

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 25, 2010 -- For the Period March 13, 2010 through March 19, 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}	2141205396	Brentwood	Household items affected by SM installation	Under Investigation	Open
2	6/9/09	{Redacted}	9217972719	Citrus Heights	Meter/Module	Under Investigation	Open
3	6/25/09	{Redacted}	4170836119	PARADISE	Meter/Module	Under Investigation	Open
4	7/1/09	{Redacted}	2926945953	Capay	Other	Under Investigation	Open
5	7/1/09	{Redacted}	1029616662	Rocklin	Billing Inquiries	Under Investigation	Open
6	7/2/09	{Redacted}	6844962446	Soda Springs	Scheduling Problems	Under Investigation	Open
7	7/29/09	{Redacted}	3947130336	UNION CITY	Wellington Installer	Under Investigation	Open
8	7/31/09	{Redacted}	467712390	WOODLAND	SmartMeter Customer Communication	Under Investigation	Open
9	8/14/09	{Redacted}	4176250053	SHERIDAN	Wellington Installer	Under Investigation	Open
10	9/2/09	{Redacted}	7564870547	Lafayette	Scheduling Problems	Under Investigation	Open
11	9/2/09	{Redacted}	605636229	PITTSBURG	Household items affected by SM installation	Under Investigation	Open
12	9/3/09	{Redacted}	6016333582	COLFAX	Household items affected by SM installation	Under Investigation	Open
13	9/10/09	{Redacted}	7269835965	Twain Harte	SmartMeter Customer Communication	Under Investigation	Open
14	9/18/09	{Redacted}	6650798714	Moraga	SmartMeter Customer Communication	Under Investigation	Open
15	9/21/09	{Redacted}	3125504660	Fairfield	Household items affected by SM installation	Under Investigation	Open
16	9/22/09	{Redacted}	8806430981	Sonora	Household items affected by SM installation	Under Investigation	Open
17	9/29/09	{Redacted}	2895191004	AHWAHNEE	Meter/Module	Under Investigation	Open
18	10/2/09	{Redacted}	4456302273	Rocklin	Scheduling Problems	Under Investigation	Open
19	10/5/09	{Redacted}	3033764771	SUTTER CREEK	Household items affected by SM installation	Under Investigation	Open
20	10/9/09	{Redacted}	4457033675	Fairfield	Household items affected by SM installation	Under Investigation	Open
21	10/13/09	{Redacted}	9365816478	Jackson	Household items affected by SM installation	Under Investigation	Open
22	10/13/09	{Redacted}	9365816478	Jackson	Wellington Installer	Under Investigation	Open
23	10/15/09	{Redacted}	5534168391	Stockton	Household items affected by SM installation	Under Investigation	Open
24	10/15/09	{Redacted}	3112418836	Twain Harte	Billing Inquiries	Under Investigation	Open
25	10/19/09	{Redacted}	4565964199	SAN MATEO	Wellington Installer	Under Investigation	Open
26	10/19/09	{Redacted}	2734022783	SUTTER CREEK	Meter/Module	Under Investigation	Open
27	10/22/09	{Redacted}	9398528275	Rio Vista	Wellington Installer	Under Investigation	Open
28	10/26/09	{Redacted}	945921274	Fremont	Other	Under Investigation	Open
29	10/26/09	{Redacted}	7525340642	ORINDA	Wellington Installer	Under Investigation	Open
30	10/28/09	{Redacted}	2588120621	Vacaville	Wellington Installer	Under Investigation	Open
31	10/29/09	{Redacted}	4279283598	Walnut Creek	Wellington Installer	Under Investigation	Open
32	11/5/09	{Redacted}	1022431968	Suisun City	Wellington Installer	Under Investigation	Open
33	11/10/09	{Redacted}	6447314787	Fairfield	Household items affected by SM installation	Under Investigation	Open
34	11/10/09	{Redacted}	908913152	Hillsborough	Customer Denies Access	Under Investigation	Open
35	11/10/09	{Redacted}	4086681672	Vacaville	Customer Denies Access	Under Investigation	Open
36	11/12/09	{Redacted}	4573443868	Dixon	Household items affected by SM installation	Under Investigation	Open
37	11/12/09	{Redacted}	1048405019	Newark	Meter/Module	Under Investigation	Open
38	11/16/09	{Redacted}	1841799399	Pleasant Hill	Wellington Installer	Under Investigation	Open
39	11/16/09	{Redacted}	936713103	Vacaville	Household items affected by SM installation	Under Investigation	Open
40	11/16/09	{Redacted}	1828170363	Vacaville	Household items affected by SM installation	Under Investigation	Open
41	11/17/09	{Redacted}	2890045260	Half Moon Bay	Meter/Module	Under Investigation	Open
42	11/17/09	{Redacted}	2261188078	PITTSBURG	Other	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	11/18/09		8576904355	S. San Francisco	Household items affected by SM installation	Under Investigation	Open
44	11/19/09		9243092108	Vacaville	Household items affected by SM installation	Under Investigation	Open
45	11/20/09		2209027505	Fremont	Meter/Module	Under Investigation	Open
46	11/20/09		4154122984	LINCOLN	Billing Inquiries	Under Investigation	Open
47	11/23/09		9999999999	Stockton	Wellington Installer	Under Investigation	Open
48	11/23/09		1518803485	WOODLAND	Meter/Module	Under Investigation	Open
49	11/24/09		7944899451	Kingsburg	Meter/Module	Under Investigation	Open
50	11/25/09		4048343290	Mountain View	Wellington Installer	Under Investigation	Open
51	11/25/09		5859688156	Richmond	Network Equipment Installation	Under Investigation	Open
52	11/25/09		4904652919	UNION CITY	Wellington Installer	Under Investigation	Open
53	11/30/09		1827844808	Fresno	Household items affected by SM installation	Under Investigation	Open
54	11/30/09		1047051831	MIRAMONTE	Household items affected by SM installation	Under Investigation	Open
55	12/1/09		4704470174	Fairfield	Wellington Installer	Under Investigation	Open
56	12/1/09		1099548072	Fremont	Customer Denies Access	Under Investigation	Open
57	12/1/09		3039168562	Merced	Wellington Installer	Under Investigation	Open
58	12/1/09		6838767148	Mountain View	Wellington Installer	Under Investigation	Open
59	12/1/09		6703312777	Stockton	Wellington Installer	Under Investigation	Open
60	12/2/09		4035331227	Fremont	Power Interruption	Under Investigation	Open
61	12/2/09		6708172	Redwood City	Household items affected by SM installation	Under Investigation	Open
62	12/3/09		986760561	Danville	Wellington Installer	Under Investigation	Open
63	12/3/09		6362576121	Manteca	Household items affected by SM installation	Under Investigation	Open
64	12/3/09		4301908317	Manteca	Household items affected by SM installation	Under Investigation	Open
65	12/3/09		4995138906	Stockton	Household items affected by SM installation	Under Investigation	Open
66	12/4/09		6090065105	Hanford	Household items affected by SM installation	Under Investigation	Open
67	12/4/09		1507575087	Livermore	Wellington Installer	Under Investigation	Open
68	12/4/09		5506272750	Napa	Household items affected by SM installation	Under Investigation	Open
69	12/7/09		7495070299	Napa	Wellington Installer	Under Investigation	Open
70	12/7/09		6943741368	Walnut Creek	Household items affected by SM installation	Under Investigation	Open
71	12/8/09		7362892225	MARINA	Wellington Installer	Under Investigation	Open
72	12/8/09		2273151026	PIONEER	Household items affected by SM installation	Under Investigation	Open
73	12/8/09		4259233837	Redwood City	Household items affected by SM installation	Under Investigation	Open
74	12/9/09		7665193526	Los Altos	Household items affected by SM installation	Under Investigation	Open
75	12/9/09		7908472194	Pilot Hill	Scheduling Problems	Under Investigation	Open
76	12/9/09		9492934455	Stockton	Power Interruption	Under Investigation	Open
77	12/10/09		7957480553	Fairfield	Scheduling Problems	Under Investigation	Open
78	12/10/09		8378246893	Sunnyvale	Customer Denies Access	Customer does not want SmartMeter	Resolved
79	12/10/09		8859572191	Walnut Creek	Customer Denies Access	Under Investigation	Open
80	12/11/09		1282626445	MILLBRAE	Power Interruption	Under Investigation	Open
81	12/11/09		5683276804	Plymouth	Meter/Module	Under Investigation	Open
82	12/11/09		7897232548	Stockton	Household items affected by SM installation	Under Investigation	Open
83	12/14/09		2609573634	Lafayette	Customer Denies Access	Under Investigation	Open
84	12/15/09		3417838655	Stockton	Wellington Installer	Under Investigation	Open

