

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

April 1, 2010 -- For the Period March 20, 2010 through March 26, 2010

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

| No. | Complaint Date | Customer Name | Account | Service City   | Core Process                                | Nature of Complaint                | Status   |
|-----|----------------|---------------|---------|----------------|---|------------------------------------|----------|
| 1   | 5/7/09         | {Redacted}    |         | Brentwood      | Household items affected by SM installation | Under Investigation                | Open     |
| 2   | 6/9/09         | {Redacted}    |         | Citrus Heights | Meter/Module                                | Under Investigation                | Open     |
| 3   | 6/25/09        | {Redacted}    |         | PARADISE       | Meter/Module                                | Under Investigation                | Open     |
| 4   | 7/1/09         | {Redacted}    |         | Capay          | Other                                       | Under Investigation                | Open     |
| 5   | 7/1/09         | {Redacted}    |         | Rocklin        | Billing Inquiries                           | Under Investigation                | Open     |
| 6   | 7/2/09         | {Redacted}    |         | Soda Springs   | Scheduling Problems                         | Under Investigation                | Open     |
| 7   | 7/29/09        | {Redacted}    |         | UNION CITY     | Wellington Installer                        | Other                              | Resolved |
| 8   | 7/31/09        | {Redacted}    |         | WOODLAND       | SmartMeter Customer Communication           | Under Investigation                | Open     |
| 9   | 8/14/09        | {Redacted}    |         | SHERIDAN       | Wellington Installer                        | Unable to Complete                 | Resolved |
| 10  | 9/2/09         | {Redacted}    |         | Lafayette      | Scheduling Problems                         | Wellington missed appointment      | Resolved |
| 11  | 9/2/09         | {Redacted}    |         | PITTSBURG      | Household items affected by SM installation | Damaged Other Household Appliances | Resolved |
| 12  | 9/3/09         | {Redacted}    |         | COLFAX         | Household items affected by SM installation | Under Investigation                | Open     |
| 13  | 9/10/09        | {Redacted}    |         | Twain Harte    | SmartMeter Customer Communication           | Under Investigation                | Open     |
| 14  | 9/18/09        | {Redacted}    |         | Moraga         | SmartMeter Customer Communication           | Under Investigation                | Open     |
| 15  | 9/21/09        | {Redacted}    |         | Fairfield      | Household items affected by SM installation | Under Investigation                | Open     |
| 16  | 9/22/09        | {Redacted}    |         | Sonora         | Household items affected by SM installation | Under Investigation                | Open     |
| 17  | 9/29/09        | {Redacted}    |         | AHWAHNEE       | Meter/Module                                | Under Investigation                | Open     |
| 18  | 10/2/09        | {Redacted}    |         | Rocklin        | Scheduling Problems                         | Under Investigation                | Open     |
| 19  | 10/5/09        | {Redacted}    |         | SUTTER CREEK   | Household items affected by SM installation | Under Investigation                | Open     |
| 20  | 10/9/09        | {Redacted}    |         | Fairfield      | Household items affected by SM installation | Under Investigation                | Open     |
| 21  | 10/13/09       | {Redacted}    |         | Jackson        | Household items affected by SM installation | Under Investigation                | Open     |
| 22  | 10/13/09       | {Redacted}    |         | Jackson        | Wellington Installer                        | Under Investigation                | Open     |
| 23  | 10/15/09       | {Redacted}    |         | Stockton       | Household items affected by SM installation | Under Investigation                | Open     |
| 24  | 10/15/09       | {Redacted}    |         | Twain Harte    | Billing Inquiries                           | Under Investigation                | Open     |
| 25  | 10/19/09       | {Redacted}    |         | SAN MATEO      | Wellington Installer                        | Under Investigation                | Open     |
| 26  | 10/19/09       | {Redacted}    |         | SUTTER CREEK   | Meter/Module                                | Under Investigation                | Open     |
| 27  | 10/22/09       | {Redacted}    |         | Rio Vista      | Wellington Installer                        | Under Investigation                | Open     |
| 28  | 10/26/09       | {Redacted}    |         | Fremont        | Other                                       | Under Investigation                | Open     |
| 29  | 10/26/09       | {Redacted}    |         | ORINDA         | Wellington Installer                        | Under Investigation                | Open     |
| 30  | 10/28/09       | {Redacted}    |         | Vacaville      | Wellington Installer                        | Under Investigation                | Open     |
| 31  | 10/29/09       | {Redacted}    |         | Walnut Creek   | Wellington Installer                        | Under Investigation                | Open     |
| 32  | 11/5/09        | {Redacted}    |         | Suisun City    | Wellington Installer                        | Under Investigation                | Open     |
| 33  | 11/10/09       | {Redacted}    |         | Fairfield      | Household items affected by SM installation | Under Investigation                | Open     |
| 34  | 11/10/09       | {Redacted}    |         | Hillsborough   | Customer Denies Access                      | Under Investigation                | Open     |
| 35  | 11/10/09       | {Redacted}    |         | Vacaville      | Customer Denies Access                      | Under Investigation                | Open     |
| 36  | 11/12/09       | {Redacted}    |         | Dixon          | Household items affected by SM installation | Under Investigation                | Open     |
| 37  | 11/12/09       | {Redacted}    |         | Newark         | Meter/Module                                | Under Investigation                | Open     |
| 38  | 11/16/09       | {Redacted}    |         | Pleasant Hill  | Wellington Installer                        | Under Investigation                | Open     |
| 39  | 11/16/09       | {Redacted}    |         | Vacaville      | Household items affected by SM installation | Under Investigation                | Open     |
| 40  | 11/16/09       | {Redacted}    |         | Vacaville      | Household items affected by SM installation | Under Investigation                | Open     |
| 41  | 11/17/09       | {Redacted}    |         | Half Moon Bay  | Meter/Module                                | Under Investigation                | Open     |
| 42  | 11/17/09       | {Redacted}    |         | PITTSBURG      | Other                                       | Other                              | Resolved |

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| No. | Complaint Date | Customer Name | Account | Service City     | Core Process                                | Nature of Complaint                 | Status   |
|-----|----------------|---------------|---------|------------------|---|-------------------------------------|----------|
| 43  | 11/18/09       |               |         | S. San Francisco | Household items affected by SM installation | Under Investigation                 | Open     |
| 44  | 11/19/09       |               |         | Vacaville        | Household items affected by SM installation | Under Investigation                 | Open     |
| 45  | 11/20/09       |               |         | Fremont          | Meter/Module                                | Under Investigation                 | Open     |
| 46  | 11/20/09       |               |         | LINCOLN          | Billing Inquiries                           | Under Investigation                 | Open     |
| 47  | 11/23/09       |               |         | Stockton         | Wellington Installer                        | Under Investigation                 | Open     |
| 48  | 11/23/09       |               |         | WOODLAND         | Meter/Module                                | Under Investigation                 | Open     |
| 49  | 11/24/09       |               |         | Kingsburg        | Meter/Module                                | Under Investigation                 | Open     |
| 50  | 11/25/09       |               |         | Mountain View    | Wellington Installer                        | Under Investigation                 | Open     |
| 51  | 11/25/09       |               |         | Richmond         | Network Equipment Installation              | Under Investigation                 | Open     |
| 52  | 11/25/09       |               |         | UNION CITY       | Wellington Installer                        | Under Investigation                 | Open     |
| 53  | 11/30/09       |               |         | Fresno           | Household items affected by SM installation | Under Investigation                 | Open     |
| 54  | 11/30/09       |               |         | MIRAMONTE        | Household items affected by SM installation | Under Investigation                 | Open     |
| 55  | 12/1/09        |               |         | Fairfield        | Wellington Installer                        | Under Investigation                 | Open     |
| 56  | 12/1/09        |               |         | Fremont          | Customer Denies Access                      | Customer Denies Wellington Access   | Resolved |
| 57  | 12/1/09        |               |         | Merced           | Wellington Installer                        | Under Investigation                 | Open     |
| 58  | 12/1/09        |               |         | Mountain View    | Wellington Installer                        | Under Investigation                 | Open     |
| 59  | 12/1/09        |               |         | Stockton         | Wellington Installer                        | Under Investigation                 | Open     |
| 60  | 12/2/09        |               |         | Fremont          | Power Interruption                          | Under Investigation                 | Open     |
| 61  | 12/2/09        |               |         | Redwood City     | Household items affected by SM installation | Under Investigation                 | Open     |
| 62  | 12/3/09        |               |         | Danville         | Wellington Installer                        | Under Investigation                 | Open     |
| 63  | 12/3/09        |               |         | Manteca          | Household items affected by SM installation | Under Investigation                 | Open     |
| 64  | 12/3/09        |               |         | Manteca          | Household items affected by SM installation | Under Investigation                 | Open     |
| 65  | 12/3/09        |               |         | Stockton         | Household items affected by SM installation | Under Investigation                 | Open     |
| 66  | 12/4/09        |               |         | Hanford          | Household items affected by SM installation | Under Investigation                 | Open     |
| 67  | 12/4/09        |               |         | Livermore        | Wellington Installer                        | Under Investigation                 | Open     |
| 68  | 12/4/09        |               |         | Napa             | Household items affected by SM installation | Under Investigation                 | Open     |
| 69  | 12/7/09        |               |         | Napa             | Wellington Installer                        | Under Investigation                 | Open     |
| 70  | 12/7/09        |               |         | Walnut Creek     | Household items affected by SM installation | Damaged Other Household Appliances  | Resolved |
| 71  | 12/8/09        |               |         | MARINA           | Wellington Installer                        | Under Investigation                 | Open     |
| 72  | 12/8/09        |               |         | PIONEER          | Household items affected by SM installation | Under Investigation                 | Open     |
| 73  | 12/8/09        |               |         | Redwood City     | Household items affected by SM installation | Under Investigation                 | Open     |
| 74  | 12/9/09        |               |         | Los Altos        | Household items affected by SM installation | Under Investigation                 | Open     |
| 75  | 12/9/09        |               |         | Pilot Hill       | Scheduling Problems                         | Under Investigation                 | Open     |
| 76  | 12/9/09        |               |         | Stockton         | Power Interruption                          | Under Investigation                 | Open     |
| 77  | 12/10/09       |               |         | Fairfield        | Scheduling Problems                         | Under Investigation                 | Open     |
| 78  | 12/10/09       |               |         | Walnut Creek     | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 79  | 12/11/09       |               |         | MILLBRAE         | Power Interruption                          | Under Investigation                 | Open     |
| 80  | 12/11/09       |               |         | Plymouth         | Meter/Module                                | Under Investigation                 | Open     |
| 81  | 12/11/09       |               |         | Stockton         | Household items affected by SM installation | Under Investigation                 | Open     |
| 82  | 12/14/09       |               |         | Lafayette        | Customer Denies Access                      | Customer Denies Wellington Access   | Resolved |
| 83  | 12/15/09       |               |         | Stockton         | Wellington Installer                        | Under Investigation                 | Open     |
| 84  | 12/16/09       |               |         | Mountain View    | Scheduling Problems                         | Under Investigation                 | Open     |

