pleasanton	Meter/Module	Under Investigation	Open
323	3/10/10			San Ramon	Meter/Module	Under Investigation	Open
324	3/10/10			Tracy	Meter/Module	Under Investigation	Open
325	3/10/10			DALY CITY	Power Interruption	Complete Power Outage	Resolved
326	3/10/10			WINTON	Power Interruption	Other	Resolved
327	3/10/10			Cupertino	Power Interruption	Under Investigation	Open
328	3/10/10			LOS ALTOS	Power Interruption	Under Investigation	Open
329	3/10/10			San Jose	Power Interruption	Under Investigation	Open
330	3/10/10			Tracy	SmartMeter Customer Communication	General inquiry on communication	Resolved
331	3/10/10			BURLINGAME	SmartMeter Customer Communication	Other	Resolved
332	3/10/10			ALBANY	Wellington Installer	Under Investigation	Open
333	3/10/10			ANGWIN	Wellington Installer	Under Investigation	Open
334	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
335	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open
336	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open

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

March 18, 2010 – For the Period March 6, 2010 Through March 12, 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
337	3/10/10			LEMOORE	Wellington Installer	Under Investigation	Open
338	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
339	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
340	3/11/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
341	3/11/10			COTATI	Customer Denies Access	Customer does not want a SmartMeter	Resolved
342	3/11/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
343	3/11/10			Pollock Pines	Customer Denies Access	Customer does not want a SmartMeter	Resolved
344	3/11/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
345	3/11/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
346	3/11/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
347	3/11/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
348	3/11/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
349	3/11/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
350	3/11/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
351	3/11/10			Cazadero	Customer Denies Access	Under Investigation	Open
352	3/11/10			DALY CITY	Customer Denies Access	Under Investigation	Open
353	3/11/10			DOBBINS	Customer Denies Access	Under Investigation	Open
354	3/11/10			Richmond	Customer Denies Access	Under Investigation	Open
355	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
356	3/11/10			San Jose	Customer Denies Access	Under Investigation	Open
357	3/11/10			San Ramon	Customer Denies Access	Under Investigation	Open
358	3/11/10			Sebastopol	Customer Denies Access	Under Investigation	Open
359	3/11/10			Danville	Meter/Module	Other	Resolved
360	3/11/10			HAYWARD	Meter/Module	Other	Resolved
361	3/11/10			TOLLHOUSE	Meter/Module	Other	Resolved
362	3/11/10			Hercules	Meter/Module	Under Investigation	Open
363	3/11/10			Cameron Park	Power Interruption	Breaker keeps tripping	Resolved
364	3/11/10			Madera	Power Interruption	Breaker keeps tripping	Resolved
365	3/11/10			Napa	Power Interruption	Breaker keeps tripping	Resolved
366	3/12/10			Camp Meeker	Customer Denies Access	Customer does not want a SmartMeter	Resolved
367	3/12/10			CLOVERDALE	Customer Denies Access	Customer does not want a SmartMeter	Resolved
368	3/12/10			KENWOOD	Customer Denies Access	Customer does not want a SmartMeter	Resolved
369	3/12/10			MONTE RIO	Customer Denies Access	Customer does not want a SmartMeter	Resolved
370	3/12/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
371	3/12/10			OCCIDENTAL	Customer Denies Access	Customer does not want a SmartMeter	Resolved
372	3/12/10			OCCIDENTAL	Customer Denies Access	Customer does not want a SmartMeter	Resolved
373	3/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
374	3/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
375	3/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
376	3/12/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
377	3/12/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
378	3/12/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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Color Key	
Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
379	3/12/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
380	3/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
381	3/12/10			FIREBAUGH	Customer Denies Access	Under Investigation	Open
382	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
383	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
384	3/12/10			MARIPOSA	Customer Denies Access	Under Investigation	Open
385	3/12/10			MARIPOSA	Customer Denies Access	Under Investigation	Open
386	3/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
387	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
388	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
389	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
390	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
391	3/12/10			Tracy	Customer Denies Access	Under Investigation	Open
392	3/12/10			Tracy	Customer Denies Access	Under Investigation	Open
393	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
394	3/12/10			Tracy	installation	Damaged Other Household Appliances	Resolved
395	3/12/10			BENICIA	installation	Internet/Cable Connection Problem	Resolved
396	3/12/10			SELMA	installation	Other	Resolved
397	3/12/10			Douglas Flat	installation	Under Investigation	Open
398	3/12/10			San Jose	installation	Under Investigation	Open
399	3/12/10			BENICIA	Meter/Module	Other	Resolved
400	3/12/10			Richmond	Meter/Module	Other	Resolved
401	3/12/10			Berkeley	Meter/Module	Under Investigation	Open
402	3/12/10			Berkeley	Meter/Module	Under Investigation	Open
403	3/12/10			FAIRFIELD	Meter/Module	Under Investigation	Open
404	3/12/10			Fresno	Meter/Module	Under Investigation	Open
405	3/12/10			GRIDLEY	Meter/Module	Under Investigation	Open
406	3/12/10			LOS ALTOS	Meter/Module	Under Investigation	Open
407	3/12/10			San Francisco	Meter/Module	Under Investigation	Open
408	3/12/10			Santa Rosa	Meter/Module	Under Investigation	Open
409	3/12/10			UNION CITY	Meter/Module	Under Investigation	Open
410	3/12/10			SANTA CLARA	Other	Under Investigation	Open
411	3/12/10			Hercules	Power Interruption	Under Investigation	Open
412	3/12/10			YOUNTVILLE	Power Interruption	Under Investigation	Open
413	3/12/10			BENICIA	Wellington Installer	Under Investigation	Open
414	3/12/10			San Jose	Wellington Installer	Under Investigation	Open
415	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
416	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
417	3/12/10	{Redacted}	{Redacted}	YUBA CITY	Wellington Installer	Under Investigation	Open