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85	12/16/09		6996359896	Mountain View	Scheduling Problems	Under Investigation	Open
86	12/17/09		7134019079	Stockton	Wellington Installer	Under Investigation	Open
87	12/17/09		9128230157	Sunnyvale	Meter/Module	Under Investigation	Open
88	12/17/09		5414033091	Vacaville	Meter/Module	Under Investigation	Open
89	12/17/09		2799312588	Walnut Creek	Wellington Installer	Under Investigation	Open
90	12/18/09		6747231095	LATHROP	Other	Under Investigation	Open
91	12/21/09		5926158078	Stockton	Wellington Installer	Under Investigation	Open
92	12/22/09		5190337059	Fremont	installation	Under Investigation	Open
93	12/22/09		9635025408	Napa	Wellington Installer	Under Investigation	Open
94	12/22/09		294007945	PINE GROVE	Wellington Installer	Under Investigation	Open
95	12/22/09		6999872379	Walnut Creek	Customer Denies Access	Under Investigation	Open
96	12/23/09		6179098865	Dublin	Meter/Module	Under Investigation	Open
97	12/23/09		6807034779	MONTARA	Wellington Installer	Under Investigation	Open
98	12/23/09		6643562549	Sunnyvale	installation	Under Investigation	Open
99	12/23/09		9744689321	Sunnyvale	installation	Under Investigation	Open
100	12/23/09		9284867923	Sunnyvale	installation	Under Investigation	Open
101	12/23/09		781855512	Sunnyvale	Wellington Installer	Under Investigation	Open
102	12/23/09		5059600828	Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
103	12/27/09		4653732731	Concord	Customer Denies Access	Under Investigation	Open
104	12/28/09		8306258932	Atwater	Wellington Installer	Under Investigation	Open
105	12/28/09		6505779208	Dinuba	Wellington Installer	Under Investigation	Open
106	12/28/09		1286087435	Half Moon Bay	Wellington Installer	Under Investigation	Open
107	12/29/09		9789202262	El Granada	Power Interruption	Under Investigation	Open
108	12/29/09		1780090275	Livermore	Meter/Module	Under Investigation	Open
109	12/29/09		945095983	Livermore	Customer Denies Access	Under Investigation	Open
110	12/29/09		8014704697	Pleasanton	installation	Under Investigation	Open
111	12/29/09		6865179226	San Francisco	Other	Under Investigation	Open
112	12/29/09		7041765381	San Ramon	installation	Under Investigation	Open
113	12/29/09		4494798268	Vallejo	installation	Under Investigation	Open
114	12/29/09		2112165312	Walnut Creek	Customer Denies Access	Under Investigation	Open
115	12/30/09		6987982990	Concord	installation	Under Investigation	Open
116	12/30/09		6447485978	Los Banos	Network Equipment Installation	Under Investigation	Open
117	12/31/09		2815842162	Livermore	installation	Under Investigation	Open
118	12/31/09		1242357657	Mountain View	Other	Under Investigation	Open
119	12/31/09		3005469500	Mountain View	installation	Under Investigation	Open
120	12/31/09		1665087524	TOLLHOUSE	Customer Denies Access	Under Investigation	Open
121	1/4/10		3939111365	Menlo Park	Customer Denies Access	Under Investigation	Open
122	1/4/10		3791432232	Merced	Customer Denies Access	Under Investigation	Open
123	1/4/10		1455540778	Mountain View	installation	Under Investigation	Open
124	1/4/10		8112950585	Rocklin	Customer Denies Access	Under Investigation	Open
125	1/5/10		3807122949	AUBURN	Power Interruption	Under Investigation	Open
126	1/5/10		7044528639	San Francisco	Meter/Module	Under Investigation	Open

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127	1/5/10		7975540817	Sebastopol	Other	Under Investigation	Open
128	1/6/10		6918451993	Concord	Scheduling Problems	Under Investigation	Open
129	1/6/10		113951612	Napa	Other	Under Investigation	Open
130	1/7/10		3560206003	Los Altos	Other	Under Investigation	Open
131	1/8/10		7176923778	Concord	Customer Denies Access	Under Investigation	Open
132	1/8/10		6196400857	Livermore	installation	Under Investigation	Open
133	1/8/10		7892534372	Livermore	installation	Under Investigation	Open
134	1/8/10		8561334626	Los Altos	Customer Denies Access	Under Investigation	Open
135	1/8/10		9129842148	Moraga	Customer Denies Access	Under Investigation	Open
136	1/11/10		9596150664	Burlingame	installation	Under Investigation	Open
137	1/11/10		1209352142	Fairfield	Meter/Module	Under Investigation	Open
138	1/11/10		7892534372	Livermore	installation	Under Investigation	Open
139	1/11/10		4210620655	Vacaville	Meter/Module	Under Investigation	Open
140	1/12/10		8816625349	Berkeley	Customer Denies Access	Under Investigation	Open
141	1/12/10		4608247260	Danville	installation	Under Investigation	Open
142	1/12/10		4195111420	Livermore	Power Interruption	Under Investigation	Open
143	1/12/10		567012969	Moraga	installation	Under Investigation	Open
144	1/12/10		2461846288	Sunnyvale	installation	Under Investigation	Open
145	1/12/10		7859968734	Walnut Creek	Wellington Installer	Under Investigation	Open
146	1/13/10		3265806904	LODI	Meter/Module	Under Investigation	Open
147	1/13/10		8584303692	San Ramon	Customer Denies Access	Under Investigation	Open
148	1/14/10		7371610331	Cupertino	installation	Under Investigation	Open
149	1/14/10		8199515075	Cupertino	installation	Under Investigation	Open
150	1/14/10		9815344064	Dublin	installation	Under Investigation	Open
151	1/14/10		8640387135	Moraga	installation	Under Investigation	Open
152	1/14/10		5575427103	Sunnyvale	Wellington Installer	Under Investigation	Open
153	1/15/10		3864099046	CORCORAN	Wellington Installer	Under Investigation	Open
154	1/15/10		8439084834	Dublin	Meter/Module	Under Investigation	Open
155	1/15/10		4848371167	Dublin	installation	Under Investigation	Open
156	1/15/10		1939239753	Napa	Scheduling Problems	Under Investigation	Open
157	1/15/10		7772287835	San Ramon	Customer Denies Access	Under Investigation	Open
158	1/15/10		5980718282	San Ramon	installation	Under Investigation	Open
159	1/16/10		6064729838	San Jose	installation	Under Investigation	Open
160	1/19/10		7495913321	Aptos	Other	Under Investigation	Open
161	1/19/10		5106486264	Martinez	Other	Under Investigation	Open
162	1/19/10		1082911332	San Ramon	Customer Denies Access	Under Investigation	Open
163	1/20/10		8521416604	Cupertino	installation	Under Investigation	Open
164	1/20/10		3358387247	Cupertino	Power Interruption	Under Investigation	Open
165	1/21/10		277065741	Livermore	Other	Under Investigation	Open
166	1/21/10		3343432136	Madera	Customer Denies Access	Under Investigation	Open
167	1/22/10		7035228388	COARSEGOLD	installation	Under Investigation	Open
168	1/22/10		1027947306	Fremont	installation	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
169	1/22/10		1832221583	RAYMOND	Customer Denies Access	Under Investigation	Open
170	1/22/10		8580752190	Sebastopol	Customer Denies Access	Under Investigation	Open
171	1/23/10		15499288	Kensington	installation	Under Investigation	Open
172	1/25/10		4337704155	Danville	Other	Under Investigation	Open
173	1/25/10		7860780466	PINOLE	SmartMeter Customer Communication	Under Investigation	Open
174	1/25/10		1625685926	San Jose	Wellington Installer	Under Investigation	Open
175	1/26/10		193457965	American Canyon	Customer Denies Access	Under Investigation	Open
176	1/26/10		8891934444	Livermore	Customer Denies Access	Under Investigation	Open
177	1/26/10		4728037000	Livermore	Customer Denies Access	Under Investigation	Open
178	1/26/10		899764148	Madera	Wellington Installer	Under Investigation	Open
179	1/26/10		2651502230	Merced	Customer Denies Access	Under Investigation	Open
180	1/26/10		6853000359	MONTARA	Meter/Module	Under Investigation	Open
181	1/26/10		7880297613	Pleasanton	Wellington Installer	Under Investigation	Open
182	1/26/10		3231369435	San Jose	installation	Under Investigation	Open
183	1/26/10		9971392755	San Jose	Meter/Module	Under Investigation	Open
184	1/26/10		7259545687	Stockton	Wellington Installer	Under Investigation	Open
185	1/26/10		2703017890	Sunnyvale	installation	Under Investigation	Open
186	1/26/10		9026096765	Sunnyvale	installation	Under Investigation	Open
187	1/26/10		5621084366	Vallejo	Wellington Installer	Under Investigation	Open
188	1/27/10		1950650676	Hillsborough	Customer Denies Access	Under Investigation	Open
189	1/27/10		4765928839	Pleasanton	Wellington Installer	Under Investigation	Open
190	1/27/10		5626080063	Redwood City	Meter/Module	Under Investigation	Open
191	1/28/10		6953566514	American Canyon	Wellington Installer	Under Investigation	Open
192	1/28/10		9619400295	EL SOBRANTE	Wellington Installer	Under Investigation	Open
193	1/28/10		4113437018	Hayward	Meter/Module	Under Investigation	Open
194	1/28/10		2150796916	Moraga	Wellington Installer	Under Investigation	Open
195	1/28/10		2431168414	Pleasanton	installation	Under Investigation	Open
196	1/28/10		2907177959	San Francisco	Power Interruption	Under Investigation	Open
197	1/28/10		8079218456	San Jose	installation	Under Investigation	Open
198	1/28/10		8660850063	San Jose	Wellington Installer	Under Investigation	Open
199	1/28/10		3564436826	Sunnyvale	Power Interruption	Under Investigation	Open
200	1/29/10		4409154904	Cupertino	installation	Under Investigation	Open
201	1/29/10		8192547679	Kensington	Meter/Module	Under Investigation	Open
202	1/29/10		6546950828	Madera	Wellington Installer	Under Investigation	Open
203	1/29/10		9985864813	PINOLE	Wellington Installer	Under Investigation	Open
204	1/29/10		2324357101	Richmond	Wellington Installer	Under Investigation	Open
205	1/29/10		7533877266	Rio Vista	installation	Under Investigation	Open
206	1/29/10			San Jose	installation	Under Investigation	Open
207	1/29/10		8620439588	San Jose	Meter/Module	Under Investigation	Open
208	1/29/10		3832770212	Stockton	Wellington Installer	Under Investigation	Open
209	1/29/10		6448491726	Sunnyvale	installation	Under Investigation	Open
210	1/29/10		5872858862	Sunnyvale	Wellington Installer	Under Investigation	Open