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| No. | Complaint Date | Customer Name | Account | Service City  | Core Process                      | Nature of Complaint                 | Status   |
|-----|----------------|---------------|---------|---------------|-----------------------------------|-------------------------------------|----------|
| 85  | 12/17/09       |               |         | Stockton      | Wellington Installer              | Under Investigation                 | Open     |
| 86  | 12/17/09       |               |         | Sunnyvale     | Meter/Module                      | Under Investigation                 | Open     |
| 87  | 12/17/09       |               |         | Vacaville     | Meter/Module                      | Under Investigation                 | Open     |
| 88  | 12/17/09       |               |         | Walnut Creek  | Wellington Installer              | Under Investigation                 | Open     |
| 89  | 12/18/09       |               |         | LATHROP       | Other                             | Under Investigation                 | Open     |
| 90  | 12/21/09       |               |         | Stockton      | Wellington Installer              | Under Investigation                 | Open     |
| 91  | 12/22/09       |               |         | Fremont       | installation                      | Under Investigation                 | Open     |
| 92  | 12/22/09       |               |         | Napa          | Wellington Installer              | Under Investigation                 | Open     |
| 93  | 12/22/09       |               |         | PINE GROVE    | Wellington Installer              | Under Investigation                 | Open     |
| 94  | 12/22/09       |               |         | Walnut Creek  | Customer Denies Access            | Customer does not want a SmartMeter | Resolved |
| 95  | 12/23/09       |               |         | Dublin        | Meter/Module                      | Under Investigation                 | Open     |
| 96  | 12/23/09       |               |         | MONTARA       | Wellington Installer              | Under Investigation                 | Open     |
| 97  | 12/23/09       |               |         | Sunnyvale     | installation                      | Under Investigation                 | Open     |
| 98  | 12/23/09       |               |         | Sunnyvale     | installation                      | Under Investigation                 | Open     |
| 99  | 12/23/09       |               |         | Sunnyvale     | installation                      | Under Investigation                 | Open     |
| 100 | 12/23/09       |               |         | Sunnyvale     | Wellington Installer              | Under Investigation                 | Open     |
| 101 | 12/23/09       |               |         | Walnut Creek  | SmartMeter Customer Communication | Under Investigation                 | Open     |
| 102 | 12/27/09       |               |         | Concord       | Customer Denies Access            | Customer does not want a SmartMeter | Resolved |
| 103 | 12/28/09       |               |         | Atwater       | Wellington Installer              | Under Investigation                 | Open     |
| 104 | 12/28/09       |               |         | Dinuba        | Wellington Installer              | Under Investigation                 | Open     |
| 105 | 12/28/09       |               |         | Half Moon Bay | Wellington Installer              | Under Investigation                 | Open     |
| 106 | 12/29/09       |               |         | El Granada    | Power Interruption                | Under Investigation                 | Open     |
| 107 | 12/29/09       |               |         | Livermore     | Meter/Module                      | Under Investigation                 | Open     |
| 108 | 12/29/09       |               |         | Livermore     | Customer Denies Access            | Customer does not want a SmartMeter | Resolved |
| 109 | 12/29/09       |               |         | Pleasanton    | installation                      | Under Investigation                 | Open     |
| 110 | 12/29/09       |               |         | San Francisco | Other                             | Under Investigation                 | Open     |
| 111 | 12/29/09       |               |         | San Ramon     | installation                      | Under Investigation                 | Open     |
| 112 | 12/29/09       |               |         | Vallejo       | installation                      | Other                               | Resolved |
| 113 | 12/29/09       |               |         | Walnut Creek  | Customer Denies Access            | Customer does not want a SmartMeter | Resolved |
| 114 | 12/30/09       |               |         | Concord       | installation                      | Damaged Other Household Appliances  | Resolved |
| 115 | 12/30/09       |               |         | Los Banos     | Network Equipment Installation    | Under Investigation                 | Open     |
| 116 | 12/31/09       |               |         | Livermore     | installation                      | Under Investigation                 | Open     |
| 117 | 12/31/09       |               |         | Mountain View | Other                             | Under Investigation                 | Open     |
| 118 | 12/31/09       |               |         | Mountain View | installation                      | Under Investigation                 | Open     |
| 119 | 12/31/09       |               |         | TOLLHOUSE     | Customer Denies Access            | Customer does not want a SmartMeter | Resolved |
| 120 | 1/4/10         |               |         | Menlo Park    | Customer Denies Access            | Under Investigation                 | Open     |
| 121 | 1/4/10         |               |         | Merced        | Customer Denies Access            | Under Investigation                 | Open     |
| 122 | 1/4/10         |               |         | Mountain View | installation                      | Under Investigation                 | Open     |
| 123 | 1/4/10         |               |         | Rocklin       | Customer Denies Access            | Under Investigation                 | Open     |
| 124 | 1/5/10         |               |         | AUBURN        | Power Interruption                | Under Investigation                 | Open     |
| 125 | 1/5/10         |               |         | San Francisco | Meter/Module                      | Under Investigation                 | Open     |
| 126 | 1/5/10         |               |         | Sebastopol    | Other                             | Under Investigation                 | Open     |

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| Resolved Since the Last Report |  |
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|-----|----------------|---------------|---------|--------------|------------------------|---------------------|----------|
| 127 | 1/6/10         |               |         | Concord      | Scheduling Problems    | Under Investigation | Open     |
| 128 | 1/6/10         |               |         | Napa         | Other                  | Other               | Resolved |
| 129 | 1/7/10         |               |         | Los Altos    | Other                  | Under Investigation | Open     |
| 130 | 1/8/10         |               |         | Concord      | Customer Denies Access | Under Investigation | Open     |
| 131 | 1/8/10         |               |         | Livermore    | installation           | Under Investigation | Open     |
| 132 | 1/8/10         |               |         | Livermore    | installation           | Under Investigation | Open     |
| 133 | 1/8/10         |               |         | Los Altos    | Customer Denies Access | Under Investigation | Open     |
| 134 | 1/8/10         |               |         | Moraga       | Customer Denies Access | Under Investigation | Open     |
| 135 | 1/11/10        |               |         | Burlingame   | installation           | Under Investigation | Open     |
| 136 | 1/11/10        |               |         | Fairfield    | Meter/Module           | Under Investigation | Open     |
| 137 | 1/11/10        |               |         | Livermore    | installation           | Under Investigation | Open     |
| 138 | 1/11/10        |               |         | Vacaville    | Meter/Module           | Under Investigation | Open     |
| 139 | 1/12/10        |               |         | Berkeley     | Customer Denies Access | Under Investigation | Open     |
| 140 | 1/12/10        |               |         | Danville     | installation           | Under Investigation | Open     |
| 141 | 1/12/10        |               |         | Livermore    | Power Interruption     | Under Investigation | Open     |
| 142 | 1/12/10        |               |         | Moraga       | installation           | Under Investigation | Open     |
| 143 | 1/12/10        |               |         | Sunnyvale    | installation           | Under Investigation | Open     |
| 144 | 1/12/10        |               |         | Walnut Creek | Wellington Installer   | Under Investigation | Open     |
| 145 | 1/13/10        |               |         | LODI         | Meter/Module           | Under Investigation | Open     |
| 146 | 1/13/10        |               |         | San Ramon    | Customer Denies Access | Under Investigation | Open     |
| 147 | 1/14/10        |               |         | Cupertino    | installation           | Under Investigation | Open     |
| 148 | 1/14/10        |               |         | Cupertino    | installation           | Under Investigation | Open     |
| 149 | 1/14/10        |               |         | Dublin       | installation           | Under Investigation | Open     |
| 150 | 1/14/10        |               |         | Moraga       | installation           | Under Investigation | Open     |
| 151 | 1/14/10        |               |         | Sunnyvale    | Wellington Installer   | Under Investigation | Open     |
| 152 | 1/15/10        |               |         | CORCORAN     | Wellington Installer   | Under Investigation | Open     |
| 153 | 1/15/10        |               |         | Dublin       | Meter/Module           | Under Investigation | Open     |
| 154 | 1/15/10        |               |         | Dublin       | installation           | Under Investigation | Open     |
| 155 | 1/15/10        |               |         | Napa         | Scheduling Problems    | Under Investigation | Open     |
| 156 | 1/15/10        |               |         | San Ramon    | Customer Denies Access | Under Investigation | Open     |
| 157 | 1/15/10        |               |         | San Ramon    | installation           | Under Investigation | Open     |
| 158 | 1/16/10        |               |         | San Jose     | installation           | Under Investigation | Open     |
| 159 | 1/19/10        |               |         | Aptos        | Other                  | Under Investigation | Open     |
| 160 | 1/19/10        |               |         | Martinez     | Other                  | Under Investigation | Open     |
| 161 | 1/19/10        |               |         | San Ramon    | Customer Denies Access | Under Investigation | Open     |
| 162 | 1/20/10        |               |         | Cupertino    | installation           | Under Investigation | Open     |
| 163 | 1/20/10        |               |         | Cupertino    | Power Interruption     | Under Investigation | Open     |
| 164 | 1/21/10        |               |         | Livermore    | Other                  | Under Investigation | Open     |
| 165 | 1/21/10        |               |         | Madera       | Customer Denies Access | Under Investigation | Open     |
| 166 | 1/22/10        |               |         | COARSEGOLD   | installation           | Damaged Television  | Resolved |
| 167 | 1/22/10        |               |         | Fremont      | installation           | Under Investigation | Open     |
| 168 | 1/22/10        |               |         | RAYMOND      | Customer Denies Access | Under Investigation | Open     |

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| 169 | 1/22/10        |               |         | Sebastopol      | Customer Denies Access            | Under Investigation | Open   |
| 170 | 1/23/10        |               |         | Kensington      | installation                      | Under Investigation | Open   |
| 171 | 1/25/10        |               |         | Danville        | Other                             | Under Investigation | Open   |
| 172 | 1/25/10        |               |         | PINOLE          | SmartMeter Customer Communication | Under Investigation | Open   |
| 173 | 1/25/10        |               |         | San Jose        | Wellington Installer              | Under Investigation | Open   |
| 174 | 1/26/10        |               |         | American Canyon | Customer Denies Access            | Under Investigation | Open   |
| 175 | 1/26/10        |               |         | Livermore       | Customer Denies Access            | Under Investigation | Open   |
| 176 | 1/26/10        |               |         | Livermore       | Customer Denies Access            | Under Investigation | Open   |
| 177 | 1/26/10        |               |         | Madera          | Wellington Installer              | Under Investigation | Open   |
| 178 | 1/26/10        |               |         | Merced          | Customer Denies Access            | Under Investigation | Open   |
| 179 | 1/26/10        |               |         | MONTARA         | Meter/Module                      | Under Investigation | Open   |
| 180 | 1/26/10        |               |         | Pleasanton      | Wellington Installer              | Under Investigation | Open   |
| 181 | 1/26/10        |               |         | San Jose        | installation                      | Under Investigation | Open   |
| 182 | 1/26/10        |               |         | San Jose        | Meter/Module                      | Under Investigation | Open   |
| 183 | 1/26/10        |               |         | Stockton        | Wellington Installer              | Under Investigation | Open   |
| 184 | 1/26/10        |               |         | Sunnyvale       | installation                      | Under Investigation | Open   |
| 185 | 1/26/10        |               |         | Sunnyvale       | installation                      | Under Investigation | Open   |
| 186 | 1/26/10        |               |         | Vallejo         | Wellington Installer              | Under Investigation | Open   |
| 187 | 1/27/10        |               |         | Hillsborough    | Customer Denies Access            | Under Investigation | Open   |
| 188 | 1/27/10        |               |         | Pleasanton      | Wellington Installer              | Under Investigation | Open   |
| 189 | 1/27/10        |               |         | Redwood City    | Meter/Module                      | Under Investigation | Open   |
| 190 | 1/28/10        |               |         | American Canyon | Wellington Installer              | Under Investigation | Open   |
| 191 | 1/28/10        |               |         | EL SOBRANTE     | Wellington Installer              | Under Investigation | Open   |
| 192 | 1/28/10        |               |         | Hayward         | Meter/Module                      | Under Investigation | Open   |
| 193 | 1/28/10        |               |         | Moraga          | Wellington Installer              | Under Investigation | Open   |
| 194 | 1/28/10        |               |         | Pleasanton      | installation                      | Under Investigation | Open   |
| 195 | 1/28/10        |               |         | San Francisco   | Power Interruption                | Under Investigation | Open   |
| 196 | 1/28/10        |               |         | San Jose        | installation                      | Under Investigation | Open   |
| 197 | 1/28/10        |               |         | San Jose        | Wellington Installer              | Under Investigation | Open   |
| 198 | 1/28/10        |               |         | Sunnyvale       | Power Interruption                | Under Investigation | Open   |
| 199 | 1/29/10        |               |         | Cupertino       | installation                      | Under Investigation | Open   |
| 200 | 1/29/10        |               |         | Kensington      | Meter/Module                      | Under Investigation | Open   |
| 201 | 1/29/10        |               |         | Madera          | Wellington Installer              | Under Investigation | Open   |
| 202 | 1/29/10        |               |         | PINOLE          | Wellington Installer              | Under Investigation | Open   |
| 203 | 1/29/10        |               |         | Richmond        | Wellington Installer              | Under Investigation | Open   |
| 204 | 1/29/10        |               |         | Rio Vista       | installation                      | Under Investigation | Open   |
| 205 | 1/29/10        |               |         | San Jose        | installation                      | Under Investigation | Open   |
| 206 | 1/29/10        |               |         | San Jose        | Meter/Module                      | Under Investigation | Open   |
| 207 | 1/29/10        |               |         | Stockton        | Wellington Installer              | Under Investigation | Open   |
| 208 | 1/29/10        |               |         | Sunnyvale       | installation                      | Under Investigation | Open   |
| 209 | 1/29/10        |               |         | Sunnyvale       | Wellington Installer              | Under Investigation | Open   |
| 210 | 1/31/10        |               |         | Bakersfield     | installation                      | Under Investigation | Open   |