262 New Complaints Since the Last Report
 100 New Complaints Resolved Since the Last Report

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

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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
				162	New Complaints Open		

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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			CLAYTON	installation	Under Investigation	Open
3	2/23/10			Cupertino	installation	Under Investigation	Open
4	2/23/10			MARIPOSA	Wellington Installer	Under Investigation	Open
5	2/23/10			San Jose	Meter/Module	Under Investigation	Open
6	2/23/10			San Jose	installation	Under Investigation	Open
7	2/23/10			San Pablo	Wellington Installer	Under Investigation	Open
8	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
9	2/24/10			Berkeley	Power Interruption	Under Investigation	Open
10	2/24/10			El Cerrito	Customer Denies Access	Under Investigation	Open
11	2/24/10			El Cerrito	Customer Denies Access	Under Investigation	Open
12	2/24/10			Livermore	SmartMeter Customer Communication	Under Investigation	Open
13	2/24/10			Livermore	Other	Under Investigation	Open
14	2/24/10			Madera	Wellington Installer	Under Investigation	Open
15	2/24/10			MERCED	Meter/Module	Under Investigation	Open
16	2/24/10			Mountain View	installation	Under Investigation	Open
17	2/24/10			Napa	Wellington Installer	Under Investigation	Open
18	2/24/10			Pollock Pines	Wellington Installer	Under Investigation	Open
19	2/24/10			Richmond	Meter/Module	Under Investigation	Open
20	2/24/10			Richmond	installation	Under Investigation	Open
21	2/24/10			Richmond	installation	Under Investigation	Open
22	2/24/10			San Jose	Meter/Module	Under Investigation	Open
23	2/24/10			San Jose	Wellington Installer	Under Investigation	Open
24	2/24/10			SUNNYVALE	installation	Under Investigation	Open
25	2/24/10			Vacaville	SmartMeter Customer Communication	Under Investigation	Open
26	2/25/10			Cameron Park	Customer Denies Access	Under Investigation	Open
27	2/25/10			El Cerrito	Meter/Module	under Investigation	Open
28	2/25/10			Mountain View	Meter/Module	Under Investigation	Open
29	2/25/10			Richmond	Meter/Module	Under Investigation	Open
30	2/25/10			San Jose	Power Interruption	Under Investigation	Open
31	2/25/10			San Pablo	Power Interruption	Under Investigation	Open
32	2/26/10			AUBURN	SmartMeter Customer Communication	Under Investigation	Open
33	2/26/10			Berkeley	Customer Denies Access	Under Investigation	Open
34	2/26/10			CLOVERDALE	Customer Denies Access	Under Investigation	Open
35	2/26/10			Hercules	Wellington Installer	Under Investigation	Open
36	2/26/10			MARTINEZ	Customer Denies Access	Under Investigation	Open
37	2/26/10			Mountain View	installation	Under Investigation	Open
38	2/26/10			OCCIDENTAL	Customer Denies Access	Under Investigation	Open
39	2/26/10			Richmond	Meter/Module	Under Investigation	Open
40	2/26/10			Richmond	Customer Denies Access	Under Investigation	Open
41	2/26/10			Richmond	Customer Denies Access	Under Investigation	Open
42	2/26/10			SAN ANSELMO	SmartMeter Customer Communication	Under Investigation	Open