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211	1/31/10		1702397230	Bakersfield	installation	Under Investigation	Open
212	1/31/10		3115964512	CROCKETT	installation	Under Investigation	Open
213	1/31/10		587942257	Danville	Meter/Module	Under Investigation	Open
214	1/31/10		7024091786	Lafayette	installation	Under Investigation	Open
215	1/31/10		6308600233	San Jose	installation	Under Investigation	Open
216	1/31/10		9578855257	San Jose	installation	Under Investigation	Open
217	1/31/10		872859181	San Jose	installation	Under Investigation	Open
218	2/1/10			Albany	Power Interruption	Under Investigation	Open
219	2/1/10		5276740909	EL SOBRANTE	Wellington Installer	Under Investigation	Open
220	2/1/10		6616826695	LA HONDA	Customer Denies Access	Under Investigation	Open
221	2/1/10		4439822769	Lafayette	Power Interruption	Under Investigation	Open
222	2/1/10		155187409	Livermore	installation	Under Investigation	Open
223	2/1/10		7895744696	Pleasanton	Meter/Module	Under Investigation	Open
224	2/1/10		2464250476	San Jose	Power Interruption	Under Investigation	Open
225	2/1/10		4458185425	San Jose	Power Interruption	Under Investigation	Open
226	2/1/10		4210620655	Vacaville	Meter/Module	Under Investigation	Open
227	2/1/10			Walnut Creek	Meter/Module	Under Investigation	Open
228	2/1/10		5612163002	Walnut Creek	Meter/Module	Under Investigation	Open
229	2/2/10		3922831046	San Jose	installation	Under Investigation	Open
230	2/3/10		9999999999	CORDELIA	Wellington Installer	Under Investigation	Open
231	2/3/10		5240157427	Danville	installation	Under Investigation	Open
232	2/3/10		2579459880	GRATON	Other	Under Investigation	Open
233	2/3/10		2155091294	Livermore	installation	Under Investigation	Open
234	2/3/10		7443185278	Mountain View	Power Interruption	Under Investigation	Open
235	2/3/10		1152612356	PINOLE	installation	Under Investigation	Open
236	2/3/10		4110020081	Pleasanton	Meter/Module	Under Investigation	Open
237	2/3/10		1382541719	RAYMOND	Wellington Installer	Under Investigation	Open
238	2/4/10		7478559506	Fresno	installation	Under Investigation	Open
239	2/4/10		9060425104	Los Altos Hills	Customer Denies Access	Under Investigation	Open
240	2/4/10		8933316365	San Ramon	Power Interruption	Under Investigation	Open
241	2/4/10		3249585161	Suisun City	Meter/Module	Under Investigation	Open
242	2/5/10		4856646991	Clayton	Power Interruption	Under Investigation	Open
243	2/5/10		4847970516	FULTON	Other	Under Investigation	Open
244	2/5/10		5620507575	Mountain View	Other	Under Investigation	Open
245	2/5/10		4860925635	Pleasanton	Meter/Module	Under Investigation	Open
246	2/5/10		4438700084	San Ramon	Meter/Module	Under Investigation	Open
247	2/8/10		1273643525	Berkeley	installation	Under Investigation	Open
248	2/8/10		8461572920	San Jose	Customer Denies Access	Under Investigation	Open
249	2/8/10		3357112315	Sonoma	Customer Denies Access	Under Investigation	Open
250	2/9/10		8719799618	Cool	Customer Denies Access	Under Investigation	Open
251	2/9/10		7061905382	Cupertino	Wellington Installer	Under Investigation	Open
252	2/9/10		831421239	Jackson	installation	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
253	2/9/10		4316225707	Santa Rosa	Customer Denies Access	Under Investigation	Open
254	2/9/10		5178290671	Shingle Springs	installation	Under Investigation	Open
255	2/10/10		2114254093	Albany	installation	Under Investigation	Open
256	2/10/10		5857473172	Berkeley	Customer Denies Access	Under Investigation	Open
257	2/10/10		4274981919	Berkeley	Customer Denies Access	Under Investigation	Open
258	2/10/10		5898518772	Berkeley	Meter/Module	Under Investigation	Open
259	2/10/10		3563711613	Berkeley	Wellington Installer	Under Investigation	Open
260	2/10/10		2083802286	Berkeley	installation	Under Investigation	Open
261	2/10/10		2083802286	Berkeley	Other	Under Investigation	Open
262	2/10/10		8483179393	Carmel	Network Equipment Installation	Under Investigation	Open
263	2/10/10		4665034673	Cupertino	Meter/Module	Under Investigation	Open
264	2/10/10		4095499002	Cupertino	Scheduling Problems	Under Investigation	Open
265	2/10/10		6342608757	Cupertino	Power Interruption	Under Investigation	Open
266	2/10/10		9999999999	N/A	Network Equipment Installation	Under Investigation	Open
267	2/10/10		7755386821	NORTH FOLK	Wellington Installer	Under Investigation	Open
268	2/10/10		7056687671	Pollock Pines	Customer Denies Access	Under Investigation	Open
269	2/10/10		4856746120	Rancho Cordova	Meter/Module	Under Investigation	Open
270	2/10/10		6168185937	San Jose	Wellington Installer	Under Investigation	Open
271	2/10/10		1355306454	San Ramon	Wellington Installer	Under Investigation	Open
272	2/10/10		2435526415	Shingle Springs	SmartMeter Customer Communication	Under Investigation	Open
273	2/10/10		7496543571	Vacaville	installation	Under Investigation	Open
274	2/11/10		9026337932	EL SOBRANTE	Customer Denies Access	Under Investigation	Open
275	2/11/10		2479209661	Healdsburg	Customer Denies Access	Under Investigation	Open
276	2/11/10		1352434223	Livermore	installation	Under Investigation	Open
277	2/11/10		4397400384	Napa	Meter/Module	Under Investigation	Open
278	2/11/10		4529851983	Sunnyvale	Power Interruption	Under Investigation	Open
279	2/11/10		3157629701	Vallejo	Wellington Installer	Under Investigation	Open
280	2/12/10		2980368930	Berkeley	Wellington Installer	Under Investigation	Open
281	2/12/10		6410810573	San Jose	Power Interruption	Under Investigation	Open
282	2/12/10		6829446049	San Ramon	installation	Under Investigation	Open
283	2/12/10		5523664113	San Ramon	installation	Under Investigation	Open
284	2/12/10		4030549190	San Ramon	Wellington Installer	Under Investigation	Open
285	2/12/10		7053644267	San Ramon	installation	Under Investigation	Open
286	2/13/10		284274986	Berkeley	installation	Under Investigation	Open
287	2/13/10		9986803791	San Pablo	installation	Under Investigation	Open
288	2/14/10		9617391948	Sunnyvale	Meter/Module	Under Investigation	Open
289	2/14/10		4195800078	Walnut Creek	installation	Under Investigation	Open
290	2/15/10		9569163754	Danville	Meter/Module	Under Investigation	Open
291	2/16/10		3086542619	Berkeley	Wellington Installer	Under Investigation	Open
292	2/16/10		4418210038	Cupertino	Wellington Installer	Under Investigation	Open
293	2/16/10		6094428339	RIPON	Meter/Module	Under Investigation	Open
294	2/16/10		3541441972	Santa Clara	Meter/Module	Under Investigation	Open