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| 211 | 1/31/10        |               |         | CROCKETT        | installation           | Under Investigation | Open   |
| 212 | 1/31/10        |               |         | Danville        | Meter/Module           | Under Investigation | Open   |
| 213 | 1/31/10        |               |         | Lafayette       | installation           | Under Investigation | Open   |
| 214 | 1/31/10        |               |         | San Jose        | installation           | Under Investigation | Open   |
| 215 | 1/31/10        |               |         | San Jose        | installation           | Under Investigation | Open   |
| 216 | 1/31/10        |               |         | San Jose        | installation           | Under Investigation | Open   |
| 217 | 2/1/10         |               |         | Albany          | Power Interruption     | Under Investigation | Open   |
| 218 | 2/1/10         |               |         | EL SOBRANTE     | Wellington Installer   | Under Investigation | Open   |
| 219 | 2/1/10         |               |         | LA HONDA        | Customer Denies Access | Under Investigation | Open   |
| 220 | 2/1/10         |               |         | Lafayette       | Power Interruption     | Under Investigation | Open   |
| 221 | 2/1/10         |               |         | Livermore       | installation           | Under Investigation | Open   |
| 222 | 2/1/10         |               |         | Pleasanton      | Meter/Module           | Under Investigation | Open   |
| 223 | 2/1/10         |               |         | San Jose        | Power Interruption     | Under Investigation | Open   |
| 224 | 2/1/10         |               |         | San Jose        | Power Interruption     | Under Investigation | Open   |
| 225 | 2/1/10         |               |         | Vacaville       | Meter/Module           | Under Investigation | Open   |
| 226 | 2/1/10         |               |         | Walnut Creek    | Meter/Module           | Under Investigation | Open   |
| 227 | 2/1/10         |               |         | Walnut Creek    | Meter/Module           | Under Investigation | Open   |
| 228 | 2/2/10         |               |         | San Jose        | installation           | Under Investigation | Open   |
| 229 | 2/3/10         |               |         | CORDELIA        | Wellington Installer   | Under Investigation | Open   |
| 230 | 2/3/10         |               |         | Danville        | installation           | Under Investigation | Open   |
| 231 | 2/3/10         |               |         | GRATON          | Other                  | Under Investigation | Open   |
| 232 | 2/3/10         |               |         | Livermore       | installation           | Under Investigation | Open   |
| 233 | 2/3/10         |               |         | Mountain View   | Power Interruption     | Under Investigation | Open   |
| 234 | 2/3/10         |               |         | PINOLE          | installation           | Under Investigation | Open   |
| 235 | 2/3/10         |               |         | Pleasanton      | Meter/Module           | Under Investigation | Open   |
| 236 | 2/3/10         |               |         | RAYMOND         | Wellington Installer   | Under Investigation | Open   |
| 237 | 2/4/10         |               |         | Fresno          | installation           | Under Investigation | Open   |
| 238 | 2/4/10         |               |         | Los Altos Hills | Customer Denies Access | Under Investigation | Open   |
| 239 | 2/4/10         |               |         | San Ramon       | Power Interruption     | Under Investigation | Open   |
| 240 | 2/4/10         |               |         | Suisun City     | Meter/Module           | Under Investigation | Open   |
| 241 | 2/5/10         |               |         | Clayton         | Power Interruption     | Under Investigation | Open   |
| 242 | 2/5/10         |               |         | FULTON          | Other                  | Under Investigation | Open   |
| 243 | 2/5/10         |               |         | Mountain View   | Other                  | Under Investigation | Open   |
| 244 | 2/5/10         |               |         | Pleasanton      | Meter/Module           | Under Investigation | Open   |
| 245 | 2/5/10         |               |         | San Ramon       | Meter/Module           | Under Investigation | Open   |
| 246 | 2/8/10         |               |         | Berkeley        | installation           | Under Investigation | Open   |
| 247 | 2/8/10         |               |         | San Jose        | Customer Denies Access | Under Investigation | Open   |
| 248 | 2/8/10         |               |         | Sonoma          | Customer Denies Access | Under Investigation | Open   |
| 249 | 2/9/10         |               |         | Cool            | Customer Denies Access | Under Investigation | Open   |
| 250 | 2/9/10         |               |         | Cupertino       | Wellington Installer   | Under Investigation | Open   |
| 251 | 2/9/10         |               |         | Jackson         | installation           | Under Investigation | Open   |
| 252 | 2/9/10         |               |         | Santa Rosa      | Customer Denies Access | Under Investigation | Open   |

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|--------------------------------|--|
| Resolved Since the Last Report |  |
| New Since the Last Report      |  |

| No. | Complaint Date | Customer Name | Account | Service City    | Core Process                      | Nature of Complaint | Status |
|-----|----------------|---------------|---------|-----------------|-----------------------------------|---------------------|--------|
| 253 | 2/9/10         |               |         | Shingle Springs | installation                      | Under Investigation | Open   |
| 254 | 2/10/10        |               |         | Albany          | installation                      | Under Investigation | Open   |
| 255 | 2/10/10        |               |         | Berkeley        | Customer Denies Access            | Under Investigation | Open   |
| 256 | 2/10/10        |               |         | Berkeley        | Customer Denies Access            | Under Investigation | Open   |
| 257 | 2/10/10        |               |         | Berkeley        | Meter/Module                      | Under Investigation | Open   |
| 258 | 2/10/10        |               |         | Berkeley        | Wellington Installer              | Under Investigation | Open   |
| 259 | 2/10/10        |               |         | Berkeley        | installation                      | Under Investigation | Open   |
| 260 | 2/10/10        |               |         | Berkeley        | Other                             | Under Investigation | Open   |
| 261 | 2/10/10        |               |         | Carmel          | Network Equipment Installation    | Under Investigation | Open   |
| 262 | 2/10/10        |               |         | Cupertino       | Meter/Module                      | Under Investigation | Open   |
| 263 | 2/10/10        |               |         | Cupertino       | Scheduling Problems               | Under Investigation | Open   |
| 264 | 2/10/10        |               |         | Cupertino       | Power Interruption                | Under Investigation | Open   |
| 265 | 2/10/10        |               |         | N/A             | Network Equipment Installation    | Under Investigation | Open   |
| 266 | 2/10/10        |               |         | NORTH FOLK      | Wellington Installer              | Under Investigation | Open   |
| 267 | 2/10/10        |               |         | Pollock Pines   | Customer Denies Access            | Under Investigation | Open   |
| 268 | 2/10/10        |               |         | Rancho Cordova  | Meter/Module                      | Under Investigation | Open   |
| 269 | 2/10/10        |               |         | San Jose        | Wellington Installer              | Under Investigation | Open   |
| 270 | 2/10/10        |               |         | San Ramon       | Wellington Installer              | Under Investigation | Open   |
| 271 | 2/10/10        |               |         | Shingle Springs | SmartMeter Customer Communication | Under Investigation | Open   |
| 272 | 2/10/10        |               |         | Vacaville       | installation                      | Under Investigation | Open   |
| 273 | 2/11/10        |               |         | EL SOBRANTE     | Customer Denies Access            | Under Investigation | Open   |
| 274 | 2/11/10        |               |         | Healdsburg      | Customer Denies Access            | Under Investigation | Open   |
| 275 | 2/11/10        |               |         | Livermore       | installation                      | Under Investigation | Open   |
| 276 | 2/11/10        |               |         | Napa            | Meter/Module                      | Under Investigation | Open   |
| 277 | 2/11/10        |               |         | Sunnyvale       | Power Interruption                | Under Investigation | Open   |
| 278 | 2/11/10        |               |         | Vallejo         | Wellington Installer              | Under Investigation | Open   |
| 279 | 2/12/10        |               |         | Berkeley        | Wellington Installer              | Under Investigation | Open   |
| 280 | 2/12/10        |               |         | San Jose        | Power Interruption                | Under Investigation | Open   |
| 281 | 2/12/10        |               |         | San Ramon       | installation                      | Under Investigation | Open   |
| 282 | 2/12/10        |               |         | San Ramon       | installation                      | Under Investigation | Open   |
| 283 | 2/12/10        |               |         | San Ramon       | Wellington Installer              | Under Investigation | Open   |
| 284 | 2/12/10        |               |         | San Ramon       | installation                      | Under Investigation | Open   |
| 285 | 2/13/10        |               |         | Berkeley        | installation                      | Under Investigation | Open   |
| 286 | 2/13/10        |               |         | San Pablo       | installation                      | Under Investigation | Open   |
| 287 | 2/14/10        |               |         | Sunnyvale       | Meter/Module                      | Under Investigation | Open   |
| 288 | 2/14/10        |               |         | Walnut Creek    | installation                      | Under Investigation | Open   |
| 289 | 2/15/10        |               |         | Danville        | Meter/Module                      | Under Investigation | Open   |
| 290 | 2/16/10        |               |         | Berkeley        | Wellington Installer              | Under Investigation | Open   |
| 291 | 2/16/10        |               |         | Cupertino       | Wellington Installer              | Under Investigation | Open   |
| 292 | 2/16/10        |               |         | RIPON           | Meter/Module                      | Under Investigation | Open   |
| 293 | 2/16/10        |               |         | Santa Clara     | Meter/Module                      | Under Investigation | Open   |
| 294 | 2/16/10        |               |         | 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   |
|-----|----------------|---------------|---------|-----------------|-----------------------------------|-------------------------------------|----------|
| 295 | 2/16/10        |               |         | Sunnyvale       | installation                      | Under Investigation                 | Open     |
| 296 | 2/17/10        |               |         | Albany          | Meter/Module                      | Under Investigation                 | Open     |
| 297 | 2/17/10        |               |         | Berkeley        | Meter/Module                      | Under Investigation                 | Open     |
| 298 | 2/17/10        |               |         | Cupertino       | installation                      | Under Investigation                 | Open     |
| 299 | 2/17/10        |               |         | El Dorado       | installation                      | Under Investigation                 | Open     |
| 300 | 2/17/10        |               |         | ELK GROVE       | Meter/Module                      | Under Investigation                 | Open     |
| 301 | 2/17/10        |               |         | FORESTVILLE     | Customer Denies Access            | Under Investigation                 | Open     |
| 302 | 2/17/10        |               |         | Madera          | Wellington Installer              | Under Investigation                 | Open     |
| 303 | 2/17/10        |               |         | Newark          | installation                      | Under Investigation                 | Open     |
| 304 | 2/17/10        |               |         | Pleasanton      | installation                      | Under Investigation                 | Open     |
| 305 | 2/17/10        |               |         | Rio Vista       | installation                      | Under Investigation                 | Open     |
| 306 | 2/17/10        |               |         | San Jose        | Wellington Installer              | Under Investigation                 | Open     |
| 307 | 2/17/10        |               |         | San Jose        | Customer Denies Access            | Under Investigation                 | Open     |
| 308 | 2/17/10        |               |         | San Jose        | Customer Denies Access            | Under Investigation                 | Open     |
| 309 | 2/17/10        |               |         | Santa Rosa      | Customer Denies Access            | Under Investigation                 | Open     |
| 310 | 2/17/10        |               |         | Sunnyvale       | Meter/Module                      | Under Investigation                 | Open     |
| 311 | 2/17/10        |               |         | Sunnyvale       | installation                      | Under Investigation                 | Open     |
| 312 | 2/17/10        |               |         | Vallejo         | installation                      | Under Investigation                 | Open     |
| 313 | 2/17/10        |               |         | Vallejo         | Wellington Installer              | Under Investigation                 | Open     |
| 314 | 2/17/10        |               |         | Vallejo         | Wellington Installer              | Under Investigation                 | Open     |
| 315 | 2/17/10        |               |         | Walnut Creek    | Customer Denies Access            | Under Investigation                 | Open     |
| 316 | 2/18/10        |               |         | Berkeley        | installation                      | Under Investigation                 | Open     |
| 317 | 2/18/10        |               |         | Kensington      | SmartMeter Customer Communication | Under Investigation                 | Open     |
| 318 | 2/18/10        |               |         | Los Banos       | Other                             | Under Investigation                 | Open     |
| 319 | 2/18/10        |               |         | Madera          | Wellington Installer              | Under Investigation                 | Open     |
| 320 | 2/18/10        |               |         | MARIPOSA        | Wellington Installer              | Under Investigation                 | Open     |
| 321 | 2/18/10        |               |         | San Jose        | Customer Denies Access            | Under Investigation                 | Open     |
| 322 | 2/18/10        |               |         | San Jose        | Customer Denies Access            | Under Investigation                 | Open     |
| 323 | 2/18/10        |               |         | Sanger          | Scheduling Problems               | Under Investigation                 | Open     |
| 324 | 2/18/10        |               |         | Santa Rosa      | Customer Denies Access            | Under Investigation                 | Open     |
| 325 | 2/18/10        |               |         | Somerset        | Wellington Installer              | Under Investigation                 | Open     |
| 326 | 2/18/10        |               |         | Vallejo         | Meter/Module                      | Under Investigation                 | Open     |
| 327 | 2/19/10        |               |         | American Canyon | Wellington Installer              | Under Investigation                 | Open     |
| 328 | 2/19/10        |               |         | COTATI          | Customer Denies Access            | Customer does not want a SmartMeter | Resolved |
| 329 | 2/19/10        |               |         | MARIPOSA        | Customer Denies Access            | Customer does not want a SmartMeter | Resolved |
| 330 | 2/19/10        |               |         | Mountain View   | installation                      | Under Investigation                 | Open     |
| 331 | 2/19/10        |               |         | Pleasanton      | installation                      | Under Investigation                 | Open     |
| 332 | 2/19/10        |               |         | Pleasanton      | Meter/Module                      | Under Investigation                 | Open     |
| 333 | 2/19/10        |               |         | Sonoma          | Customer Denies Access            | Under Investigation                 | Open     |
| 334 | 2/21/10        |               |         | Berkeley        | installation                      | Under Investigation                 | Open     |
| 335 | 2/21/10        |               |         | Cupertino       | SmartMeter Customer Communication | Under Investigation                 | Open     |
| 336 | 2/21/10        |               |         | Placerville     | Customer Denies Access            | Under Investigation                 | Open     |