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Color Key	
Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
43	2/26/10			San Jose	installation	Under Investigation	Open
44	2/26/10			San Jose	Power Interruption	Under Investigation	Open
45	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
46	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
47	2/26/10			WINDSOR	Customer Denies Access	Under Investigation	Open
48	2/27/10			Livermore	installation	Under Investigation	Open
49	2/27/10			San Ramon	installation	Under Investigation	Open
50	3/1/10			Berkeley	Customer Denies Access	Under Investigation	Open
51	3/1/10			Berkeley	Scheduling Problems	Under Investigation	Open
52	3/1/10			Cameron Park	Customer Denies Access	Under Investigation	Open
53	3/1/10			El Cerrito	Customer Denies Access	Under Investigation	Open
54	3/1/10			El Dorado	Customer Denies Access	Under Investigation	Open
55	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
56	3/1/10			Livermore	installation	Under Investigation	Open
57	3/1/10			Livermore	Meter/Module	Under Investigation	Open
58	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
59	3/1/10			Madera	Other	Under Investigation	Open
60	3/1/10			MARTINEZ	Wellington Installer	Under Investigation	Open
61	3/1/10			San Jose	Meter/Module	Under Investigation	Open
62	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
63	3/1/10			San Jose	Power Interruption	Under Investigation	Open
64	3/1/10			San Ramon	Meter/Module	Under Investigation	Open
65	3/1/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
66	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
67	3/1/10			Tracy	Meter/Module	Under Investigation	Open
68	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
69	3/1/10			Vallejo	Customer Denies Access	Under Investigation	Open
70	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
71	3/1/10			WALNUT CREEK	Customer Denies Access	Under Investigation	Open
72	3/2/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
73	3/2/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
74	3/2/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
75	3/2/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
76	3/2/10			CLOVIS	Customer Denies Access	Under Investigation	Open
77	3/2/10			COTATI	Customer Denies Access	Under Investigation	Open
78	3/2/10			DINUBA	Customer Denies Access	Under Investigation	Open
79	3/2/10			GRATON	Customer Denies Access	Under Investigation	Open
80	3/2/10			KENSINGTON	Customer Denies Access	Under Investigation	Open
81	3/2/10			NEWCASTLE	installation	Under Investigation	Open
82	3/2/10			Richmond	Customer Denies Access	Under Investigation	Open
83	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
84	3/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
85	3/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
86	3/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
87	3/2/10			Sebastopol	Customer Denies Access	Under Investigation	Open
88	3/2/10			Sebastopol	Customer Denies Access	Under Investigation	Open
89	3/2/10			Sebastopol	Customer Denies Access	Under Investigation	Open
90	3/2/10			SELMA	Customer Denies Access	Under Investigation	Open
91	3/3/10			Alamo	Customer Denies Access	Under Investigation	Open
92	3/3/10			Berkeley	Customer Denies Access	Under Investigation	Open
93	3/3/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
94	3/3/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
95	3/3/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
96	3/3/10			DALY CITY	Meter/Module	Under Investigation	Open
97	3/3/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
98	3/3/10			FORESTVILLE	Customer Denies Access	Under Investigation	Open
99	3/3/10			Fresno	Customer Denies Access	Under Investigation	Open
100	3/3/10			GLEN ELLEN	Scheduling Problems	Under Investigation	Open
101	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
102	3/3/10			Mountain View	Meter/Module	Under Investigation	Open
103	3/3/10			Richmond	Power Interruption	Under Investigation	Open
104	3/3/10			RIO VISTA	Customer Denies Access	Under Investigation	Open
105	3/3/10			San Francisco	Power Interruption	Under Investigation	Open
106	3/3/10			San Francisco	Customer Denies Access	Under Investigation	Open
107	3/3/10			San Jose	Power Interruption	Under Investigation	Open
108	3/3/10			San Jose	Wellington Installer	Under Investigation	Open
109	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
110	3/3/10			Sonoma	Customer Denies Access	Under Investigation	Open
111	3/3/10			Squaw Valley	Customer Denies Access	Under Investigation	Open
112	3/3/10			WALNUT CREEK	Customer Denies Access	Under Investigation	Open
113	3/4/10			Berkeley	Customer Denies Access	Under Investigation	Open
114	3/4/10			Catheys Valley	Wellington Installer	Under Investigation	Open
115	3/4/10			Danville	Customer Denies Access	Under Investigation	Open
116	3/4/10			El Cerrito	Meter/Module	Under Investigation	Open
117	3/4/10			El Cerrito	Customer Denies Access	Under Investigation	Open
118	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
119	3/4/10			Los Banos	Wellington Installer	Under Investigation	Open
120	3/4/10			MERCED	Customer Denies Access	Under Investigation	Open
121	3/4/10			MOCCASIN	Customer Denies Access	Under Investigation	Open
122	3/4/10			Napa	Wellington Installer	Under Investigation	Open
123	3/4/10			Oneals	Wellington Installer	Under Investigation	Open
124	3/4/10			Placerville	Customer Denies Access	Under Investigation	Open
125	3/4/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
126	3/4/10			SAN CARLOS	Customer Denies Access	Under Investigation	Open