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295	2/16/10		8201835541	Santa Rosa	Customer Denies Access	Under Investigation	Open
296	2/16/10		4912591626	Sunnyvale	installation	Under Investigation	Open
297	2/17/10		108767277	Albany	Meter/Module	Under Investigation	Open
298	2/17/10		900030113	Berkeley	Meter/Module	Under Investigation	Open
299	2/17/10		8521416604	Cupertino	installation	Under Investigation	Open
300	2/17/10		4644355171	El Dorado	installation	Under Investigation	Open
301	2/17/10		4099924798	ELK GROVE	Meter/Module	Under Investigation	Open
302	2/17/10		5246125333	FORESTVILLE	Customer Denies Access	Under Investigation	Open
303	2/17/10		5412295430	Madera	Wellington Installer	Under Investigation	Open
304	2/17/10		4730329184	Newark	installation	Under Investigation	Open
305	2/17/10		7860460126	Pleasanton	installation	Under Investigation	Open
306	2/17/10		9032445618	Rio Vista	installation	Under Investigation	Open
307	2/17/10		7594292056	San Jose	Wellington Installer	Under Investigation	Open
308	2/17/10		8830126096	San Jose	Customer Denies Access	Under Investigation	Open
309	2/17/10		1877876905	San Jose	Customer Denies Access	Under Investigation	Open
310	2/17/10		1032167649	Santa Rosa	Customer Denies Access	Under Investigation	Open
311	2/17/10		7242495357	Sunnyvale	Meter/Module	Under Investigation	Open
312	2/17/10		8243763998	Sunnyvale	installation	Under Investigation	Open
313	2/17/10		7673745712	Vallejo	installation	Under Investigation	Open
314	2/17/10		5774741933	Vallejo	Wellington Installer	Under Investigation	Open
315	2/17/10		5807502612	Vallejo	Wellington Installer	Under Investigation	Open
316	2/17/10		6904261527	Walnut Creek	Customer Denies Access	Under Investigation	Open
317	2/18/10		1106609594	Berkeley	installation	Under Investigation	Open
318	2/18/10		4567085723	Kensington	SmartMeter Customer Communication	Under Investigation	Open
319	2/18/10		3963723526	Los Banos	Other	Under Investigation	Open
320	2/18/10		9545782582	Madera	Wellington Installer	Under Investigation	Open
321	2/18/10		7355334935	MARIPOSA	Wellington Installer	Under Investigation	Open
322	2/18/10		309192137	San Jose	Customer Denies Access	Under Investigation	Open
323	2/18/10		3965013091	San Jose	Customer Denies Access	Under Investigation	Open
324	2/18/10		285325831	Sanger	Scheduling Problems	Under Investigation	Open
325	2/18/10		9450979923	Santa Rosa	Customer Denies Access	Under Investigation	Open
326	2/18/10		6254633593	Somerset	Wellington Installer	Under Investigation	Open
327	2/18/10		2282626628	Vallejo	Meter/Module	Under Investigation	Open
328	2/19/10		4505221192	American Canyon	Wellington Installer	Under Investigation	Open
329	2/19/10		5060476183	COTATI	Customer Denies Access	Under Investigation	Open
330	2/19/10		1553869003	MARIPOSA	Customer Denies Access	Under Investigation	Open
331	2/19/10		746839172	Mountain View	installation	Under Investigation	Open
332	2/19/10		8150003574	Pleasanton	installation	Under Investigation	Open
333	2/19/10		2692059768	Pleasanton	Meter/Module	Under Investigation	Open
334	2/19/10		8521220325	Sonoma	Customer Denies Access	Under Investigation	Open
335	2/21/10		66659285	Berkeley	installation	Under Investigation	Open
336	2/21/10		4034161186	Cupertino	SmartMeter Customer Communication	Under Investigation	Open

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337	2/21/10		3079637470	Placerville	Customer Denies Access	Under Investigation	Open
338	2/21/10		2610861113	Pleasanton	Meter/Module	Under Investigation	Open
339	2/21/10		8627881303	Richmond	installation	Under Investigation	Open
340	2/21/10		5563832612	San Francisco	installation	Under Investigation	Open
341	2/21/10		7161996833	San Francisco	Wellington Installer	Under Investigation	Open
342	2/21/10		5286247801	San Jose	Customer Denies Access	Under Investigation	Open
343	2/21/10		2285432089	Sunnyvale	installation	Under Investigation	Open
344	2/22/10		1426746836	El Cerrito	installation	Under Investigation	Open
345	2/22/10		6465137048	OCCIDENTAL	Customer Denies Access	Under Investigation	Open
346	2/22/10		4944113986	PINOLE	installation	Under Investigation	Open
347	2/22/10		5180385710	Placerville	Wellington Installer	Under Investigation	Open
348	2/22/10		3777097850	Pleasanton	Wellington Installer	Under Investigation	Open
349	2/22/10		5225415075	Pleasanton	Wellington Installer	Under Investigation	Open
350	2/22/10		8912578854	San Jose	Customer Denies Access	Under Investigation	Open
351	2/22/10		2288323215	San Jose	installation	Under Investigation	Open
352	2/22/10		7146622163	San Ramon	Meter/Module	Under Investigation	Open
353	2/22/10		9278603243	Santa Rosa	Customer Denies Access	Under Investigation	Open
354	2/22/10		6183894367	Sebastopol	Customer Denies Access	Under Investigation	Open
355	2/22/10		7550490994	Sebastopol	Customer Denies Access	Under Investigation	Open
356	2/22/10		9306874067	Sunnyvale	Power Interruption	Under Investigation	Open
357	2/22/10		243969077	Vacaville	Meter/Module	Under Investigation	Open
358	2/22/10		6427628147	Vallejo	Network Equipment Installation	Under Investigation	Open
359	2/23/10		6814077217	ALTA	Meter/Module	Under Investigation	Open
360	2/23/10		1190302896	Clayton	installation	Under Investigation	Open
361	2/23/10		395079563	Cupertino	installation	Under Investigation	Open
362	2/23/10		7360053970	MARIPOSA	Wellington Installer	Under Investigation	Open
363	2/23/10		8781953199	San Jose	installation	Under Investigation	Open
364	2/23/10		2579216722	San Jose	Meter/Module	Under Investigation	Open
365	2/23/10		4855928136	San Pablo	Wellington Installer	Under Investigation	Open
366	2/23/10		6464649828	Sebastopol	Customer Denies Access	Under Investigation	Open
367	2/24/10		8101205961	Berkeley	Power Interruption	Partial Power Outage	Resolved
368	2/24/10		5572758257	El Cerrito	Customer Denies Access	Under Investigation	Open
369	2/24/10		5608765882	El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
370	2/24/10		528431429	Livermore	Other	Under Investigation	Open
371	2/24/10		1303837634	Livermore	SmartMeter Customer Communication	Under Investigation	Open
372	2/24/10		9047057577	Madera	Wellington Installer	Under Investigation	Open
373	2/24/10		9999999999	Merced	Meter/Module	Under Investigation	Open
374	2/24/10		5378439960	Mountain View	installation	Under Investigation	Open
375	2/24/10		370671801	Napa	Wellington Installer	Under Investigation	Open
376	2/24/10		2754849857	Pollock Pines	Wellington Installer	Under Investigation	Open
377	2/24/10		9860043702	Richmond	installation	Under Investigation	Open
378	2/24/10		8426267512	Richmond	Meter/Module	Under Investigation	Open

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379	2/24/10		7112216099	Richmond	installation	Other	Resolved
380	2/24/10		5329216546	San Jose	Meter/Module	Under Investigation	Open
381	2/24/10		7881678464	San Jose	Wellington Installer	Under Investigation	Open
382	2/24/10		6411774583	Sunnyvale	installation	Under Investigation	Open
383	2/24/10		9501019321	Vacaville	SmartMeter Customer Communication	Under Investigation	Open
384	2/25/10		7538371652	Cameron Park	Customer Denies Access	Under Investigation	Open
385	2/25/10		7442099098	El Cerrito	Meter/Module	under Investigation	Open
386	2/25/10		5666521810	Mountain View	Meter/Module	under Investigation	Open
387	2/25/10		8280011883	Richmond	Meter/Module	Under Investigation	Open
388	2/25/10		5549211248	San Jose	Power Interruption	Under Investigation	Open
389	2/25/10		3195342397	San Pablo	Power Interruption	Under Investigation	Open
390	2/26/10		8151655199	AUBURN	SmartMeter Customer Communication	Under Investigation	Open
391	2/26/10		6845506127	Berkeley	Customer Denies Access	Under Investigation	Open
392	2/26/10		4695793658	CLOVERDALE	Customer Denies Access	Customer does not want a SmartMeter	Resolved
393	2/26/10		1027167907	Hercules	Wellington Installer	Under Investigation	Open
394	2/26/10		6762809168	Martinez	Customer Denies Access	Customer does not want SmartMeter	Resolved
395	2/26/10		8444039558	Mountain View	installation	Under Investigation	Open
396	2/26/10		9173628883	OCCIDENTAL	Customer Denies Access	Customer does not want SmartMeter	Resolved
397	2/26/10		5224546188	Richmond	Customer Denies Access	Under Investigation	Open
398	2/26/10		7963947170	Richmond	Meter/Module	Meter/Module clearance issues	Resolved
399	2/26/10		8363518100	Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
400	2/26/10		9108862130	San Anselmo	SmartMeter Customer Communication	Under Investigation	Open
401	2/26/10		4539347882	San Jose	installation	Under Investigation	Open
402	2/26/10		5329703766	San Jose	Power Interruption	Under Investigation	Open
403	2/26/10		2372406738	Sebastopol	Customer Denies Access	Under Investigation	Open
404	2/26/10		7937537680	Sebastopol	Customer Denies Access	Under Investigation	Open
405	2/26/10		6193861361	WINDSOR	Customer Denies Access	Customer does not want a SmartMeter	Resolved
406	2/27/10		504439020	Livermore	installation	Damaged Computer	Resolved
407	2/27/10		3506737152	San Ramon	installation	Under Investigation	Open
408	3/1/10		3470974789	Berkeley	Scheduling Problems	Under Investigation	Open
409	3/1/10		8773642002	Berkeley	Customer Denies Access	Under Investigation	Open
410	3/1/10		1312994034	Cameron Park	Customer Denies Access	Under Investigation	Open
411	3/1/10		1487245663	El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
412	3/1/10		6928739188	El Dorado	Customer Denies Access	Under Investigation	Open
413	3/1/10		7924663622	Fresno	Wellington Installer	Under Investigation	Open
414	3/1/10		4301007930	Livermore	Meter/Module	Under Investigation	Open
415	3/1/10		2237210153	Livermore	Wellington Installer	Under Investigation	Open
416	3/1/10		9322206131	Livermore	installation	under Investigation	Open
417	3/1/10		6099424934	Madera	Other	Under Investigation	Open
418	3/1/10		898151114	Martinez	Wellington Installer	Under Investigation	Open
419	3/1/10		3412948567	San Jose	Wellington Installer	Under Investigation	Open
420	3/1/10		2664424048	San Jose	Power Interruption	Under Investigation	Open