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| No. | Complaint Date | Customer Name | Account | Service City  | Core Process                      | Nature of Complaint                 | Status   |
|-----|----------------|---------------|---------|---------------|-----------------------------------|-------------------------------------|----------|
| 337 | 2/21/10        |               |         | Pleasanton    | Meter/Module                      | Under Investigation                 | Open     |
| 338 | 2/21/10        |               |         | Richmond      | installation                      | Under Investigation                 | Open     |
| 339 | 2/21/10        |               |         | San Francisco | installation                      | Under Investigation                 | Open     |
| 340 | 2/21/10        |               |         | San Francisco | Wellington Installer              | Under Investigation                 | Open     |
| 341 | 2/21/10        |               |         | San Jose      | Customer Denies Access            | Under Investigation                 | Open     |
| 342 | 2/21/10        |               |         | Sunnyvale     | installation                      | Under Investigation                 | Open     |
| 343 | 2/22/10        |               |         | El Cerrito    | installation                      | Under Investigation                 | Open     |
| 344 | 2/22/10        |               |         | OCCIDENTAL    | Customer Denies Access            | Under Investigation                 | Open     |
| 345 | 2/22/10        |               |         | PINOLE        | installation                      | Under Investigation                 | Open     |
| 346 | 2/22/10        |               |         | Placerville   | Wellington Installer              | Under Investigation                 | Open     |
| 347 | 2/22/10        |               |         | Pleasanton    | Wellington Installer              | Under Investigation                 | Open     |
| 348 | 2/22/10        |               |         | Pleasanton    | Wellington Installer              | Under Investigation                 | Open     |
| 349 | 2/22/10        |               |         | San Jose      | Customer Denies Access            | Under Investigation                 | Open     |
| 350 | 2/22/10        |               |         | San Jose      | installation                      | Under Investigation                 | Open     |
| 351 | 2/22/10        |               |         | San Ramon     | Meter/Module                      | Under Investigation                 | Open     |
| 352 | 2/22/10        |               |         | Santa Rosa    | Customer Denies Access            | Under Investigation                 | Open     |
| 353 | 2/22/10        |               |         | Sebastopol    | Customer Denies Access            | Under Investigation                 | Open     |
| 354 | 2/22/10        |               |         | Sebastopol    | Customer Denies Access            | Customer does not want a SmartMeter | Resolved |
| 355 | 2/22/10        |               |         | Sunnyvale     | Power Interruption                | Under Investigation                 | Open     |
| 356 | 2/22/10        |               |         | Vacaville     | Meter/Module                      | Under Investigation                 | Open     |
| 357 | 2/22/10        |               |         | Vallejo       | Network Equipment Installation    | Under Investigation                 | Open     |
| 358 | 2/23/10        |               |         | ALTA          | Meter/Module                      | Under Investigation                 | Open     |
| 359 | 2/23/10        |               |         | Clayton       | installation                      | Under Investigation                 | Open     |
| 360 | 2/23/10        |               |         | Cupertino     | installation                      | Under Investigation                 | Open     |
| 361 | 2/23/10        |               |         | MARIPOSA      | Wellington Installer              | Under Investigation                 | Open     |
| 362 | 2/23/10        |               |         | San Jose      | installation                      | Under Investigation                 | Open     |
| 363 | 2/23/10        |               |         | San Jose      | Meter/Module                      | Under Investigation                 | Open     |
| 364 | 2/23/10        |               |         | San Pablo     | Wellington Installer              | Under Investigation                 | Open     |
| 365 | 2/23/10        |               |         | Sebastopol    | Customer Denies Access            | Under Investigation                 | Open     |
| 366 | 2/24/10        |               |         | El Cerrito    | Customer Denies Access            | Under Investigation                 | Open     |
| 367 | 2/24/10        |               |         | Livermore     | Other                             | Under Investigation                 | Open     |
| 368 | 2/24/10        |               |         | Livermore     | SmartMeter Customer Communication | Under Investigation                 | Open     |
| 369 | 2/24/10        |               |         | Madera        | Wellington Installer              | Under Investigation                 | Open     |
| 370 | 2/24/10        |               |         | Merced        | Meter/Module                      | Under Investigation                 | Open     |
| 371 | 2/24/10        |               |         | Mountain View | installation                      | Under Investigation                 | Open     |
| 372 | 2/24/10        |               |         | Napa          | Wellington Installer              | Under Investigation                 | Open     |
| 373 | 2/24/10        |               |         | Pollock Pines | Wellington Installer              | Under Investigation                 | Open     |
| 374 | 2/24/10        |               |         | Richmond      | installation                      | Under Investigation                 | Open     |
| 375 | 2/24/10        |               |         | Richmond      | Meter/Module                      | Under Investigation                 | Open     |
| 376 | 2/24/10        |               |         | San Jose      | Meter/Module                      | Under Investigation                 | Open     |
| 377 | 2/24/10        |               |         | San Jose      | Wellington Installer              | Under Investigation                 | Open     |
| 378 | 2/24/10        |               |         | Sunnyvale     | installation                      | Under Investigation                 | Open     |

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| No. | Complaint Date | Customer Name | Account | Service City    | Core Process                      | Nature of Complaint                 | Status   |
|-----|----------------|---------------|---------|-----------------|-----------------------------------|-------------------------------------|----------|
| 379 | 2/24/10        |               |         | Vacaville       | SmartMeter Customer Communication | Under Investigation                 | Open     |
| 380 | 2/25/10        |               |         | Cameron Park    | Customer Denies Access            | Under Investigation                 | Open     |
| 381 | 2/25/10        |               |         | El Cerrito      | Meter/Module                      | under Investigation                 | Open     |
| 382 | 2/25/10        |               |         | Mountain View   | Meter/Module                      | under Investigation                 | Open     |
| 383 | 2/25/10        |               |         | Richmond        | Meter/Module                      | Under Investigation                 | Open     |
| 384 | 2/25/10        |               |         | San Jose        | Power Interruption                | Under Investigation                 | Open     |
| 385 | 2/25/10        |               |         | San Pablo       | Power Interruption                | Under Investigation                 | Open     |
| 386 | 2/26/10        |               |         | AUBURN          | SmartMeter Customer Communication | Under Investigation                 | Open     |
| 387 | 2/26/10        |               |         | Berkeley        | Customer Denies Access            | Under Investigation                 | Open     |
| 388 | 2/26/10        |               |         | Hercules        | Wellington Installer              | Under Investigation                 | Open     |
| 389 | 2/26/10        |               |         | Mountain View   | installation                      | Under Investigation                 | Open     |
| 390 | 2/26/10        |               |         | Richmond        | Customer Denies Access            | Under Investigation                 | Open     |
| 391 | 2/26/10        |               |         | San Anselmo     | SmartMeter Customer Communication | Under Investigation                 | Open     |
| 392 | 2/26/10        |               |         | San Jose        | installation                      | Under Investigation                 | Open     |
| 393 | 2/26/10        |               |         | San Jose        | Power Interruption                | Under Investigation                 | Open     |
| 394 | 2/26/10        |               |         | Sebastopol      | Customer Denies Access            | Under Investigation                 | Open     |
| 395 | 2/26/10        |               |         | Sebastopol      | Customer Denies Access            | Customer does not want a SmartMeter | Resolved |
| 396 | 2/27/10        |               |         | San Ramon       | installation                      | Under Investigation                 | Open     |
| 397 | 3/1/10         |               |         | Berkeley        | Scheduling Problems               | Under Investigation                 | Open     |
| 398 | 3/1/10         |               |         | Berkeley        | Customer Denies Access            | Under Investigation                 | Open     |
| 399 | 3/1/10         |               |         | Cameron Park    | Customer Denies Access            | Under Investigation                 | Open     |
| 400 | 3/1/10         |               |         | El Dorado       | Customer Denies Access            | Under Investigation                 | Open     |
| 401 | 3/1/10         |               |         | Fresno          | Wellington Installer              | Under Investigation                 | Open     |
| 402 | 3/1/10         |               |         | Livermore       | Meter/Module                      | Under Investigation                 | Open     |
| 403 | 3/1/10         |               |         | Livermore       | Wellington Installer              | Under Investigation                 | Open     |
| 404 | 3/1/10         |               |         | Livermore       | installation                      | under Investigation                 | Open     |
| 405 | 3/1/10         |               |         | Madera          | Other                             | Under Investigation                 | Open     |
| 406 | 3/1/10         |               |         | Martinez        | Wellington Installer              | Under Investigation                 | Open     |
| 407 | 3/1/10         |               |         | San Jose        | Wellington Installer              | Under Investigation                 | Open     |
| 408 | 3/1/10         |               |         | San Jose        | Power Interruption                | Under Investigation                 | Open     |
| 409 | 3/1/10         |               |         | San Jose        | Meter/Module                      | Under Investigation                 | Open     |
| 410 | 3/1/10         |               |         | Shingle Springs | Customer Denies Access            | Under Investigation                 | Open     |
| 411 | 3/1/10         |               |         | Tracy           | Wellington Installer              | Under Investigation                 | Open     |
| 412 | 3/1/10         |               |         | Tracy           | Wellington Installer              | Under Investigation                 | Open     |
| 413 | 3/1/10         |               |         | Tracy           | Meter/Module                      | Under Investigation                 | Open     |
| 414 | 3/1/10         |               |         | Vallejo         | Customer Denies Access            | Under Investigation                 | Open     |
| 415 | 3/1/10         |               |         | Vallejo         | Wellington Installer              | Under Investigation                 | Open     |
| 416 | 3/1/10         |               |         | Walnut Creek    | Customer Denies Access            | Under Investigation                 | Open     |
| 417 | 3/2/10         |               |         | Berkeley        | Customer Denies Access            | Under Investigation                 | Open     |
| 418 | 3/2/10         |               |         | Camp Meeker     | Customer Denies Access            | Customer does not want a SmartMeter | Resolved |
| 419 | 3/2/10         |               |         | Clovis          | Customer Denies Access            | Customer does not want a SmartMeter | Resolved |
| 420 | 3/2/10         |               |         | Dinuba          | Customer Denies Access            | Under Investigation                 | Open     |

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|-----|----------------|---------------|---------|-----------------|------------------------|--------------------------------------|----------|
| 421 | 3/2/10         |               |         | Kensington      | Customer Denies Access | Under Investigation                  | Open     |
| 422 | 3/2/10         |               |         | NEWCASTLE       | installation           | Under Investigation                  | Open     |
| 423 | 3/2/10         |               |         | Richmond        | Wellington Installer   | Under Investigation                  | Open     |
| 424 | 3/2/10         |               |         | Santa Rosa      | Customer Denies Access | Customer does not want a SmartMeter  | Resolved |
| 425 | 3/2/10         |               |         | SELMA           | Customer Denies Access | Customer does not want a SmartMeter  | Resolved |
| 426 | 3/3/10         |               |         | Alamo           | Customer Denies Access | Under Investigation                  | Open     |
| 427 | 3/3/10         |               |         | Berkeley        | Customer Denies Access | Under Investigation                  | Open     |
| 428 | 3/3/10         |               |         | Daly City       | Meter/Module           | Other                                | Resolved |
| 429 | 3/3/10         |               |         | El Dorado Hills | Customer Denies Access | Under Investigation                  | Open     |
| 430 | 3/3/10         |               |         | FORESTVILLE     | Customer Denies Access | Customer does not want a SmartMeter  | Resolved |
| 431 | 3/3/10         |               |         | Fresno          | Customer Denies Access | Under Investigation                  | Open     |
| 432 | 3/3/10         |               |         | GLEN ELLEN      | Scheduling Problems    | Under Investigation                  | Open     |
| 433 | 3/3/10         |               |         | LIVINGSTON      | Scheduling Problems    | Under Investigation                  | Open     |
| 434 | 3/3/10         |               |         | Mountain View   | Meter/Module           | Under Investigation                  | Open     |
| 435 | 3/3/10         |               |         | Richmond        | Power Interruption     | Under Investigation                  | Open     |
| 436 | 3/3/10         |               |         | Rio Vista       | Customer Denies Access | Under Investigation                  | Open     |
| 437 | 3/3/10         |               |         | San Francisco   | Customer Denies Access | Under Investigation                  | Open     |
| 438 | 3/3/10         |               |         | San Francisco   | Power Interruption     | Breaker keeps tripping               | Resolved |
| 439 | 3/3/10         |               |         | San Jose        | Power Interruption     | Under Investigation                  | Open     |
| 440 | 3/3/10         |               |         | San Jose        | Wellington Installer   | No time given to powerdown equipment | Resolved |
| 441 | 3/3/10         |               |         | San Pablo       | Wellington Installer   | Under Investigation                  | Open     |
| 442 | 3/3/10         |               |         | Sonoma          | Customer Denies Access | Under Investigation                  | Open     |
| 443 | 3/3/10         |               |         | Squaw Valley    | Customer Denies Access | Under Investigation                  | Open     |
| 444 | 3/3/10         |               |         | Walnut Creek    | Customer Denies Access | Under Investigation                  | Open     |
| 445 | 3/4/10         |               |         | Berkeley        | Customer Denies Access | Under Investigation                  | Open     |
| 446 | 3/4/10         |               |         | Catheys Valley  | Wellington Installer   | Installer unkempt                    | Resolved |
| 447 | 3/4/10         |               |         | Danville        | Customer Denies Access | Under Investigation                  | Open     |
| 448 | 3/4/10         |               |         | El Cerrito      | Customer Denies Access | Under Investigation                  | Open     |
| 449 | 3/4/10         |               |         | El Cerrito      | Meter/Module           | Under Investigation                  | Open     |
| 450 | 3/4/10         |               |         | Livermore       | Wellington Installer   | Under Investigation                  | Open     |
| 451 | 3/4/10         |               |         | Los Banos       | Wellington Installer   | No time given to powerdown equipment | Resolved |
| 452 | 3/4/10         |               |         | Merced          | Customer Denies Access | Under Investigation                  | Open     |
| 453 | 3/4/10         |               |         | MOCCASIN        | Customer Denies Access | Under Investigation                  | Open     |
| 454 | 3/4/10         |               |         | Napa            | Wellington Installer   | Installer rude to customer           | Resolved |
| 455 | 3/4/10         |               |         | Oneals          | Wellington Installer   | Installer unkempt                    | Resolved |
| 456 | 3/4/10         |               |         | Placerville     | Customer Denies Access | Under Investigation                  | Open     |
| 457 | 3/4/10         |               |         | Pollock Pines   | Customer Denies Access | Under Investigation                  | Open     |
| 458 | 3/4/10         |               |         | SAN CARLOS      | Customer Denies Access | Under Investigation                  | Open     |
| 459 | 3/4/10         |               |         | San Jose        | installation           | Under Investigation                  | Open     |
| 460 | 3/4/10         |               |         | Tracy           | installation           | Under Investigation                  | Open     |
| 461 | 3/4/10         |               |         | Tracy           | Customer Denies Access | Under Investigation                  | Open     |
| 462 | 3/4/10         |               |         | WOODLAND        | Power Interruption     | Under Investigation                  | Open     |