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Color Key	
Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
127	3/4/10			San Jose	installation	Under Investigation	Open
128	3/4/10			Tracy	Customer Denies Access	Under Investigation	Open
129	3/4/10			Tracy	installation	Under Investigation	Open
130	3/4/10			Vallejo	installation	Under Investigation	Open
131	3/4/10			WOODLAND	Power Interruption	Under Investigation	Open
132	3/5/10			ALBANY	Power Interruption	Under Investigation	Open
133	3/5/10			Berkeley	Wellington Installer	Under Investigation	Open
134	3/5/10			CALISTOGA	Customer Denies Access	Under Investigation	Open
135	3/5/10			Clovis	Customer Denies Access	Under Investigation	Open
136	3/5/10			Cupertino	Power Interruption	Under Investigation	Open
137	3/5/10			Danville	Customer Denies Access	Under Investigation	Open
138	3/5/10			Dublin	Customer Denies Access	Under Investigation	Open
139	3/5/10			El Cerrito	Customer Denies Access	Under Investigation	Open
140	3/5/10			El Cerrito	Customer Denies Access	Under Investigation	Open
141	3/5/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
142	3/5/10			Lafayette	Customer Denies Access	Under Investigation	Open
143	3/5/10			Livermore	Power Interruption	Under Investigation	Open
144	3/5/10			Napa	Wellington Installer	Under Investigation	Open
145	3/5/10			Napa	Wellington Installer	Under Investigation	Open
146	3/5/10			Napa	Customer Denies Access	Under Investigation	Open
147	3/5/10			Petaluma	Customer Denies Access	Under Investigation	Open
148	3/5/10			Pleasanton	Customer Denies Access	Under Investigation	Open
149	3/5/10			San Jose	Power Interruption	Under Investigation	Open
150	3/5/10			San Jose	Wellington Installer	Under Investigation	Open
151	3/5/10			San Jose	Scheduling Problems	Under Investigation	Open
152	3/5/10			San Ramon	installation	Under Investigation	Open
153	3/5/10			Santa Rosa	Wellington Installer	Under Investigation	Open
154	3/5/10			SELMA	Customer Denies Access	Under Investigation	Open
155	3/5/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
156	3/7/10			Clovis	Customer Denies Access	Under Investigation	Open
157	3/7/10			Hanford	Customer Denies Access	Under Investigation	Open
158	3/7/10			Livermore	Customer Denies Access	Under Investigation	Open
159	3/7/10			Loomis	Customer Denies Access	Under Investigation	Open
160	3/7/10			Sanger	Customer Denies Access	Under Investigation	Open
161	3/7/10			Woodlake	Customer Denies Access	Under Investigation	Open
162	3/7/10			El Dorado	Customer Denies Access	Customer does not want a SmartMeter	Resolved
163	3/7/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
164	3/7/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
165	3/7/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
166	3/7/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
167	3/7/10			Atwater	Customer Denies Access	Under Investigation	Open
168	3/7/10			Cazadero	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
169	3/7/10			Fresno	Customer Denies Access	Under Investigation	Open
170	3/7/10			Healdsburg	Customer Denies Access	Under Investigation	Open
171	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
172	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
173	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
174	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
175	3/7/10			Somerset	Customer Denies Access	Under Investigation	Open
176	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
177	3/7/10			Tracy	Customer Denies Access	Under Investigation	Open
178	3/7/10			Loomis	Meter/Module	Under Investigation	Open
179	3/8/10			Clovis	Customer Denies Access	Under Investigation	Open
180	3/8/10			Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
181	3/8/10			GUERNEVILLE	Customer Denies Access	Customer does not want a SmartMeter	Resolved
182	3/8/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
183	3/8/10			Somerset	Customer Denies Access	Customer does not want a SmartMeter	Resolved
184	3/8/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
185	3/8/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
186	3/8/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
187	3/8/10			FORESTVILLE	Customer Denies Access	Under Investigation	Open
188	3/8/10			GRANITE BAY	Customer Denies Access	Under Investigation	Open
189	3/8/10			Napa	Customer Denies Access	Under Investigation	Open
190	3/8/10			OCCIDENTAL	Customer Denies Access	Under Investigation	Open
191	3/8/10			Petaluma	Customer Denies Access	Under Investigation	Open
192	3/8/10			PINOLE	Customer Denies Access	Under Investigation	Open
193	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
194	3/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
195	3/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
196	3/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
197	3/8/10			SUNNYVALE	Customer Denies Access	Under Investigation	Open
198	3/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
199	3/8/10			Cameron Park	installation	Damaged Other Household Appliances	Resolved
200	3/8/10			Napa	installation	Other	Resolved
201	3/8/10			San Ramon	installation	Other	Resolved
202	3/8/10			Tracy	installation	Other	Resolved
203	3/8/10			COTATI	installation	Under Investigation	Open
204	3/8/10			PINOLE	installation	Under Investigation	Open
205	3/8/10			San Jose	installation	Under Investigation	Open
206	3/8/10			San Ramon	installation	Under Investigation	Open
207	3/8/10			Richmond	Meter/Module	Other	Resolved
208	3/8/10			SAN CARLOS	Meter/Module	Under Investigation	Open
209	3/8/10			Madera	Power Interruption	Breaker keeps tripping	Resolved
210	3/8/10			Madera	Power Interruption	Breaker keeps tripping	Resolved