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421	3/1/10		3804868875	San Jose	Meter/Module	Under Investigation	Open
422	3/1/10		2403343697	San Ramon	Meter/Module	Other	Resolved
423	3/1/10		6259649837	Shingle Springs	Customer Denies Access	Under Investigation	Open
424	3/1/10		9091346134	Tracy	Wellington Installer	Under Investigation	Open
425	3/1/10		2956039375	Tracy	Wellington Installer	Under Investigation	Open
426	3/1/10		2956039375	Tracy	Meter/Module	Under Investigation	Open
427	3/1/10		8617220960	Vallejo	Customer Denies Access	Under Investigation	Open
428	3/1/10		9420609452	Vallejo	Wellington Installer	Under Investigation	Open
429	3/1/10		7679049039	Walnut Creek	Customer Denies Access	Under Investigation	Open
430	3/2/10		3647602181	Camp Meeker	Customer Denies Access	Under Investigation	Open
431	3/2/10		1976793503	Camp Meeker	Customer Denies Access	Customer does not want a SmartMeter	Resolved
432	3/2/10		1935126839	Camp Meeker	Customer Denies Access	Customer does not want a SmartMeter	Resolved
433	3/2/10		6641179578	Camp Meeker	Customer Denies Access	Customer does not want a SmartMeter	Resolved
434	3/2/10		2371298655	Clovis	Customer Denies Access	Under Investigation	Open
435	3/2/10		7758745922	COTATI	Customer Denies Access	Customer does not want a SmartMeter	Resolved
436	3/2/10		2835782408	DINUBA	Customer Denies Access	Under Investigation	Open
437	3/2/10		5687340785	GRATON	Customer Denies Access	Customer does not want a SmartMeter	Resolved
438	3/2/10		400912801	Kensington	Customer Denies Access	Under Investigation	Open
439	3/2/10		8712291809	NEWCASTLE	installation	Under Investigation	Open
440	3/2/10		7490175921	Richmond	Wellington Installer	Under Investigation	Open
441	3/2/10		6550380804	Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
442	3/2/10		9785160429	Santa Rosa	Customer Denies Access	Under Investigation	Open
443	3/2/10		4081023215	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
444	3/2/10		8390496666	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
445	3/2/10		3725558062	Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
446	3/2/10		4965089166	Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
447	3/2/10		2247420305	Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
448	3/2/10		9715546878	SELMA	Customer Denies Access	Under Investigation	Open
449	3/3/10		4438953672	Alamo	Customer Denies Access	Under Investigation	Open
450	3/3/10		8815835520	Berkeley	Customer Denies Access	Under Investigation	Open
451	3/3/10		1354057869	Camp Meeker	Customer Denies Access	Customer does not want a SmartMeter	Resolved
452	3/3/10		3225559137	Camp Meeker	Customer Denies Access	Customer does not want a SmartMeter	Resolved
453	3/3/10		4957372782	Camp Meeker	Customer Denies Access	Customer does not want a SmartMeter	Resolved
454	3/3/10		7705773106	Daly City	Meter/Module	Under Investigation	Open
455	3/3/10		9051499018	El Dorado Hills	Customer Denies Access	Under Investigation	Open
456	3/3/10		6121127363	FORESTVILLE	Customer Denies Access	Under Investigation	Open
457	3/3/10		544866083	Fresno	Customer Denies Access	Under Investigation	Open
458	3/3/10		8950530283	GLEN ELLEN	Scheduling Problems	Under Investigation	Open
459	3/3/10		3593023143	LIVINGSTON	Scheduling Problems	Under Investigation	Open
460	3/3/10		4080558341	Mountain View	Meter/Module	Under Investigation	Open
461	3/3/10		9486802780	Richmond	Power Interruption	Under Investigation	Open
462	3/3/10		6657205880	Rio Vista	Customer Denies Access	Under Investigation	Open