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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   |
|-----|----------------|---------------|---------|-----------------|------------------------|--------------------------------------|----------|
| 463 | 3/5/10         |               |         | Albany          | Power Interruption     | Under Investigation                  | Open     |
| 464 | 3/5/10         |               |         | Berkeley        | Wellington Installer   | No time given to powerdown equipment | Resolved |
| 465 | 3/5/10         |               |         | Clovis          | Customer Denies Access | Under Investigation                  | Open     |
| 466 | 3/5/10         |               |         | Cupertino       | Power Interruption     | Under Investigation                  | Open     |
| 467 | 3/5/10         |               |         | Danville        | Customer Denies Access | Under Investigation                  | Open     |
| 468 | 3/5/10         |               |         | Dublin          | Customer Denies Access | Customer does not want a SmartMeter  | Resolved |
| 469 | 3/5/10         |               |         | El Cerrito      | Customer Denies Access | Under Investigation                  | Open     |
| 470 | 3/5/10         |               |         | El Cerrito      | Customer Denies Access | Customer does not want a SmartMeter  | Resolved |
| 471 | 3/5/10         |               |         | Half Moon Bay   | Customer Denies Access | Under Investigation                  | Open     |
| 472 | 3/5/10         |               |         | Lafayette       | Customer Denies Access | Customer does not want a SmartMeter  | Resolved |
| 473 | 3/5/10         |               |         | Livermore       | Power Interruption     | Under Investigation                  | Open     |
| 474 | 3/5/10         |               |         | Napa            | Wellington Installer   | Installer failed to knock            | Resolved |
| 475 | 3/5/10         |               |         | Napa            | Wellington Installer   | No time given to powerdown equipment | Resolved |
| 476 | 3/5/10         |               |         | Pleasanton      | Customer Denies Access | Customer does not want a SmartMeter  | Resolved |
| 477 | 3/5/10         |               |         | San Jose        | Power Interruption     | Under Investigation                  | Open     |
| 478 | 3/5/10         |               |         | San Jose        | Wellington Installer   | Other                                | Resolved |
| 479 | 3/5/10         |               |         | San Jose        | Scheduling Problems    | Installer rude to customer           | Resolved |
| 480 | 3/5/10         |               |         | San Ramon       | installation           | Under Investigation                  | Open     |
| 481 | 3/5/10         |               |         | Santa Rosa      | Wellington Installer   | Installer failed to knock            | Resolved |
| 482 | 3/5/10         |               |         | SELMA           | Customer Denies Access | Under Investigation                  | Open     |
| 483 | 3/5/10         |               |         | Shingle Springs | Customer Denies Access | Under Investigation                  | Open     |
| 484 | 3/7/10         |               |         | Atwater         | Customer Denies Access | Under Investigation                  | Open     |
| 485 | 3/7/10         |               |         | Cazadero        | Customer Denies Access | Under Investigation                  | Open     |
| 486 | 3/7/10         |               |         | Clovis          | Customer Denies Access | Under Investigation                  | Open     |
| 487 | 3/7/10         |               |         | Hanford         | Customer Denies Access | Under Investigation                  | Open     |
| 488 | 3/7/10         |               |         | Healdsburg      | Customer Denies Access | Under Investigation                  | Open     |
| 489 | 3/7/10         |               |         | Livermore       | Customer Denies Access | Under Investigation                  | Open     |
| 490 | 3/7/10         |               |         | Loomis          | Meter/Module           | Under Investigation                  | Open     |
| 491 | 3/7/10         |               |         | Loomis          | Customer Denies Access | Under Investigation                  | Open     |
| 492 | 3/7/10         |               |         | Sanger          | Customer Denies Access | Under Investigation                  | Open     |
| 493 | 3/7/10         |               |         | Santa Rosa      | Customer Denies Access | Under Investigation                  | Open     |
| 494 | 3/7/10         |               |         | Santa Rosa      | Customer Denies Access | Under Investigation                  | Open     |
| 495 | 3/7/10         |               |         | Sebastopol      | Customer Denies Access | Under Investigation                  | Open     |
| 496 | 3/7/10         |               |         | Sebastopol      | Customer Denies Access | Under Investigation                  | Open     |
| 497 | 3/7/10         |               |         | Somerset        | Customer Denies Access | Under Investigation                  | Open     |
| 498 | 3/7/10         |               |         | Sonoma          | Customer Denies Access | Under Investigation                  | Open     |
| 499 | 3/7/10         |               |         | Tracy           | Customer Denies Access | Under Investigation                  | Open     |
| 500 | 3/7/10         |               |         | Woodlake        | Customer Denies Access | Under Investigation                  | Open     |
| 501 | 3/8/10         |               |         | Berkeley        | Scheduling Problems    | Unable to Complete                   | Resolved |
| 502 | 3/8/10         |               |         | Clovis          | Customer Denies Access | Under Investigation                  | Open     |
| 503 | 3/8/10         |               |         | COTATI          | installation           | Under Investigation                  | Open     |
| 504 | 3/8/10         |               |         | FORESTVILLE     | Customer Denies Access | Under Investigation                  | 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   |
|-----|----------------|---------------|---------|--------------|------------------------|--------------------------------------|----------|
| 505 | 3/8/10         |               |         | GRANITE BAY  | Customer Denies Access | Under Investigation                  | Open     |
| 506 | 3/8/10         |               |         | Livermore    | Wellington Installer   | No time given to powerdown equipment | Resolved |
| 507 | 3/8/10         |               |         | MARYSVILLE   | Wellington Installer   | Installer jumped fence, broke lock   | Resolved |
| 508 | 3/8/10         |               |         | MARYSVILLE   | Wellington Installer   | Installer jumped fence, broke lock   | Resolved |
| 509 | 3/8/10         |               |         | OCCIDENTAL   | Customer Denies Access | Customer does not want a SmartMeter  | Resolved |
| 510 | 3/8/10         |               |         | Petaluma     | Customer Denies Access | Under Investigation                  | Open     |
| 511 | 3/8/10         |               |         | PINOLE       | Customer Denies Access | Customer does not want a SmartMeter  | Resolved |
| 512 | 3/8/10         |               |         | SAN CARLOS   | Meter/Module           | Other                                | Resolved |
| 513 | 3/8/10         |               |         | San Jose     | Customer Denies Access | Under Investigation                  | Open     |
| 514 | 3/8/10         |               |         | San Jose     | installation           | Under Investigation                  | Open     |
| 515 | 3/8/10         |               |         | San Jose     | Power Interruption     | Under Investigation                  | Open     |
| 516 | 3/8/10         |               |         | San Ramon    | installation           | Under Investigation                  | Open     |
| 517 | 3/8/10         |               |         | Santa Rosa   | Customer Denies Access | Under Investigation                  | Open     |
| 518 | 3/8/10         |               |         | Santa Rosa   | Customer Denies Access | Customer does not want a SmartMeter  | Resolved |
| 519 | 3/8/10         |               |         | Santa Rosa   | Wellington Installer   | Installer left gate open             | Resolved |
| 520 | 3/8/10         |               |         | Sonoma       | Customer Denies Access | Under Investigation                  | Open     |
| 521 | 3/8/10         |               |         | Sunnyvale    | Customer Denies Access | Under Investigation                  | Open     |
| 522 | 3/8/10         |               |         | Vallejo      | Customer Denies Access | Under Investigation                  | Open     |
| 523 | 3/8/10         |               |         | Vallejo      | Power Interruption     | Partial Power Outage                 | Resolved |
| 524 | 3/9/10         |               |         | Atwater      | Customer Denies Access | Customer does not want a SmartMeter  | Resolved |
| 525 | 3/9/10         |               |         | Berkeley     | Customer Denies Access | Under Investigation                  | Open     |
| 526 | 3/9/10         |               |         | Berkeley     | Customer Denies Access | Under Investigation                  | Open     |
| 527 | 3/9/10         |               |         | CLOVERDALE   | Customer Denies Access | Under Investigation                  | Open     |
| 528 | 3/9/10         |               |         | Cupertino    | Power Interruption     | Under Investigation                  | Open     |
| 529 | 3/9/10         |               |         | Daly City    | Customer Denies Access | Under Investigation                  | Open     |
| 530 | 3/9/10         |               |         | Danville     | Customer Denies Access | Under Investigation                  | Open     |
| 531 | 3/9/10         |               |         | Livermore    | Meter/Module           | Under Investigation                  | Open     |
| 532 | 3/9/10         |               |         | Los Altos    | Wellington Installer   | Installer upset animals              | Resolved |
| 533 | 3/9/10         |               |         | Madera       | Customer Denies Access | Under Investigation                  | Open     |
| 534 | 3/9/10         |               |         | OCCIDENTAL   | Customer Denies Access | Customer does not want a SmartMeter  | Resolved |
| 535 | 3/9/10         |               |         | Richmond     | Customer Denies Access | Under Investigation                  | Open     |
| 536 | 3/9/10         |               |         | Richmond     | installation           | Under Investigation                  | Open     |
| 537 | 3/9/10         |               |         | Richmond     | Customer Denies Access | Customer does not want a SmartMeter  | Resolved |
| 538 | 3/9/10         |               |         | San Jose     | Meter/Module           | Under Investigation                  | Open     |
| 539 | 3/9/10         |               |         | San Jose     | Customer Denies Access | Under Investigation                  | Open     |
| 540 | 3/9/10         |               |         | San Jose     | Customer Denies Access | Under Investigation                  | Open     |
| 541 | 3/9/10         |               |         | Santa Rosa   | Customer Denies Access | Under Investigation                  | Open     |
| 542 | 3/9/10         |               |         | Santa Rosa   | Customer Denies Access | Customer does not want a SmartMeter  | Resolved |
| 543 | 3/9/10         |               |         | Santa Rosa   | Customer Denies Access | Customer does not want a SmartMeter  | Resolved |
| 544 | 3/9/10         |               |         | Santa Rosa   | Customer Denies Access | Customer does not want a SmartMeter  | Resolved |
| 545 | 3/9/10         |               |         | Santa Rosa   | Customer Denies Access | Customer does not want a SmartMeter  | Resolved |
| 546 | 3/9/10         |               |         | SEASIDE      | Meter/Module           | Under Investigation                  | Open     |