Pacific Gas and Electric Company
SmartMeter™ Complaint Report

High-Bill Complaint Report For Customers With SmartMeter™ Devices*

March 18, 2010 -- For the Period March 6, 2010 through March 12, 2010**

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
1	1/13/10	{Redacted}		NEWCASTLE	Open	Under Investigation
2	2/5/10			ALAMEDA	Open	Under Investigation
3	2/8/10			TEMPLETON	Resolved	Bill is Accurate. SmartMeter was installed on 11/18/09. Subsequent usage was higher than the previous year, but meter reads from old meter and new SmartMeter verify usage is correct. Customer also had solar application pending, which was approved on 2/4/10, and a new time-of-use meter was installed.
4	2/11/10			RED BLUFF	Open	Under Investigation
5	2/17/10			FOSTER CITY	Open	Under Investigation
6	2/18/10			RICHMOND	Resolved	No SmartMeter™ Device Installed At Time of Complaint. Customer questioned gas and electric usage, as well as a credit deposit. Customer asked PG&E to expedite installation of SmartMeter for his residence. Credit deposit was waived; SmartMeters were installed on 2/26/10. Customer did not respond to PG&E's call or letter to contact PG&E to discuss his energy usage.
7	2/22/10			CASTRO VALLEY	Resolved	Bill is Accurate. Customer's usage is consistent with usage before SmartMeters were installed on 1/27/09. PG&E discussed customer's appliance usage. Customer found faulty hot water heater.
8	2/23/10			SAN JOSE	Open	Under Investigation
9	2/23/10			APPLEGATE	Open	Under Investigation
10	2/23/10			BAKERSFIELD	Open	Under Investigation
11	3/2/10			BAKERSFIELD	Open	Under Investigation
12	3/2/10			CONCORD	Resolved	Meter Reader Error. SmartMeter installed on 12/31/09. SmartMeter reads are correct, but PG&E Meter Reader entered incorrect read in January, resulting in a low bill in January and a high bill in February. Low January bill was not adjusted up. High bill for February was adjusted down, according to SmartMeter usage, which resulted in credit of \$271.61.
13	3/3/10			BAKERSFIELD	Open	Under Investigation
14	3/3/10			DANVILLE	Open	Under Investigation
15	3/3/10			PLEASANT HILL	Open	Under Investigation