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463	3/3/10		912415615	San Francisco	Customer Denies Access	Under Investigation	Open
464	3/3/10		4706667427	San Francisco	Power Interruption	Under Investigation	Open
465	3/3/10		6834793110	San Jose	Power Interruption	Under Investigation	Open
466	3/3/10		2996368496	San Jose	Wellington Installer	Under Investigation	Open
467	3/3/10		7988054893	San Pablo	Wellington Installer	Under Investigation	Open
468	3/3/10		4107118525	Sonoma	Customer Denies Access	Under Investigation	Open
469	3/3/10		9524128428	Squaw Valley	Customer Denies Access	Under Investigation	Open
470	3/3/10		6153729506	Walnut Creek	Customer Denies Access	Under Investigation	Open
471	3/4/10		637214684	Berkeley	Customer Denies Access	Under Investigation	Open
472	3/4/10		6622989642	Catheys Valley	Wellington Installer	Under Investigation	Open
473	3/4/10		7777092379	Danville	Customer Denies Access	Under Investigation	Open
474	3/4/10		4155872651	El Cerrito	Customer Denies Access	Under Investigation	Open
475	3/4/10		4307503751	El Cerrito	Meter/Module	Under Investigation	Open
476	3/4/10		6278799379	Livermore	Wellington Installer	Under Investigation	Open
477	3/4/10		1830476088	Los Banos	Wellington Installer	Under Investigation	Open
478	3/4/10		7468755377	Merced	Customer Denies Access	Under Investigation	Open
479	3/4/10		840680261	MOCCASIN	Customer Denies Access	Under Investigation	Open
480	3/4/10		3922343826	Napa	Wellington Installer	Under Investigation	Open
481	3/4/10		4630387021	Oneals	Wellington Installer	Under Investigation	Open
482	3/4/10		4058525703	Placerville	Customer Denies Access	Under Investigation	Open
483	3/4/10		8966218896	Pollock Pines	Customer Denies Access	Under Investigation	Open
484	3/4/10		4516228335	SAN CARLOS	Customer Denies Access	Under Investigation	Open
485	3/4/10		8506665908	San Jose	installation	Under Investigation	Open
486	3/4/10		8796033089	Tracy	installation	Under Investigation	Open
487	3/4/10		6662994251	Tracy	Customer Denies Access	Under Investigation	Open
488	3/4/10		3743929219	Vallejo	installation	Damaged Computer	Resolved
489	3/4/10		5584117048	WOODLAND	Power Interruption	Under Investigation	Open
490	3/5/10		7312343565	Albany	Power Interruption	Under Investigation	Open
491	3/5/10		7773237045	Berkeley	Wellington Installer	Under Investigation	Open
492	3/5/10		2591173412	CALISTOGA	Customer Denies Access	Customer does not want a SmartMeter	Resolved
493	3/5/10		6660761536	Clovis	Customer Denies Access	Under Investigation	Open
494	3/5/10		9780602899	Cupertino	Power Interruption	Under Investigation	Open
495	3/5/10		9319629087	Danville	Customer Denies Access	Under Investigation	Open
496	3/5/10		690848556	Dublin	Customer Denies Access	Under Investigation	Open
497	3/5/10		7921071736	El Cerrito	Customer Denies Access	Under Investigation	Open
498	3/5/10		942080740	El Cerrito	Customer Denies Access	Under Investigation	Open
499	3/5/10		4202850722	Half Moon Bay	Customer Denies Access	Under Investigation	Open
500	3/5/10		3775368000	Lafayette	Customer Denies Access	Under Investigation	Open
501	3/5/10		3195124000	Livermore	Power Interruption	Under Investigation	Open
502	3/5/10		5571888117	Napa	Wellington Installer	Under Investigation	Open
503	3/5/10		1092741554	Napa	Wellington Installer	Under Investigation	Open
504	3/5/10		7143785394	Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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505	3/5/10		456175264	Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
506	3/5/10		8859195529	Pleasanton	Customer Denies Access	Under Investigation	Open
507	3/5/10		6364323983	San Jose	Wellington Installer	Under Investigation	Open
508	3/5/10		7610765880	San Jose	Scheduling Problems	Under Investigation	Open
509	3/5/10		1287547009	San Jose	Power Interruption	Under Investigation	Open
510	3/5/10		273668621	San Ramon	installation	Under Investigation	Open
511	3/5/10		2943427542	Santa Rosa	Wellington Installer	Under Investigation	Open
512	3/5/10		6532362338	SELMA	Customer Denies Access	Under Investigation	Open
513	3/5/10		9260872644	Shingle Springs	Customer Denies Access	Under Investigation	Open
514	3/7/10		4873446727	Atwater	Customer Denies Access	Under Investigation	Open
515	3/7/10		5476366553	Cazadero	Customer Denies Access	Under Investigation	Open
516	3/7/10		5754052535	Clovis	Customer Denies Access	Under Investigation	Open
517	3/7/10		3574448619	Fresno	Customer Denies Access	Customer does not want SmartMeter	Resolved
518	3/7/10		2308600489	Hanford	Customer Denies Access	Under Investigation	Open
519	3/7/10		2182376641	Healdsburg	Customer Denies Access	Under Investigation	Open
520	3/7/10		5030564771	Livermore	Customer Denies Access	Under Investigation	Open
521	3/7/10		3777032141	Loomis	Meter/Module	Under Investigation	Open
522	3/7/10		3075907225	Loomis	Customer Denies Access	Under Investigation	Open
523	3/7/10		5670000302	Sanger	Customer Denies Access	Under Investigation	Open
524	3/7/10		2910172342	Santa Rosa	Customer Denies Access	Under Investigation	Open
525	3/7/10		2172777842	Santa Rosa	Customer Denies Access	Under Investigation	Open
526	3/7/10		1479307904	Sebastopol	Customer Denies Access	Under Investigation	Open
527	3/7/10		2558893556	Sebastopol	Customer Denies Access	Under Investigation	Open
528	3/7/10		5680481256	Somerset	Customer Denies Access	Under Investigation	Open
529	3/7/10		7906130428	Sonoma	Customer Denies Access	Under Investigation	Open
530	3/7/10		1883001789	Tracy	Customer Denies Access	Under Investigation	Open
531	3/7/10		1348427713	Woodlake	Customer Denies Access	Under Investigation	Open
532	3/8/10		8439134898	Berkeley	Scheduling Problems	Under Investigation	Open
533	3/8/10		7882209490	Clovis	Customer Denies Access	Under Investigation	Open
534	3/8/10		1988719946	COTATI	installation	Under Investigation	Open
535	3/8/10		4228928252	FORESTVILLE	Customer Denies Access	Under Investigation	Open
536	3/8/10		3981947481	GRANITE BAY	Customer Denies Access	Under Investigation	Open
537	3/8/10		6174132983	Livermore	Wellington Installer	Under Investigation	Open
538	3/8/10		8329008797	MARYSVILLE	Wellington Installer	Under Investigation	Open
539	3/8/10		3571652527	MARYSVILLE	Wellington Installer	Under Investigation	Open
540	3/8/10		7479084507	Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
541	3/8/10		4882221155	OCCIDENTAL	Customer Denies Access	Under Investigation	Open
542	3/8/10		7482415509	Petaluma	Customer Denies Access	Under Investigation	Open
543	3/8/10		2403061948	PINOLE	Customer Denies Access	Under Investigation	Open
544	3/8/10		2215329371	PINOLE	installation	Damaged Television	Resolved
545	3/8/10		5574364008	SAN CARLOS	Meter/Module	Under Investigation	Open
546	3/8/10		9827950682	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
547	3/8/10		2964704288	San Jose	installation	Under Investigation	Open
548	3/8/10		8829222580	San Jose	Power Interruption	Under Investigation	Open
549	3/8/10		9229968922	San Ramon	installation	Under Investigation	Open
550	3/8/10		4650492061	Santa Rosa	Wellington Installer	Under Investigation	Open
551	3/8/10		4410593757	Santa Rosa	Customer Denies Access	Under Investigation	Open
552	3/8/10		3193469246	Santa Rosa	Customer Denies Access	Under Investigation	Open
553	3/8/10		614558436	Sonoma	Customer Denies Access	Under Investigation	Open
554	3/8/10		3661789361	Sunnyvale	Customer Denies Access	Under Investigation	Open
555	3/8/10		4160162875	Vallejo	Customer Denies Access	Under Investigation	Open
556	3/8/10		7217100621	Vallejo	Power Interruption	Under Investigation	Open
557	3/9/10		5455469598	Atwater	Customer Denies Access	Under Investigation	Open
558	3/9/10		8244240795	Berkeley	Customer Denies Access	Under Investigation	Open
559	3/9/10		7355829795	Berkeley	Customer Denies Access	Under Investigation	Open
560	3/9/10		431864501	CLOVERDALE	Customer Denies Access	Under Investigation	Open
561	3/9/10		7011915023	Cupertino	Power Interruption	Under Investigation	Open
562	3/9/10		5155642988	Daly City	Customer Denies Access	Under Investigation	Open
563	3/9/10		2474974966	Danville	Customer Denies Access	Under Investigation	Open
564	3/9/10		2736764621	Livermore	Meter/Module	Under Investigation	Open
565	3/9/10		5373045001	Los Altos	Wellington Installer	Under Investigation	Open
566	3/9/10		3889537116	Madera	Customer Denies Access	Under Investigation	Open
567	3/9/10		3967276053	OCCIDENTAL	Customer Denies Access	Under Investigation	Open
568	3/9/10		2650731175	Portola Valley	Power Interruption	Complete Power Outage	Resolved
569	3/9/10		4947798974	Richmond	Customer Denies Access	Under Investigation	Open
570	3/9/10		4613857454	Richmond	Customer Denies Access	Under Investigation	Open
571	3/9/10		6634300437	Richmond	installation	Under Investigation	Open
572	3/9/10		3663048679	San Jose	Meter/Module	Under Investigation	Open
573	3/9/10		7452938318	San Jose	Customer Denies Access	Under Investigation	Open
574	3/9/10		7839684159	San Jose	Customer Denies Access	Under Investigation	Open
575	3/9/10		8697749713	Santa Rosa	Customer Denies Access	Under Investigation	Open
576	3/9/10		130481519	Santa Rosa	Customer Denies Access	Under Investigation	Open
577	3/9/10		8052592581	Santa Rosa	Customer Denies Access	Under Investigation	Open
578	3/9/10		5296681231	Santa Rosa	Customer Denies Access	Under Investigation	Open
579	3/9/10		5296681231	Santa Rosa	Customer Denies Access	Under Investigation	Open
580	3/9/10		4397585445	Santa Rosa	Customer Denies Access	Under Investigation	Open
581	3/9/10		8525455308	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
582	3/9/10		7486627684	SEASIDE	Meter/Module	Under Investigation	Open
583	3/9/10		1495530785	Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
584	3/9/10		3282066195	Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
585	3/10/10		6406034172	Albany	Wellington Installer	Under Investigation	Open
586	3/10/10		4014595519	ANGWIN	Wellington Installer	Under Investigation	Open
587	3/10/10		3335832440	Berkeley	Wellington Installer	Under Investigation	Open
588	3/10/10		4730066348	Berkeley	Meter/Module	Under Investigation	Open