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 SmartMeter™ 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   |
|-----|----------------|---------------|---------|-----------------|------------------------|-------------------------------|----------|
| 547 | 3/10/10        |               |         | Albany          | Wellington Installer   | Under Investigation           | Open     |
| 548 | 3/10/10        |               |         | ANGWIN          | Wellington Installer   | Under Investigation           | Open     |
| 549 | 3/10/10        |               |         | Berkeley        | Wellington Installer   | Under Investigation           | Open     |
| 550 | 3/10/10        |               |         | Berkeley        | Meter/Module           | Under Investigation           | Open     |
| 551 | 3/10/10        |               |         | Browns Valley   | installation           | Under Investigation           | Open     |
| 552 | 3/10/10        |               |         | Cameron Park    | Wellington Installer   | Under Investigation           | Open     |
| 553 | 3/10/10        |               |         | Cazadero        | Customer Denies Access | Under Investigation           | Open     |
| 554 | 3/10/10        |               |         | Cupertino       | Power Interruption     | Under Investigation           | Open     |
| 555 | 3/10/10        |               |         | Daly City       | Customer Denies Access | Under Investigation           | Open     |
| 556 | 3/10/10        |               |         | El Dorado Hills | Wellington Installer   | Under Investigation           | Open     |
| 557 | 3/10/10        |               |         | FORESTVILLE     | Customer Denies Access | Under Investigation           | Open     |
| 558 | 3/10/10        |               |         | Half Moon Bay   | Customer Denies Access | Under Investigation           | Open     |
| 559 | 3/10/10        |               |         | LEMOORE         | Wellington Installer   | Under Investigation           | Open     |
| 560 | 3/10/10        |               |         | Livermore       | installation           | Under Investigation           | Open     |
| 561 | 3/10/10        |               |         | Livermore       | Meter/Module           | Under Investigation           | Open     |
| 562 | 3/10/10        |               |         | Livermore       | Customer Denies Access | Under Investigation           | Open     |
| 563 | 3/10/10        |               |         | Los Altos       | Power Interruption     | Under Investigation           | Open     |
| 564 | 3/10/10        |               |         | Martinez        | Customer Denies Access | Under Investigation           | Open     |
| 565 | 3/10/10        |               |         | MOUNT AUKUM     | Customer Denies Access | Under Investigation           | Open     |
| 566 | 3/10/10        |               |         | Mountain View   | Customer Denies Access | Under Investigation           | Open     |
| 567 | 3/10/10        |               |         | Napa            | Meter/Module           | Meter/Module clearance issues | Resolved |
| 568 | 3/10/10        |               |         | Petaluma        | Customer Denies Access | Under Investigation           | Open     |
| 569 | 3/10/10        |               |         | Petaluma        | Customer Denies Access | Under Investigation           | Open     |
| 570 | 3/10/10        |               |         | Pleasanton      | Meter/Module           | Under Investigation           | Open     |
| 571 | 3/10/10        |               |         | SAINT HELENA    | Customer Denies Access | Under Investigation           | Open     |
| 572 | 3/10/10        |               |         | San Jose        | installation           | Under Investigation           | Open     |
| 573 | 3/10/10        |               |         | San Jose        | Power Interruption     | Under Investigation           | Open     |
| 574 | 3/10/10        |               |         | San Jose        | Wellington Installer   | Under Investigation           | Open     |
| 575 | 3/10/10        |               |         | San Jose        | installation           | Under Investigation           | Open     |
| 576 | 3/10/10        |               |         | San Jose        | Customer Denies Access | Under Investigation           | Open     |
| 577 | 3/10/10        |               |         | San Jose        | Wellington Installer   | Under Investigation           | Open     |
| 578 | 3/10/10        |               |         | San Ramon       | Meter/Module           | Under Investigation           | Open     |
| 579 | 3/10/10        |               |         | Santa Rosa      | Customer Denies Access | Under Investigation           | Open     |
| 580 | 3/10/10        |               |         | Santa Rosa      | Customer Denies Access | Under Investigation           | Open     |
| 581 | 3/10/10        |               |         | Santa Rosa      | Customer Denies Access | Under Investigation           | Open     |
| 582 | 3/10/10        |               |         | Santa Rosa      | Customer Denies Access | Under Investigation           | Open     |
| 583 | 3/10/10        |               |         | Santa Rosa      | Customer Denies Access | Under Investigation           | Open     |
| 584 | 3/10/10        |               |         | Santa Rosa      | installation           | Under Investigation           | Open     |
| 585 | 3/10/10        |               |         | Sebastopol      | Customer Denies Access | Under Investigation           | Open     |
| 586 | 3/10/10        |               |         | Sonoma          | Customer Denies Access | Under Investigation           | Open     |
| 587 | 3/10/10        |               |         | Sunnyvale       | installation           | Under Investigation           | Open     |
| 588 | 3/10/10        |               |         | Tracy           | Meter/Module           | Under Investigation           | 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   |
|-----|----------------|---------------|---------|-----------------|------------------------|-------------------------------------|----------|
| 589 | 3/10/10        |               |         | Tracy           | Customer Denies Access | Customer does not want a SmartMeter | Resolved |
| 590 | 3/10/10        |               |         | Vallejo         | Customer Denies Access | Under Investigation                 | Open     |
| 591 | 3/10/10        |               |         | Walnut Creek    | Customer Denies Access | Customer does not want a SmartMeter | Resolved |
| 592 | 3/11/10        |               |         | Daly City       | Customer Denies Access | Under Investigation                 | Open     |
| 593 | 3/11/10        |               |         | DOBBINS         | Customer Denies Access | Under Investigation                 | Open     |
| 594 | 3/11/10        |               |         | Hercules        | Meter/Module           | Under Investigation                 | Open     |
| 595 | 3/11/10        |               |         | Richmond        | Customer Denies Access | Under Investigation                 | Open     |
| 596 | 3/11/10        |               |         | San Francisco   | Customer Denies Access | Under Investigation                 | Open     |
| 597 | 3/11/10        |               |         | San Jose        | Customer Denies Access | Under Investigation                 | Open     |
| 598 | 3/11/10        |               |         | San Ramon       | Customer Denies Access | Under Investigation                 | Open     |
| 599 | 3/12/10        |               |         | BENICIA         | Wellington Installer   | Under Investigation                 | Open     |
| 600 | 3/12/10        |               |         | Berkeley        | Meter/Module           | Under Investigation                 | Open     |
| 601 | 3/12/10        |               |         | Berkeley        | Customer Denies Access | Under Investigation                 | Open     |
| 602 | 3/12/10        |               |         | Berkeley        | Meter/Module           | Under Investigation                 | Open     |
| 603 | 3/12/10        |               |         | Fairfield       | Meter/Module           | Under Investigation                 | Open     |
| 604 | 3/12/10        |               |         | Fresno          | Meter/Module           | Under Investigation                 | Open     |
| 605 | 3/12/10        |               |         | GRIDLEY         | Meter/Module           | Under Investigation                 | Open     |
| 606 | 3/12/10        |               |         | Hercules        | Power Interruption     | Under Investigation                 | Open     |
| 607 | 3/12/10        |               |         | Livermore       | Customer Denies Access | Under Investigation                 | Open     |
| 608 | 3/12/10        |               |         | Livermore       | Customer Denies Access | Under Investigation                 | Open     |
| 609 | 3/12/10        |               |         | Los Altos       | Meter/Module           | Under Investigation                 | Open     |
| 610 | 3/12/10        |               |         | MARIPOSA        | Customer Denies Access | Customer does not want a SmartMeter | Resolved |
| 611 | 3/12/10        |               |         | Pleasanton      | Customer Denies Access | Under Investigation                 | Open     |
| 612 | 3/12/10        |               |         | San Francisco   | Meter/Module           | Under Investigation                 | Open     |
| 613 | 3/12/10        |               |         | San Jose        | Wellington Installer   | Under Investigation                 | Open     |
| 614 | 3/12/10        |               |         | San Jose        | Customer Denies Access | Under Investigation                 | Open     |
| 615 | 3/12/10        |               |         | San Jose        | Customer Denies Access | Under Investigation                 | Open     |
| 616 | 3/12/10        |               |         | San Jose        | installation           | Under Investigation                 | Open     |
| 617 | 3/12/10        |               |         | San Ramon       | Customer Denies Access | Under Investigation                 | Open     |
| 618 | 3/12/10        |               |         | San Ramon       | Wellington Installer   | Under Investigation                 | Open     |
| 619 | 3/12/10        |               |         | San Ramon       | Customer Denies Access | Under Investigation                 | Open     |
| 620 | 3/12/10        |               |         | Santa Clara     | Other                  | Under Investigation                 | Open     |
| 621 | 3/12/10        |               |         | Santa Rosa      | Meter/Module           | Other                               | Resolved |
| 622 | 3/12/10        |               |         | Tracy           | Customer Denies Access | Customer does not want a SmartMeter | Resolved |
| 623 | 3/12/10        |               |         | Tracy           | Customer Denies Access | Customer does not want a SmartMeter | Resolved |
| 624 | 3/12/10        |               |         | UNION CITY      | Meter/Module           | Under Investigation                 | Open     |
| 625 | 3/12/10        |               |         | Vallejo         | Customer Denies Access | Under Investigation                 | Open     |
| 626 | 3/12/10        |               |         | Vallejo         | Wellington Installer   | Under Investigation                 | Open     |
| 627 | 3/12/10        |               |         | YOUNTVILLE      | Power Interruption     | Under Investigation                 | Open     |
| 628 | 3/12/10        |               |         | Yuba City       | Wellington Installer   | Under Investigation                 | Open     |
| 629 | 3/13/10        |               |         | American Canyon | Power Interruption     | Under Investigation                 | Open     |
| 630 | 3/13/10        |               |         | Cupertino       | Customer Denies Access | Under Investigation                 | Open     |

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|--------------------------------|--|
| Resolved Since the Last Report |  |
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| No. | Complaint Date | Customer Name | Account | Service City    | Core Process                 | Nature of Complaint                 | Status   |
|-----|----------------|---------------|---------|-----------------|------------------------------|-------------------------------------|----------|
| 631 | 3/13/10        |               |         | Olivehurst      | Customer Denies Access       | Customer does not want a SmartMeter | Resolved |
| 632 | 3/13/10        |               |         | Vallejo         | Customer Denies Access       | Customer does not want a SmartMeter | Resolved |
| 633 | 3/13/10        |               |         | Yuba City       | Customer Denies Access       | Customer does not want a SmartMeter | Resolved |
| 634 | 3/14/10        |               |         | El Cerrito      | Bad Meter / Module Equipment | Under Investigation                 | Open     |
| 635 | 3/14/10        |               |         | Olivehurst      | Customer Denies Access       | Customer does not want a SmartMeter | Resolved |
| 636 | 3/14/10        |               |         | San Jose        | Customer Denies Access       | Under Investigation                 | Open     |
| 637 | 3/15/10        |               |         | Bakersfield     | installation                 | Under Investigation                 | Open     |
| 638 | 3/15/10        |               |         | Berkeley        | Customer Denies Access       | Under Investigation                 | Open     |
| 639 | 3/15/10        |               |         | Daly City       | Power Interruption           | Under Investigation                 | Open     |
| 640 | 3/15/10        |               |         | El Cerrito      | Customer Denies Access       | Customer does not want a SmartMeter | Resolved |
| 641 | 3/15/10        |               |         | Healdsburg      | Customer Denies Access       | Under Investigation                 | Open     |
| 642 | 3/15/10        |               |         | LINCOLN         | installation                 | Under Investigation                 | Open     |
| 643 | 3/15/10        |               |         | MADISON         | installation                 | Under Investigation                 | Open     |
| 644 | 3/15/10        |               |         | Newark          | Customer Denies Access       | Under Investigation                 | Open     |
| 645 | 3/15/10        |               |         | Pacifica        | Meter/Module                 | Meter/Module clearance issues       | Resolved |
| 646 | 3/15/10        |               |         | Placerville     | Customer Denies Access       | Under Investigation                 | Open     |
| 647 | 3/15/10        |               |         | Placerville     | Customer Denies Access       | Customer does not want a SmartMeter | Resolved |
| 648 | 3/15/10        |               |         | Placerville     | Customer Denies Access       | Customer does not want a SmartMeter | Resolved |
| 649 | 3/15/10        |               |         | Placerville     | Customer Denies Access       | Customer does not want a SmartMeter | Resolved |
| 650 | 3/15/10        |               |         | Placerville     | Customer Denies Access       | Customer does not want a SmartMeter | Resolved |
| 651 | 3/15/10        |               |         | Pleasanton      | Wellington Installer         | Under Investigation                 | Open     |
| 652 | 3/15/10        |               |         | Redwood City    | Wellington Installer         | Under Investigation                 | Open     |
| 653 | 3/15/10        |               |         | Richmond        | Customer Denies Access       | Under Investigation                 | Open     |
| 654 | 3/15/10        |               |         | Richmond        | Customer Denies Access       | Under Investigation                 | Open     |
| 655 | 3/15/10        |               |         | Richmond        | Customer Denies Access       | Under Investigation                 | Open     |
| 656 | 3/15/10        |               |         | San Jose        | Customer Denies Access       | Under Investigation                 | Open     |
| 657 | 3/15/10        |               |         | San Jose        | Customer Denies Access       | Under Investigation                 | Open     |
| 658 | 3/15/10        |               |         | Santa Rosa      | Customer Denies Access       | Customer does not want a SmartMeter | Resolved |
| 659 | 3/15/10        |               |         | Tracy           | Customer Denies Access       | Under Investigation                 | Open     |
| 660 | 3/15/10        |               |         | Tracy           | Customer Denies Access       | Under Investigation                 | Open     |
| 661 | 3/16/10        |               |         | Angels Camp     | Customer Denies Access       | Under Investigation                 | Open     |
| 662 | 3/16/10        |               |         | El Dorado Hills | Customer Denies Access       | Under Investigation                 | Open     |
| 663 | 3/16/10        |               |         | El Dorado Hills | Customer Denies Access       | Customer Denies Wellington Access   | Resolved |
| 664 | 3/16/10        |               |         | Livermore       | Customer Denies Access       | Under Investigation                 | Open     |
| 665 | 3/16/10        |               |         | Livermore       | Customer Denies Access       | Under Investigation                 | Open     |
| 666 | 3/16/10        |               |         | Martinez        | Customer Denies Access       | Under Investigation                 | Open     |
| 667 | 3/16/10        |               |         | Placerville     | Customer Denies Access       | Under Investigation                 | Open     |
| 668 | 3/16/10        |               |         | Placerville     | Customer Denies Access       | Customer does not want a SmartMeter | Resolved |
| 669 | 3/16/10        |               |         | San Jose        | Customer Denies Access       | Under Investigation                 | Open     |
| 670 | 3/16/10        |               |         | San Jose        | Meter/Module                 | Under Investigation                 | Open     |
| 671 | 3/16/10        |               |         | Santa Rosa      | Customer Denies Access       | Customer does not want a SmartMeter | Resolved |
| 672 | 3/16/10        |               |         | Stockton        | Other                        | Under Investigation                 | 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   |
|-----|----------------|---------------|---------|-----------------|-----------------------------------|--------------------------------------|----------|
| 673 | 3/16/10        |               |         | Sunnyvale       | Customer Denies Access            | Under Investigation                  | Open     |
| 674 | 3/16/10        |               |         | Tracy           | Meter/Module                      | Under Investigation                  | Open     |
| 675 | 3/16/10        |               |         | Vallejo         | Meter/Module                      | Under Investigation                  | Open     |
| 676 | 3/16/10        |               |         | Walnut Creek    | Customer Denies Access            | Under Investigation                  | Open     |
| 677 | 3/16/10        |               |         | Yuba City       | Customer Denies Access            | Customer does not want a SmartMeter  | Resolved |
| 678 | 3/17/10        |               |         | Albany          | installation                      | Under Investigation                  | Open     |
| 679 | 3/17/10        |               |         | Berkeley        | Wellington Installer              | Under Investigation                  | Open     |
| 680 | 3/17/10        |               |         | Bodega Bay      | Power Interruption                | Under Investigation                  | Open     |
| 681 | 3/17/10        |               |         | Cupertino       | Meter/Module                      | Under Investigation                  | Open     |
| 682 | 3/17/10        |               |         | Cupertino       | Customer Denies Access            | Under Investigation                  | Open     |
| 683 | 3/17/10        |               |         | El Dorado Hills | SmartMeter Customer Communication | Under Investigation                  | Open     |
| 684 | 3/17/10        |               |         | Kingsburg       | Customer Denies Access            | Customer does not want a SmartMeter  | Resolved |
| 685 | 3/17/10        |               |         | Livermore       | Customer Denies Access            | Under Investigation                  | Open     |
| 686 | 3/17/10        |               |         | Livermore       | installation                      | Under Investigation                  | Open     |
| 687 | 3/17/10        |               |         | Los Altos       | Customer Denies Access            | Under Investigation                  | Open     |
| 688 | 3/17/10        |               |         | Napa            | Customer Denies Access            | Under Investigation                  | Open     |
| 689 | 3/17/10        |               |         | Pleasanton      | Wellington Installer              | Under Investigation                  | Open     |
| 690 | 3/17/10        |               |         | Richmond        | Customer Denies Access            | Under Investigation                  | Open     |
| 691 | 3/17/10        |               |         | Richmond        | installation                      | Under Investigation                  | Open     |
| 692 | 3/17/10        |               |         | San Jose        | Wellington Installer              | Under Investigation                  | Open     |
| 693 | 3/17/10        |               |         | San Jose        | installation                      | Under Investigation                  | Open     |
| 694 | 3/17/10        |               |         | San Jose        | installation                      | Under Investigation                  | Open     |
| 695 | 3/17/10        |               |         | San Jose        | Customer Denies Access            | Under Investigation                  | Open     |
| 696 | 3/17/10        |               |         | San Ramon       | installation                      | Under Investigation                  | Open     |
| 697 | 3/17/10        |               |         | San Ramon       | Customer Denies Access            | Under Investigation                  | Open     |
| 698 | 3/17/10        |               |         | Santa Clara     | Meter/Module                      | Under Investigation                  | Open     |
| 699 | 3/17/10        |               |         | Sunnyvale       | Wellington Installer              | Under Investigation                  | Open     |
| 700 | 3/17/10        |               |         | Tracy           | Customer Denies Access            | Under Investigation                  | Open     |
| 701 | 3/17/10        |               |         | Tracy           | Customer Denies Access            | Under Investigation                  | Open     |
| 702 | 3/17/10        |               |         | Tracy           | Customer Denies Access            | Under Investigation                  | Open     |
| 703 | 3/17/10        |               |         | Vacaville       | Wellington Installer              | Under Investigation                  | Open     |
| 704 | 3/17/10        |               |         | Vallejo         | Customer Denies Access            | Under Investigation                  | Open     |
| 705 | 3/17/10        |               |         | Wheatland       | Customer Denies Access            | Under Investigation                  | Open     |
| 706 | 3/18/10        |               |         | Berkeley        | installation                      | Under Investigation                  | Open     |
| 707 | 3/18/10        |               |         | El Dorado Hills | Customer Denies Access            | Customer does not want a SmartMeter  | Resolved |
| 708 | 3/18/10        |               |         | El Dorado Hills | Meter/Module                      | Meter blocking access to breaker box | Resolved |
| 709 | 3/18/10        |               |         | El Granada      | Customer Denies Access            | Under Investigation                  | Open     |
| 710 | 3/18/10        |               |         | EL SOBRANTE     | installation                      | Under Investigation                  | Open     |
| 711 | 3/18/10        |               |         | Fremont         | Power Interruption                | Under Investigation                  | Open     |
| 712 | 3/18/10        |               |         | Livermore       | Customer Denies Access            | Under Investigation                  | Open     |
| 713 | 3/18/10        |               |         | REEDLEY         | SmartMeter Customer Communication | Under Investigation                  | Open     |
| 714 | 3/18/10        |               |         | San Jose        | Customer Denies Access            | Under Investigation                  | Open     |