Pacific Gas and Electric Company
SmartMeter™ Complaint Report

High-Bill Complaint Report For Customers With SmartMeter™ Devices*

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16	3/8/10			GRANITE BAY	Resolved	Bill is Accurate. SmartMeter installed 2/25/09. Discovered recent high bills were due to a new heat pump customer installed and left on at 65 degrees. In February, customer shut it off and usage immediately dropped. Although the usage issue was identified, PG&E tested the meter on 3/11/09 with the customer present. Meter test was accurate.
17	3/9/10			FRESNO	Resolved	Bill is Accurate; CARE Recertification Issue. Customer's usage before and after SmartMeter installation is consistent. CARE rate was dropped due to lack of recertification. CARE rate was applied to the account retroactively from 4/15/09 - 2/12/10, resulting in a credit of -\$1,846.01.
18	3/9/10			MARTINEZ	Open	Under Investigation
19	3/9/10			DUBLIN	Open	Under Investigation
20	3/10/10			MOUNTAIN VIEW	Open	Under Investigation
21	3/10/10			MARTINEZ	Open	Under Investigation
22	3/11/10			EAST PALO ALTO	Open	Under Investigation
23	3/12/10			CONCORD	Resolved	Meter Reader Error. SmartMeter was installed on 12/9/09. SmartMeter is communicating accurate daily reads; however, meter readers are still reading this route. Meter reader underread the meter in January, which resulted in a high "catch up" bill in February. Explained to customer; adjusted the bill.
24	3/12/10			CONCORD	Open	Under Investigation
25	3/12/10			MARTINEZ	Resolved	Bill is Accurate. Usage is higher than in previous year. Four adults reside at this residence, each with his/her own space heater and window A/C unit. Suggest turning off appliances if possible, but not at the expense of their health. Advised of CARE rate and how to apply.
26	3/12/10			FRESNO	Open	Under Investigation
27	3/12/10			BAY POINT	Open	Under Investigation

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This report contains confidential customer information and is being submitted under CPUC Code Section 583.

Pacific Gas and Electric Company

SmartMeter™ Complaint Report

High-Bill Complaint Report For Customers With SmartMeter™ Devices*

March 18, 2010 -- For the Period March 6, 2010 through March 12, 2010**

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
					18	New Complaints Open

Pacific Gas and Electric Company
SmartMeter™ Complaint Report

High-Bill Complaint Report For Customers With SmartMeter™ Devices*

March 18, 2010 -- For the Period March 6, 2010 through March 12, 2010**

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
1	1/13/10	{Redacted}		NEWCASTLE	Open	Under Investigation
2	2/5/10	{Redacted}		ALAMEDA	Open	Under Investigation
3	2/8/10	{Redacted}		TEMPLETON	Resolved	Bill is Accurate. SmartMeter was installed on 11/18/09. Subsequent usage was higher than the previous year, but meter reads from old meter and new SmartMeter verify usage is correct. Customer also had solar application pending, which was approved on 2/4/10, and a new time-of-use meter was installed.
4	2/11/10	{Redacted}		RED BLUFF	Open	Under Investigation
5	2/17/10	{Redacted}		FOSTER CITY	Open	Under Investigation
6	2/18/10	{Redacted}		RICHMOND	Resolved	No SmartMeter™ Device Installed At Time of Complaint. Customer questioned gas and electric usage, as well as a credit deposit. Customer asked PG&E to expedite installation of SmartMeter for his residence. Credit deposit was waived; SmartMeters were installed on 2/26/10. Customer did not respond to PG&E's call or letter to contact PG&E to discuss his energy usage.
7	2/22/10	{Redacted}		CASTRO VALLEY	Resolved	Bill is Accurate. Customer's usage is consistent with usage before SmartMeters were installed on 1/27/09. PG&E discussed customer's appliance usage. Customer found faulty hot water heater.
8	2/23/10	{Redacted}		SAN JOSE	Open	Under Investigation
9	2/23/10	{Redacted}		APPLEGATE	Open	Under Investigation
10	2/23/10	{Redacted}		BAKERSFIELD	Open	Under Investigation
11	3/2/10	{Redacted}		BAKERSFIELD	Open	Under Investigation
12	3/2/10	{Redacted}		CONCORD	Resolved	Meter Reader Error. SmartMeter installed on 12/31/09. SmartMeter reads are correct, but PG&E Meter Reader entered incorrect read in January, resulting in a low bill in January and a high bill in February. Low January bill was not adjusted up. High bill for February was adjusted down, according to SmartMeter usage, which resulted in credit of \$271.61.
13	3/3/10	{Redacted}		BAKERSFIELD	Open	Under Investigation
14	3/3/10	{Redacted}		DANVILLE	Open	Under Investigation
15	3/3/10	{Redacted}		PLEASANT HILL	Open	Under Investigation