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589	3/10/10		6770113574	Browns Valley	installation	Under Investigation	Open
590	3/10/10		6640295358	Cameron Park	Wellington Installer	Under Investigation	Open
591	3/10/10		3975982686	Cazadero	Customer Denies Access	Under Investigation	Open
592	3/10/10		6583188418	Cupertino	Power Interruption	Under Investigation	Open
593	3/10/10		9207046930	Daly City	Customer Denies Access	Under Investigation	Open
594	3/10/10		9894720024	El Dorado Hills	Wellington Installer	Under Investigation	Open
595	3/10/10		9204460499	FORESTVILLE	Customer Denies Access	Under Investigation	Open
596	3/10/10		7247912212	Half Moon Bay	Customer Denies Access	Under Investigation	Open
597	3/10/10		8872462644	LEMOORE	Wellington Installer	Under Investigation	Open
598	3/10/10		8863295215	Livermore	installation	Under Investigation	Open
599	3/10/10		2561371515	Livermore	Meter/Module	Under Investigation	Open
600	3/10/10		2111764661	Livermore	Customer Denies Access	Under Investigation	Open
601	3/10/10		747631087	Los Altos	Power Interruption	Under Investigation	Open
602	3/10/10		9730689881	Martinez	Customer Denies Access	Under Investigation	Open
603	3/10/10		2097909155	MOUNT AUKUM	Customer Denies Access	Under Investigation	Open
604	3/10/10		4465016188	Mountain View	Customer Denies Access	Under Investigation	Open
605	3/10/10		2759143192	Napa	Meter/Module	Under Investigation	Open
606	3/10/10		1342644539	Petaluma	Customer Denies Access	Under Investigation	Open
607	3/10/10		2438731502	Petaluma	Customer Denies Access	Under Investigation	Open
608	3/10/10		2230710178	Pleasanton	Meter/Module	Under Investigation	Open
609	3/10/10		742128166	SAINT HELENA	Customer Denies Access	Under Investigation	Open
610	3/10/10		5475318706	San Jose	installation	Under Investigation	Open
611	3/10/10		7871357754	San Jose	Power Interruption	Under Investigation	Open
612	3/10/10		8667332325	San Jose	Wellington Installer	Under Investigation	Open
613	3/10/10		767536914	San Jose	installation	Under Investigation	Open
614	3/10/10		8827076434	San Jose	Customer Denies Access	Under Investigation	Open
615	3/10/10		909140526	San Jose	Wellington Installer	Under Investigation	Open
616	3/10/10		5873422308	San Luis Obispo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
617	3/10/10		2646621408	San Ramon	Meter/Module	Under Investigation	Open
618	3/10/10		5375540709	Santa Rosa	Customer Denies Access	Under Investigation	Open
619	3/10/10		6740077020	Santa Rosa	Customer Denies Access	Under Investigation	Open
620	3/10/10		8615065427	Santa Rosa	Customer Denies Access	Under Investigation	Open
621	3/10/10		198428503	Santa Rosa	Customer Denies Access	Under Investigation	Open
622	3/10/10		6750726275	Santa Rosa	Customer Denies Access	Under Investigation	Open
623	3/10/10		1192158949	Santa Rosa	installation	Under Investigation	Open
624	3/10/10		7517624094	Sebastopol	Customer Denies Access	Under Investigation	Open
625	3/10/10		9424719080	Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
626	3/10/10		1324782557	Sonoma	Customer Denies Access	Under Investigation	Open
627	3/10/10		4788502451	Sunnyvale	installation	Under Investigation	Open
628	3/10/10		7126898539	Tracy	Customer Denies Access	Under Investigation	Open
629	3/10/10		6089477616	Tracy	Meter/Module	Under Investigation	Open
630	3/10/10		3290511017	Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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631	3/10/10		5335619540	Vallejo	Customer Denies Access	Under Investigation	Open
632	3/10/10		3653350918	Walnut Creek	Customer Denies Access	Under Investigation	Open
633	3/11/10		1935126839	Camp Meeker	Customer Denies Access	Customer does not want a SmartMeter	Resolved
634	3/11/10		8865095658	Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Resolved
635	3/11/10		6184160599	Daly City	Customer Denies Access	Under Investigation	Open
636	3/11/10		410325056	DOBBINS	Customer Denies Access	Under Investigation	Open
637	3/11/10		1027646783	Hercules	Meter/Module	Under Investigation	Open
638	3/11/10		7732634805	Richmond	Customer Denies Access	Under Investigation	Open
639	3/11/10		7081653716	San Francisco	Customer Denies Access	Under Investigation	Open
640	3/11/10		6330117912	San Jose	Customer Denies Access	Under Investigation	Open
641	3/11/10		7925454624	San Ramon	Customer Denies Access	Under Investigation	Open
642	3/11/10		8292820131	Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
643	3/12/10		4844555665	BENICIA	Wellington Installer	Under Investigation	Open
644	3/12/10		6732073508	Berkeley	Meter/Module	Under Investigation	Open
645	3/12/10		2689938654	Berkeley	Customer Denies Access	Under Investigation	Open
646	3/12/10		219791602	Berkeley	Meter/Module	Under Investigation	Open
647	3/12/10		2068616520	Douglas Flat	installation	Other	Resolved
648	3/12/10		1404794991	Fairfield	Meter/Module	Under Investigation	Open
649	3/12/10		9336549918	FIREBAUGH	Customer Denies Access	Customer does not want a SmartMeter	Resolved
650	3/12/10		2615731384	Fresno	Meter/Module	Under Investigation	Open
651	3/12/10		1276540909	GRIDLEY	Meter/Module	Under Investigation	Open
652	3/12/10		4885780801	Hercules	Power Interruption	Under Investigation	Open
653	3/12/10		5806438679	Livermore	Customer Denies Access	Under Investigation	Open
654	3/12/10		4478510677	Livermore	Customer Denies Access	Under Investigation	Open
655	3/12/10		7925673799	Los Altos	Meter/Module	Under Investigation	Open
656	3/12/10		5380082278	MARIPOSA	Customer Denies Access	Under Investigation	Open
657	3/12/10		9861162215	MARIPOSA	Customer Denies Access	Customer does not want a SmartMeter	Resolved
658	3/12/10		8274164716	Pleasanton	Customer Denies Access	Under Investigation	Open
659	3/12/10		4282183086	San Francisco	Meter/Module	Under Investigation	Open
660	3/12/10		8497839330	San Jose	Wellington Installer	Under Investigation	Open
661	3/12/10		9993724252	San Jose	Customer Denies Access	Under Investigation	Open
662	3/12/10		452074884	San Jose	Customer Denies Access	Under Investigation	Open
663	3/12/10		6480003525	San Jose	installation	Under Investigation	Open
664	3/12/10		3419349475	San Ramon	Customer Denies Access	Under Investigation	Open
665	3/12/10		5771619122	San Ramon	Wellington Installer	Under Investigation	Open
666	3/12/10		2356626202	San Ramon	Customer Denies Access	Under Investigation	Open
667	3/12/10		2059987069	Santa Clara	Other	Under Investigation	Open
668	3/12/10		5791306944	Santa Rosa	Meter/Module	Under Investigation	Open
669	3/12/10		6315785982	Tracy	Customer Denies Access	Under Investigation	Open
670	3/12/10		4007260759	Tracy	Customer Denies Access	Under Investigation	Open
671	3/12/10		4426469067	UNION CITY	Meter/Module	Under Investigation	Open
672	3/12/10		9076829227	Vallejo	Customer Denies Access	Under Investigation	Open

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673	3/12/10		4187514974	Vallejo	Wellington Installer	Under Investigation	Open
674	3/12/10		6048646814	YOUNTVILLE	Power Interruption	Under Investigation	Open
675	3/12/10		2273626773	Yuba City	Wellington Installer	Under Investigation	Open
676	3/13/10		8124925113	American Canyon	Power Interruption	Under Investigation	Open
677	3/13/10		2416488642	Cupertino	Customer Denies Access	Under Investigation	Open
678	3/13/10		4424545219	Olivehurst	Customer Denies Access	Under Investigation	Open
679	3/13/10		9411482351	Vallejo	Customer Denies Access	Under Investigation	Open
680	3/13/10		4672763863	Yuba City	Customer Denies Access	Under Investigation	Open
681	3/14/10		3400878190	El Cerrito	Bad Meter / Module Equipment	Under Investigation	Open
682	3/14/10		5018718778	Olivehurst	Customer Denies Access	Under Investigation	Open
683	3/14/10		2873837076	San Jose	Customer Denies Access	Under Investigation	Open
684	3/15/10		8244036360	Bakersfield	installation	Under Investigation	Open
685	3/15/10		4455204168	Berkeley	Customer Denies Access	Under Investigation	Open
686	3/15/10		9081219561	Daly City	Power Interruption	Under Investigation	Open
687	3/15/10		7921071736	El Cerrito	Customer Denies Access	Under Investigation	Open
688	3/15/10		9541198280	Healdsburg	Customer Denies Access	Under Investigation	Open
689	3/15/10		9492700937	LINCOLN	installation	Under Investigation	Open
690	3/15/10		2675610512	MADISON	installation	Under Investigation	Open
691	3/15/10		3854904600	Newark	Customer Denies Access	Under Investigation	Open
692	3/15/10		7407277799	Pacifica	Meter/Module	Under Investigation	Open
693	3/15/10		1646828789	Placerville	Customer Denies Access	Under Investigation	Open
694	3/15/10		9001193534	Placerville	Customer Denies Access	Under Investigation	Open
695	3/15/10		8447626655	Placerville	Customer Denies Access	Under Investigation	Open
696	3/15/10		4839897262	Placerville	Customer Denies Access	Under Investigation	Open
697	3/15/10		804898770	Placeville	Customer Denies Access	Under Investigation	Open
698	3/15/10		1777593542	Pleasanton	Wellington Installer	Under Investigation	Open
699	3/15/10		371212214	Redwood City	Wellington Installer	Under Investigation	Open
700	3/15/10		1738483062	Richmond	Customer Denies Access	Under Investigation	Open
701	3/15/10		4775877059	Richmond	Customer Denies Access	Under Investigation	Open
702	3/15/10		7962305416	Richmond	Customer Denies Access	Under Investigation	Open
703	3/15/10		3619632348	San Jose	Customer Denies Access	Under Investigation	Open
704	3/15/10		2077021587	San Jose	Customer Denies Access	Under Investigation	Open
705	3/15/10		2150017517	Santa Rosa	Customer Denies Access	Under Investigation	Open
706	3/15/10		9928460515	Tracy	Customer Denies Access	Under Investigation	Open
707	3/15/10		1431583731	Tracy	Customer Denies Access	Under Investigation	Open
708	3/16/10		9071356559	Angels Camp	Customer Denies Access	Under Investigation	Open
709	3/16/10		2986288858	El Dorado Hills	Customer Denies Access	Under Investigation	Open
710	3/16/10		7568682920	El Dorado Hills	Customer Denies Access	Under Investigation	Open
711	3/16/10		8116614531	Livermore	Customer Denies Access	Under Investigation	Open
712	3/16/10		2530090227	Livermore	Customer Denies Access	Under Investigation	Open
713	3/16/10		4397355846	Martinez	Customer Denies Access	Under Investigation	Open
714	3/16/10		7541773210	Placerville	Customer Denies Access	Under Investigation	Open