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| No. | Complaint Date | Customer Name | Account | Service City     | Core Process                                | Nature of Complaint                 | Status   |
|-----|----------------|---------------|---------|------------------|---|-------------------------------------|----------|
| 715 | 3/18/10        |               |         | San Jose         | Meter/Module                                | Under Investigation                 | Open     |
| 716 | 3/18/10        |               |         | Sonoma           | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 717 | 3/18/10        |               |         | Tracy            | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 718 | 3/18/10        |               |         | Vallejo          | Customer Denies Access                      | Under Investigation                 | Open     |
| 719 | 3/18/10        |               |         | Walnut Creek     | Customer Denies Access                      | Under Investigation                 | Open     |
| 720 | 3/19/10        |               |         | American Canyon  | Customer Denies Access                      | Under Investigation                 | Open     |
| 721 | 3/19/10        |               |         | ANTIOCH          | Household items affected by SM installation | Other                               | Resolved |
| 722 | 3/19/10        |               |         | COTATI           | Meter/Module                                | Meter/Module clearance issues       | Resolved |
| 723 | 3/19/10        |               |         | Kensington       | installation                                | Under Investigation                 | Open     |
| 724 | 3/19/10        |               |         | Kingsburg        | Customer Denies Access                      | Under Investigation                 | Open     |
| 725 | 3/19/10        |               |         | Merced           | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 726 | 3/19/10        |               |         | Napa             | Power Interruption                          | Under Investigation                 | Open     |
| 727 | 3/19/10        |               |         | Placerville      | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 728 | 3/19/10        |               |         | San Francisco    | installation                                | Other                               | Resolved |
| 729 | 3/19/10        |               |         | San Jose         | Customer Denies Access                      | Under Investigation                 | Open     |
| 730 | 3/19/10        |               |         | San Ramon        | Customer Denies Access                      | Under Investigation                 | Open     |
| 731 | 3/19/10        |               |         | San Ramon        | Customer Denies Access                      | Under Investigation                 | Open     |
| 732 | 3/19/10        |               |         | Sanger           | Other                                       | Under Investigation                 | Open     |
| 733 | 3/19/10        |               |         | Santa Rosa       | Wellington Installer                        | Under Investigation                 | Open     |
| 734 | 3/19/10        |               |         | Santa Rosa       | Customer Denies Access                      | Under Investigation                 | Open     |
| 735 | 3/19/10        |               |         | Santa Rosa       | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 736 | 3/19/10        |               |         | Sebastopol       | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 737 | 3/19/10        |               |         | Sunnyvale        | Power Interruption                          | Under Investigation                 | Open     |
| 738 | 3/19/10        |               |         | Sunnyvale        | Wellington Installer                        | Under Investigation                 | Open     |
| 739 | 3/19/10        |               |         | Tracy            | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 740 | 3/19/10        |               |         | Walnut Creek     | Customer Denies Access                      | Under Investigation                 | Open     |
| 741 | 3/19/10        |               |         | Yuba City        | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 742 | 3/20/10        |               |         | ATHERTON         | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 743 | 3/20/10        |               |         | BENICIA          | Power Interruption                          | Flickering Lights                   | Resolved |
| 744 | 3/20/10        |               |         | Daly City        | Customer Denies Access                      | Under Investigation                 | Open     |
| 745 | 3/20/10        |               |         | Danville         | Household items affected by SM installation | Other                               | Resolved |
| 746 | 3/20/10        |               |         | Jackson          | Household items affected by SM installation | Other                               | Resolved |
| 747 | 3/20/10        |               |         | PITTSBURG        | Meter/Module                                | Under Investigation                 | Open     |
| 748 | 3/20/10        |               |         | San Jose         | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 749 | 3/20/10        |               |         | San Jose         | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 750 | 3/20/10        |               |         | San Jose         | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 751 | 3/20/10        |               |         | S. San Francisco | Customer Denies Access                      | Under Investigation                 | Open     |
| 752 | 3/20/10        |               |         | UNION CITY       | Customer Denies Access                      | Under Investigation                 | Open     |
| 753 | 3/21/10        |               |         | Diamond Springs  | Meter/Module                                | Under Investigation                 | Open     |
| 754 | 3/21/10        |               |         | El Dorado Hills  | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 755 | 3/21/10        |               |         | Martinez         | Customer Denies Access                      | Under Investigation                 | Open     |
| 756 | 3/21/10        |               |         | MODESTO          | Meter/Module                                | Meter/Module clearance issues       | Resolved |

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|-----|----------------|---------------|---------|-----------------|---|--|----------|
| 757 | 3/21/10        |               |         | San Jose        | Customer Denies Access                      | Under Investigation                    | Open     |
| 758 | 3/21/10        |               |         | San Jose        | Customer Denies Access                      | Under Investigation                    | Open     |
| 759 | 3/21/10        |               |         | San Jose        | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 760 | 3/21/10        |               |         | Tracy           | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 761 | 3/21/10        |               |         | Yuba City       | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 762 | 3/22/10        |               |         | ANTIOCH         | Other                                       | Under Investigation                    | Open     |
| 763 | 3/22/10        |               |         | Berkeley        | Customer Denies Access                      | Under Investigation                    | Open     |
| 764 | 3/22/10        |               |         | Berkeley        | Meter/Module                                | Under Investigation                    | Open     |
| 765 | 3/22/10        |               |         | CLOVERDALE      | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 766 | 3/22/10        |               |         | East Palo Alto  | Other                                       | Other                                  | Resolved |
| 767 | 3/22/10        |               |         | EL SOBRANTE     | Household items affected by SM installation | Under Investigation                    | Open     |
| 768 | 3/22/10        |               |         | Hercules        | Power Interruption                          | Under Investigation                    | Open     |
| 769 | 3/22/10        |               |         | Kensington      | Household items affected by SM installation | Under Investigation                    | Open     |
| 770 | 3/22/10        |               |         | LEMOORE         | Customer Denies Access                      | Under Investigation                    | Open     |
| 771 | 3/22/10        |               |         | Livermore       | Customer Denies Access                      | Under Investigation                    | Open     |
| 772 | 3/22/10        |               |         | Livermore       | Household items affected by SM installation | Motion/Sensor Appliance Malfunctioning | Resolved |
| 773 | 3/22/10        |               |         | Los Altos       | Customer Denies Access                      | Under Investigation                    | Open     |
| 774 | 3/22/10        |               |         | Martinez        | Customer Denies Access                      | Under Investigation                    | Open     |
| 775 | 3/22/10        |               |         | NICOLAUS        | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 776 | 3/22/10        |               |         | Petaluma        | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 777 | 3/22/10        |               |         | Petaluma        | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 778 | 3/22/10        |               |         | PLUMAS LAKE     | Customer Denies Access                      | Customer Denies Wellington Access      | Resolved |
| 779 | 3/22/10        |               |         | PLUMAS LAKE     | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 780 | 3/22/10        |               |         | SAINT HELENA    | Other                                       | Under Investigation                    | Open     |
| 781 | 3/22/10        |               |         | San Francisco   | Meter/Module                                | Under Investigation                    | Open     |
| 782 | 3/22/10        |               |         | San Jose        | Customer Denies Access                      | Under Investigation                    | Open     |
| 783 | 3/22/10        |               |         | San Jose        | Customer Denies Access                      | Under Investigation                    | Open     |
| 784 | 3/22/10        |               |         | San Jose        | Meter/Module                                | Under Investigation                    | Open     |
| 785 | 3/22/10        |               |         | San Jose        | Customer Denies Access                      | Under Investigation                    | Open     |
| 786 | 3/22/10        |               |         | San Jose        | Customer Denies Access                      | Under Investigation                    | Open     |
| 787 | 3/22/10        |               |         | San Jose        | Customer Denies Access                      | Under Investigation                    | Open     |
| 788 | 3/22/10        |               |         | San Jose        | Scheduling Problems                         | Under Investigation                    | Open     |
| 789 | 3/22/10        |               |         | San Jose        | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 790 | 3/22/10        |               |         | San Jose        | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 791 | 3/22/10        |               |         | San Jose        | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 792 | 3/22/10        |               |         | Shingle Springs | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 793 | 3/22/10        |               |         | Sonoma          | Customer Denies Access                      | Under Investigation                    | Open     |
| 794 | 3/22/10        |               |         | Sunnyvale       | Household items affected by SM installation | Under Investigation                    | Open     |
| 795 | 3/22/10        |               |         | Tracy           | Meter/Module                                | Under Investigation                    | Open     |
| 796 | 3/22/10        |               |         | Tracy           | Customer Denies Access                      | Under Investigation                    | Open     |
| 797 | 3/22/10        |               |         | Tracy           | Customer Denies Access                      | Under Investigation                    | Open     |
| 798 | 3/22/10        |               |         | Tracy           | Power Interruption                          | Breaker keeps tripping                 | Resolved |