16	3/8/10	GRANITE BAY	Resolved	Bill is Accurate. SmartMeter installed 2/25/09. Discovered recent high bills were due to a new heat pump customer installed and left on at 65 degrees. In February, customer shut it off and usage immediately dropped. Although the usage issue was identified, PG&E tested the meter on 3/11/09 with the customer present. Meter test was accurate.
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18	3/9/10	MARTINEZ	Open	Under Investigation
19	3/9/10	DUBLIN	Open	Under Investigation
20	3/10/10	MOUNTAIN VIEW	Open	Under Investigation
21	3/10/10	MARTINEZ	Open	Under Investigation
22	3/11/10	EAST PALO ALTO	Open	Under Investigation
23	3/12/10	CONCORD	Resolved	Meter Reader Error. SmartMeter was installed on 12/9/09. SmartMeter is communicating accurate daily reads; however, meter readers are still reading this route. Meter reader underread the meter in January, which resulted in a high "catch up" bill in February. Explained to customer; adjusted the bill.
24	3/12/10	CONCORD	Open	Under Investigation
25	3/12/10	MARTINEZ	Resolved	Bill is Accurate. Usage is higher than in previous year. Four adults reside at this residence, each with his/her own space heater and window A/C unit. Suggest turning off appliances if possible, but not at the expense of their health. Advised of CARE rate and how to apply.
26	3/12/10	FRESNO	Open	Under Investigation
27	3/12/10	BAY POINT	Open	Under Investigation

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Color Key	
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	New Since the Last Report

Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
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2/5/10			ALAMEDA	Open	Under Investigation
2/8/10			TEMPLETON	Resolved	Bill is Accurate. SmartMeter was installed on 11/18/09. Subsequent usage was higher than the previous year, but meter reads from old meter and new SmartMeter verify usage is correct. Customer also had solar application pending, which was approved on 2/4/10, and a new time-of-use meter was installed.
2/11/10			RED BLUFF	Open	Under Investigation
2/17/10			FOSTER CITY	Open	Under Investigation
2/18/10			RICHMOND	Resolved	No SmartMeter™ Device Installed At Time of Complaint. Customer questioned gas and electric usage, as well as a credit deposit. Customer asked PG&E to expedite installation of SmartMeter for his residence. Credit deposit was waived; SmartMeters were installed on 2/26/10. Customer did not respond to PG&E's call or letter to contact PG&E to discuss his energy usage.
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2/23/10			BAKERSFIELD	Open	Under Investigation
3/2/10			BAKERSFIELD	Open	Under Investigation
3/2/10			CONCORD	Resolved	Meter Reader Error. SmartMeter installed on 12/31/09. SmartMeter reads are correct, but PG&E Meter Reader entered incorrect read in January, resulting in a low bill in January and a high bill in February. Low January bill was not adjusted up. High bill for February was adjusted down, according to SmartMeter usage, which resulted in credit of \$271.61.
3/3/10			BAKERSFIELD	Open	Under Investigation
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22	3/11/10	EAST PALO ALTO	Open	Under Investigation
23	3/12/10	CONCORD	Resolved	Meter Reader Error. SmartMeter was installed on 12/9/09. SmartMeter is communicating accurate daily reads; however, meter readers are still reading this route. Meter reader underread the meter in January, which resulted in a high "catch up" bill in February. Explained to customer; adjusted the bill.
24	3/12/10	CONCORD	Open	Under Investigation
25	3/12/10	MARTINEZ	Resolved	Bill is Accurate. Usage is higher than in previous year. Four adults reside at this residence, each with his/her own space heater and window A/C unit. Suggest turning off appliances if possible, but not at the expense of their health. Advised of CARE rate and how to apply.
26	3/12/10	FRESNO	Open	Under Investigation
27	3/12/10	BAY POINT	Open	Under Investigation

* 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.

** Please note that this March 18, 2010 Report includes complaints received prior to this reporting period that were erroneously excluded from previous High Bill Complaint Reports submitted to the Commission.