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715	3/16/10		3133071590	Placerville	Customer Denies Access	Under Investigation	Open
716	3/16/10		2992847259	San Jose	Customer Denies Access	Under Investigation	Open
717	3/16/10		3663048679	San Jose	Meter/Module	Under Investigation	Open
718	3/16/10		8884268449	Santa Rosa	Customer Denies Access	Under Investigation	Open
719	3/16/10		1067883077	Stockton	Other	Under Investigation	Open
720	3/16/10		2952112272	Sunnyvale	Customer Denies Access	Under Investigation	Open
721	3/16/10		5929461286	Tracy	Meter/Module	Under Investigation	Open
722	3/16/10		2282626628	Vallejo	Meter/Module	Under Investigation	Open
723	3/16/10		6487187978	Walnut Creek	Customer Denies Access	Under Investigation	Open
724	3/16/10		4987206948	Yuba City	Customer Denies Access	Under Investigation	Open
725	3/17/10		6858781447	Albany	installation	Under Investigation	Open
726	3/17/10		6190569684	Berkeley	Wellington Installer	Under Investigation	Open
727	3/17/10		5924078763	Bodega Bay	Power Interruption	Under Investigation	Open
728	3/17/10		832714082	Cupertino	Meter/Module	Under Investigation	Open
729	3/17/10		5666547885	Cupertino	Customer Denies Access	Under Investigation	Open
730	3/17/10		6510058984	El Dorado Hills	SmartMeter Customer Communication	Under Investigation	Open
731	3/17/10		8393287132	Kingsburg	Customer Denies Access	Under Investigation	Open
732	3/17/10		4517185467	Livermore	Customer Denies Access	Under Investigation	Open
733	3/17/10		7404224990	Livermore	installation	Under Investigation	Open
734	3/17/10		7662600837	Los Altos	Customer Denies Access	Under Investigation	Open
735	3/17/10		7787341122	Napa	Customer Denies Access	Under Investigation	Open
736	3/17/10		8654288533	Pleasanton	Wellington Installer	Under Investigation	Open
737	3/17/10		1311009535	Richmond	Customer Denies Access	Under Investigation	Open
738	3/17/10		876568951	Richmond	installation	Under Investigation	Open
739	3/17/10		6075301911	San Jose	Wellington Installer	Under Investigation	Open
740	3/17/10		4249805170	San Jose	installation	Under Investigation	Open
741	3/17/10		8171204181	San Jose	installation	Under Investigation	Open
742	3/17/10		2877823648	San Jose	Customer Denies Access	Under Investigation	Open
743	3/17/10		3091125780	San Ramon	installation	Under Investigation	Open
744	3/17/10		1104968399	San Ramon	Customer Denies Access	Under Investigation	Open
745	3/17/10		4512784280	Santa Clara	Meter/Module	Under Investigation	Open
746	3/17/10		1910439414	Sunnyvale	Wellington Installer	Under Investigation	Open
747	3/17/10		3664338244	Tracy	Customer Denies Access	Under Investigation	Open
748	3/17/10		4509721622	Tracy	Customer Denies Access	Under Investigation	Open
749	3/17/10		7216346254	Tracy	Customer Denies Access	Under Investigation	Open
750	3/17/10		2943042536	Vacaville	Wellington Installer	Under Investigation	Open
751	3/17/10		4087770981	Vallejo	Customer Denies Access	Under Investigation	Open
752	3/17/10		7547981006	Wheatland	Customer Denies Access	Under Investigation	Open
753	3/18/10		3397041828	Berkeley	installation	Under Investigation	Open
754	3/18/10		5405962269	El Dorado Hills	Meter/Module	Under Investigation	Open
755	3/18/10		8962700788	El Dorado Hills	Customer Denies Access	Under Investigation	Open
756	3/18/10		1893468519	El Granada	Customer Denies Access	Under Investigation	Open

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757	3/18/10		8193020297	EL SOBRANTE	installation	Under Investigation	Open
758	3/18/10		2278824667	Fremont	Power Interruption	Under Investigation	Open
759	3/18/10		4280537701	Livermore	Customer Denies Access	Under Investigation	Open
760	3/18/10		394794685	REEDLEY	SmartMeter Customer Communication	Under Investigation	Open
761	3/18/10		7545950143	San Jose	Customer Denies Access	Under Investigation	Open
762	3/18/10		1333144948	San Jose	Meter/Module	Under Investigation	Open
763	3/18/10		2054540802	Sonoma	Customer Denies Access	Under Investigation	Open
764	3/18/10		3505016689	Tracy	Customer Denies Access	Under Investigation	Open
765	3/18/10		6292682021	Vallejo	Customer Denies Access	Under Investigation	Open
766	3/18/10		403856077	Walnut Creek	Customer Denies Access	Under Investigation	Open
767	3/19/10		6276790909	American Canyon	Customer Denies Access	Under Investigation	Open
768	3/19/10		1030593188	COTATI	Meter/Module	Under Investigation	Open
769	3/19/10		3192564687	Kensington	installation	Under Investigation	Open
770	3/19/10		757634586	Kingsburg	Customer Denies Access	Under Investigation	Open
771	3/19/10		8826916855	Merced	Customer Denies Access	Under Investigation	Open
772	3/19/10		9613961434	Napa	Power Interruption	Under Investigation	Open
773	3/19/10		1641997405	Placerville	Customer Denies Access	Under Investigation	Open
774	3/19/10		1240630318	San Francisco	installation	Under Investigation	Open
775	3/19/10		8245433354	San Jose	Customer Denies Access	Under Investigation	Open
776	3/19/10		2022030443	San Ramon	Customer Denies Access	Under Investigation	Open
777	3/19/10		8291264779	San Ramon	Customer Denies Access	Under Investigation	Open
778	3/19/10		9610694828	Sanger	Other	Under Investigation	Open
779	3/19/10		6044724926	Santa Rosa	Wellington Installer	Under Investigation	Open
780	3/19/10		7751182141	Santa Rosa	Customer Denies Access	Under Investigation	Open
781	3/19/10		1216263198	Sebastopol	Customer Denies Access	Under Investigation	Open
782	3/19/10		3995124759	Sunnyvale	Power Interruption	Under Investigation	Open
783	3/19/10		1867082534	Sunnyvale	Wellington Installer	Under Investigation	Open
784	3/19/10		3782911271	Tracy	Customer Denies Access	Under Investigation	Open
785	3/19/10		3132569224	Walnut Creek	Customer Denies Access	Under Investigation	Open
786	3/19/10		9253956355	Yuba City	Customer Denies Access	Under Investigation	Open

111 New Complaints Since the Last Report
 47 Complaints Resolved Since the Last Report
 739 Complaints Open

Pacific Gas and Electric Company

SmartMeter™ Complaint Report

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

March 25, 2010 -- For the Period March 13, 2010 through March 19, 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}	0988728354	NEWCASTLE	Resolved	Bill is Accurate. Meter tested accurate; energy audit determined hot water leak. PG&E disconnected hot water heater and sent solar plumber to repair customer's solar hot water heater instead. Consumption has lowered since the solar heater installation. PG&E gave customer \$1,668 nonbeneficial use adjustment for malfunctioning hot water heater.
2	2/5/10	{Redacted}	2219325330	ALAMEDA	Resolved	No SmartMeter™ Device Installed At Time of Complaint. No SmartMeter installed during period of high usage. Customer questioned high gas usage 4/27/09-6/25/09. Meter removed for testing and a SmartMeter was installed on 6/30/09. Because of debris and insects in meter index, PG&E agreed dial may have moved and adjusted the usage registered on the old meter that was in dispute. Adjustment appeared on October 2009 bill.
3	2/11/10	{Redacted}	2152919073	RED BLUFF	Open	Under Investigation
4	2/17/10	{Redacted}	7661576333	FOSTER CITY	Open	Under Investigation
5	2/23/10	{Redacted}	9203855281	SAN JOSE	Resolved	Bill is Accurate. SmartMeter installed 1/25/10. Customer not really complaining about SmartMeter. Reading media stories and trying to make the connection with his high electric bills. Dropped from CARE on 2/5/08. Only slight increase in electric usage. Identified extra freezer, 75 gallon aquarium, small workshop with electric equipment in back of house, and wife uses space heater; five adults living in this residence. Customer understands appliance usage; will disconnect extra freezer. Sent CARE and Medical Baseline applications. Referred to Smarter Energy Line for more in depth discussion of energy conservation.
6	2/23/10	{Redacted}	4377021950	APPLEGATE	Resolved	Bill is Accurate. All electric home. Tried to review appliances with customer, but he said he just wanted the meter tested. Reminded customer to recertify for CARE (requested in December - so only has a couple of weeks to recertify) and scheduled meter test for 3/2/10. Meter tested accurate.
7	2/23/10	{Redacted}	214269130	BAKERSFIELD	Open	Under Investigation
8	3/2/10	{Redacted}	1911610077	BAKERSFIELD	Open	Under Investigation

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

Pacific Gas and Electric Company

SmartMeter™ Complaint Report

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March 25, 2010 -- For the Period March 13, 2010 through March 19, 2010

Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
9	3/3/10		9338638699	BAKERSFIELD	Resolved	Clerical Billing Error. SmartMeter was installed on 4/14/09 and reads were received on a regular basis until October 2009 when the meter stopped communicating. The current customer started service on 12/7/09. PG&E's representative created the account but a bill was not generated in a timely manner. A meter reader verified the meter read in the field on 3/4/10 and the account was billed forward for period 12/7/09 - 3/3/10. The customer was given additional time to pay the bill because of the bill delay. PG&E is looking into this service point to determine why the reads stopped communicating. Until a properly communicating meter is in place, a meter reader will continue to verify the meter reads monthly to allow timely billing.
10	3/3/10		9342871820	DANVILLE	Open	Under Investigation
11	3/3/10		2219647756	PLEASANT HILL	Open	Under Investigation
12	3/9/10		4064021491	MARTINEZ	Open	Under Investigation
13	3/9/10		8734167376	DUBLIN	Open	Under Investigation
14	3/10/10		2090459754	MOUNTAIN VIEW	Open	Under Investigation
15	3/10/10		2063974684	MARTINEZ	Open	Under Investigation
16	3/11/10		0888210195	AMERICAN CANYON	Open	Under Investigation
17	3/12/10		5489319586	CONCORD	Open	Under Investigation
18	3/12/10		9161902124	FRESNO	Open	Under Investigation
19	3/12/10		4646930147	BAY POINT	Open	Under Investigation
20	3/12/10		8207558203	BAKERSFIELD	Open	Under Investigation
21	3/14/10		7499361951	LINCOLN	Open	Under Investigation
22	3/17/10		1055039559	BAKERSFIELD	Open	Under Investigation
23	3/18/10		3062304203	BAKERSFIELD	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.

18 **Open Complaints on Last Report**
5 **Open Complaints Resolved Since the Last Report**
5 **New Complaints Since the Last Report**
0 **New Complaints Resolved Since the Last Report**
5 **New Complaints Open**