3 Open Complaints on Last Report
2 Open Complaints Resolved Since the Last Report
26 New Complaints Since the Last Report
8 New Complaints Resolved Since the Last Report
18 New Complaints Open

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

Status	Explanation of Complaint Resolution
Open	Under Investigation
Open	Under Investigation
Resolved	Bill is Accurate. SmartMeter was installed on 11/18/09. Subsequent usage was higher than the previous year, but meter reads from old meter and new SmartMeter verify usage is correct. Customer also had solar application pending, which was approved on 2/4/10, and a new time-of-use meter was installed.
Open	Under Investigation
Open	Under Investigation
Resolved	No SmartMeter™ Device Installed At Time of Complaint. Customer questioned gas and electric usage, as well as a credit deposit. Customer asked PG&E to expedite installation of SmartMeter for his residence. Credit deposit was waived; SmartMeters were installed on 2/26/10. Customer did not respond to PG&E's call or letter to contact PG&E to discuss his energy usage.
Resolved	Bill is Accurate. Customer's usage is consistent with usage before SmartMeters were installed on 1/27/09. PG&E discussed customer's appliance usage. Customer found faulty hot water heater.
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Resolved	Meter Reader Error. SmartMeter installed on 12/31/09. SmartMeter reads are correct, but PG&E Meter Reader entered incorrect read in January, resulting in a low bill in January and a high bill in February. Low January bill was not adjusted up. High bill for February was adjusted down, according to SmartMeter usage, which resulted in credit of \$271.61.
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation

16	3/8/10	GRANITE BAY	Resolved	Bill is Accurate. SmartMeter installed 2/25/09. Discovered recent high bills were due to a new heat pump customer installed and left on at 65 degrees. In February, customer shut it off and usage immediately dropped. Although the usage issue was identified, PG&E tested the meter on 3/11/09 with the customer present. Meter test was accurate.
17	3/9/10	FRESNO	Resolved	Bill is Accurate; CARE Recertification Issue. Customer's usage before and after SmartMeter installation is consistent. CARE rate was dropped due to lack of recertification. CARE rate was applied to the account retroactively from 4/15/09 - 2/12/10, resulting in a credit of -\$1,846.01.
18	3/9/10	MARTINEZ	Open	Under Investigation
19	3/9/10	DUBLIN	Open	Under Investigation
20	3/10/10	MOUNTAIN VIEW	Open	Under Investigation
21	3/10/10	MARTINEZ	Open	Under Investigation
22	3/11/10	EAST PALO ALTO	Open	Under Investigation
23	3/12/10	CONCORD	Resolved	Meter Reader Error. SmartMeter was installed on 12/9/09. SmartMeter is communicating accurate daily reads; however, meter readers are still reading this route. Meter reader underread the meter in January, which resulted in a high "catch up" bill in February. Explained to customer; adjusted the bill.
24	3/12/10	CONCORD	Open	Under Investigation
25	3/12/10	MARTINEZ	Resolved	Bill is Accurate. Usage is higher than in previous year. Four adults reside at this residence, each with his/her own space heater and window A/C unit. Suggest turning off appliances if possible, but not at the expense of their health. Advised of CARE rate and how to apply.
26	3/12/10	FRESNO	Open	Under Investigation
27	3/12/10	BAY POINT	Open	Under Investigation

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8	New Complaints Resolved Since the Last Report
18	New Complaints Open

Color Key

Resolved Since the Last Report

New Since the Last Report

Explanation of Complaint Resolution

Under Investigation

Under Investigation

Bill is Accurate. SmartMeter was installed on 11/18/09. Subsequent usage was higher than the previous year, but meter reads from old meter and new SmartMeter verify usage is correct. Customer also had solar application pending, which was approved on 2/4/10, and a new time-of-use meter was installed.

Under Investigation

Under Investigation

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Bill is Accurate. Customer's usage is consistent with usage before SmartMeters were installed on 1/27/09. PG&E discussed customer's appliance usage. Customer found faulty hot water heater.

Under Investigation

Under Investigation

Under Investigation

Under Investigation

Meter Reader Error. SmartMeter installed on 12/31/09. SmartMeter reads are correct, but PG&E Meter Reader entered incorrect read in January, resulting in a low bill in January and a high bill in February. Low January bill was not adjusted up. High bill for February was adjusted down, according to SmartMeter usage, which resulted in credit of \$271.61.

Under Investigation

Under Investigation

Under Investigation

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21	3/10/10	MARTINEZ	Open	Under Investigation
22	3/11/10	EAST PALO ALTO	Open	Under Investigation
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27	3/12/10	BAY POINT	Open	Under Investigation

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26	New Complaints Since the Last Report
8	New Complaints Resolved Since the Last Report
18	New Complaints Open

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