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| No. | Complaint Date | Customer Name | Account | Service City  | Core Process                                | Nature of Complaint                    | Status   |
|-----|----------------|---------------|---------|---------------|---|--|----------|
| 799 | 3/22/10        |               |         | Tracy         | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 800 | 3/22/10        |               |         | Tracy         | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 801 | 3/22/10        |               |         | Tracy         | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 802 | 3/22/10        |               |         | Vallejo       | Power Interruption                          | Hi/Low Voltage                         | Resolved |
| 803 | 3/23/10        |               |         | Aptos         | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 804 | 3/23/10        |               |         | Berkeley      | Customer Denies Access                      | Under Investigation                    | Open     |
| 805 | 3/23/10        |               |         | Camp Meeker   | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 806 | 3/23/10        |               |         | Clovis        | Meter/Module                                | Other                                  | Resolved |
| 807 | 3/23/10        |               |         | Concord       | Household items affected by SM installation | Motion/Sensor Appliance Malfunctioning | Resolved |
| 808 | 3/23/10        |               |         | COTATI        | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 809 | 3/23/10        |               |         | EL SOBRANTE   | Power Interruption                          | Under Investigation                    | Open     |
| 810 | 3/23/10        |               |         | GLEN ELLEN    | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 811 | 3/23/10        |               |         | Hercules      | Customer Denies Access                      | Under Investigation                    | Open     |
| 812 | 3/23/10        |               |         | Lafayette     | Customer Denies Access                      | Under Investigation                    | Open     |
| 813 | 3/23/10        |               |         | Lafayette     | Meter/Module                                | Meter blocking access to breaker box   | Resolved |
| 814 | 3/23/10        |               |         | Los Altos     | Customer Denies Access                      | Customer Denies Wellington Access      | Resolved |
| 815 | 3/23/10        |               |         | Milpitas      | Customer Denies Access                      | Under Investigation                    | Open     |
| 816 | 3/23/10        |               |         | Milpitas      | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 817 | 3/23/10        |               |         | Napa          | Customer Denies Access                      | Under Investigation                    | Open     |
| 818 | 3/23/10        |               |         | Petaluma      | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 819 | 3/23/10        |               |         | REDDING       | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 820 | 3/23/10        |               |         | REDDING       | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 821 | 3/23/10        |               |         | San Jose      | Customer Denies Access                      | Under Investigation                    | Open     |
| 822 | 3/23/10        |               |         | San Jose      | Customer Denies Access                      | Under Investigation                    | Open     |
| 823 | 3/23/10        |               |         | San Ramon     | Household items affected by SM installation | Under Investigation                    | Open     |
| 824 | 3/23/10        |               |         | Santa Rosa    | Customer Denies Access                      | Under Investigation                    | Open     |
| 825 | 3/23/10        |               |         | Santa Rosa    | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 826 | 3/23/10        |               |         | Santa Rosa    | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 827 | 3/23/10        |               |         | Santa Rosa    | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 828 | 3/23/10        |               |         | Somerset      | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 829 | 3/23/10        |               |         | Vallejo       | Meter/Module                                | Under Investigation                    | Open     |
| 830 | 3/23/10        |               |         | Walnut Creek  | Meter/Module                                | Other                                  | Resolved |
| 831 | 3/23/10        |               |         | Yuba City     | Customer Denies Access                      | Customer Denies Wellington Access      | Resolved |
| 832 | 3/24/10        |               |         | Berkeley      | Wellington Installer                        | Under Investigation                    | Open     |
| 833 | 3/24/10        |               |         | Clayton       | Customer Denies Access                      | Under Investigation                    | Open     |
| 834 | 3/24/10        |               |         | Concord       | Household items affected by SM installation | Motion/Sensor Appliance Malfunctioning | Resolved |
| 835 | 3/24/10        |               |         | COTATI        | Customer Denies Access                      | Customer does not want a SmartMeter    | Resolved |
| 836 | 3/24/10        |               |         | Hillsborough  | Meter/Module                                | Other                                  | Resolved |
| 837 | 3/24/10        |               |         | KELSEYVILLE   | Customer Denies Access                      | Customer Denies Wellington Access      | Resolved |
| 838 | 3/24/10        |               |         | Martinez      | Customer Denies Access                      | Under Investigation                    | Open     |
| 839 | 3/24/10        |               |         | OAKLAND       | Wellington Installer                        | Damaged private property               | Resolved |
| 840 | 3/24/10        |               |         | Pollock Pines | Household items affected by SM installation | Motion/Sensor Appliance Malfunctioning | Resolved |

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|-----|----------------|---------------|---------|-----------------|---|-------------------------------------|----------|
| 841 | 3/24/10        |               |         | San Jose        | Wellington Installer                        | Under Investigation                 | Open     |
| 842 | 3/24/10        |               |         | San Jose        | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 843 | 3/24/10        |               |         | San Jose        | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 844 | 3/24/10        |               |         | Santa Clara     | Meter/Module                                | Meter/Module clearance issues       | Resolved |
| 845 | 3/24/10        |               |         | Santa Rosa      | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 846 | 3/24/10        |               |         | Sonoma          | Meter/Module                                | Under Investigation                 | Open     |
| 847 | 3/24/10        |               |         | Sonoma          | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 848 | 3/24/10        |               |         | Tracy           | Customer Denies Access                      | Under Investigation                 | Open     |
| 849 | 3/24/10        |               |         | Vallejo         | Wellington Installer                        | Under Investigation                 | Open     |
| 850 | 3/24/10        |               |         | Vallejo         | Customer Denies Access                      | Under Investigation                 | Open     |
| 851 | 3/25/10        |               |         | BENICIA         | Customer Denies Access                      | Under Investigation                 | Open     |
| 852 | 3/25/10        |               |         | Berkeley        | Customer Denies Access                      | Under Investigation                 | Open     |
| 853 | 3/25/10        |               |         | Berkeley        | Household items affected by SM installation | Under Investigation                 | Open     |
| 854 | 3/25/10        |               |         | Dixon           | Customer Denies Access                      | Under Investigation                 | Open     |
| 855 | 3/25/10        |               |         | Dublin          | Customer Denies Access                      | Under Investigation                 | Open     |
| 856 | 3/25/10        |               |         | EL SOBRANTE     | Wellington Installer                        | Under Investigation                 | Open     |
| 857 | 3/25/10        |               |         | FIREBAUGH       | Wellington Installer                        | Under Investigation                 | Open     |
| 858 | 3/25/10        |               |         | GUERNEVILLE     | Customer Denies Access                      | Under Investigation                 | Open     |
| 859 | 3/25/10        |               |         | Livermore       | Power Interruption                          | Under Investigation                 | Open     |
| 860 | 3/25/10        |               |         | Los Altos       | Meter/Module                                | Under Investigation                 | Open     |
| 861 | 3/25/10        |               |         | Los Altos Hills | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 862 | 3/25/10        |               |         | Magalia         | Power Interruption                          | Under Investigation                 | Open     |
| 863 | 3/25/10        |               |         | MARIPOSA        | Wellington Installer                        | Under Investigation                 | Open     |
| 864 | 3/25/10        |               |         | MARIPOSA        | Household items affected by SM installation | Other                               | Resolved |
| 865 | 3/25/10        |               |         | MOSS BEACH      | Customer Denies Access                      | Under Investigation                 | Open     |
| 866 | 3/25/10        |               |         | PINE GROVE      | Household items affected by SM installation | Under Investigation                 | Open     |
| 867 | 3/25/10        |               |         | Placerville     | Household items affected by SM installation | Under Investigation                 | Open     |
| 868 | 3/25/10        |               |         | REDDING         | Customer Denies Access                      | Under Investigation                 | Open     |
| 869 | 3/25/10        |               |         | Richmond        | Customer Denies Access                      | Under Investigation                 | Open     |
| 870 | 3/25/10        |               |         | Rohnert Park    | Customer Denies Access                      | Under Investigation                 | Open     |
| 871 | 3/25/10        |               |         | Rohnert Park    | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 872 | 3/25/10        |               |         | SACRAMENTO      | SmartMeter Customer Communication           | Under Investigation                 | Open     |
| 873 | 3/25/10        |               |         | San Jose        | Wellington Installer                        | Under Investigation                 | Open     |
| 874 | 3/25/10        |               |         | San Jose        | Meter/Module                                | Under Investigation                 | Open     |
| 875 | 3/25/10        |               |         | San Jose        | Customer Denies Access                      | Under Investigation                 | Open     |
| 876 | 3/25/10        |               |         | San Jose        | Customer Denies Access                      | Under Investigation                 | Open     |
| 877 | 3/25/10        |               |         | San Jose        | Customer Denies Access                      | Under Investigation                 | Open     |
| 878 | 3/25/10        |               |         | San Jose        | Wellington Installer                        | Under Investigation                 | Open     |
| 879 | 3/25/10        |               |         | San Jose        | Wellington Installer                        | Under Investigation                 | Open     |
| 880 | 3/25/10        |               |         | San Jose        | Wellington Installer                        | Under Investigation                 | Open     |
| 881 | 3/25/10        |               |         | San Jose        | Other                                       | Under Investigation                 | Open     |
| 882 | 3/25/10        |               |         | San Jose        | Wellington Installer                        | Under Investigation                 | Open     |

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

April 1, 2010 -- For the Period March 20, 2010 through March 26, 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   |
|-----|----------------|---------------|---------|-----------------|---|-------------------------------------|----------|
| 883 | 3/25/10        |               |         | San Jose        | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 884 | 3/25/10        |               |         | Santa Rosa      | Customer Denies Access                      | Under Investigation                 | Open     |
| 885 | 3/25/10        |               |         | Santa Rosa      | Customer Denies Access                      | Under Investigation                 | Open     |
| 886 | 3/25/10        |               |         | Santa Rosa      | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 887 | 3/25/10        |               |         | Somerset        | Customer Denies Access                      | Under Investigation                 | Open     |
| 888 | 3/25/10        |               |         | Vallejo         | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 889 | 3/25/10        |               |         | Walnut Creek    | Customer Denies Access                      | Under Investigation                 | Open     |
| 890 | 3/25/10        |               |         | Yuba City       | Customer Denies Access                      | Under Investigation                 | Open     |
| 891 | 3/25/10        |               |         | Yuba City       | Customer Denies Access                      | Under Investigation                 | Open     |
| 892 | 3/25/10        |               |         | Yuba City       | Customer Denies Access                      | Under Investigation                 | Open     |
| 893 | 3/25/10        |               |         | Yuba City       | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 894 | 3/25/10        |               |         | Yuba City       | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 895 | 3/26/10        |               |         | CALISTOGA       | Wellington Installer                        | Under Investigation                 | Open     |
| 896 | 3/26/10        |               |         | El Dorado Hills | Customer Denies Access                      | Under Investigation                 | Open     |
| 897 | 3/26/10        |               |         | Livermore       | Household items affected by SM installation | Under Investigation                 | Open     |
| 898 | 3/26/10        |               |         | MARIPOSA        | Household items affected by SM installation | Under Investigation                 | Open     |
| 899 | 3/26/10        |               |         | Milpitas        | Customer Denies Access                      | Under Investigation                 | Open     |
| 900 | 3/26/10        |               |         | Milpitas        | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 901 | 3/26/10        |               |         | mountain view   | Household items affected by SM installation | Under Investigation                 | Open     |
| 902 | 3/26/10        |               |         | OAKLAND         | Meter/Module                                | Under Investigation                 | Open     |
| 903 | 3/26/10        |               |         | Petaluma        | Customer Denies Access                      | Under Investigation                 | Open     |
| 904 | 3/26/10        |               |         | REDDING         | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 905 | 3/26/10        |               |         | Redwood City    | Customer Denies Access                      | Under Investigation                 | Open     |
| 906 | 3/26/10        |               |         | Rohnert Park    | Customer Denies Access                      | Under Investigation                 | Open     |
| 907 | 3/26/10        |               |         | Rohnert Park    | Customer Denies Access                      | Under Investigation                 | Open     |
| 908 | 3/26/10        |               |         | SAN CARLOS      | Meter/Module                                | Meter/Module clearance issues       | Resolved |
| 909 | 3/26/10        |               |         | San Jose        | Customer Denies Access                      | Under Investigation                 | Open     |
| 910 | 3/26/10        |               |         | San Jose        | Customer Denies Access                      | Under Investigation                 | Open     |
| 911 | 3/26/10        |               |         | San Jose        | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 912 | 3/26/10        |               |         | SANTA CRUZ      | Meter/Module                                | Under Investigation                 | Open     |
| 913 | 3/26/10        |               |         | Santa Rosa      | Customer Denies Access                      | Under Investigation                 | Open     |
| 914 | 3/26/10        |               |         | Santa Rosa      | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 915 | 3/26/10        |               |         | Santa Rosa      | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |
| 916 | 3/26/10        |               |         | Santa Rosa      | Power Interruption                          | Flickering Lights                   | Resolved |
| 917 | 3/26/10        |               |         | Shingle Springs | Customer Denies Access                      | Under Investigation                 | Open     |
| 918 | 3/26/10        |               |         | Sunnyvale       | Household items affected by SM installation | Under Investigation                 | Open     |
| 919 | 3/26/10        |               |         | Sunnyvale       | Household items affected by SM installation | Under Investigation                 | Open     |
| 920 | 3/26/10        |               |         | Vacaville       | Meter/Module                                | Under Investigation                 | Open     |
| 921 | 3/26/10        |               |         | Vallejo         | Wellington Installer                        | Under Investigation                 | Open     |
| 922 | 3/26/10        |               |         | Yuba City       | Customer Denies Access                      | Customer does not want a SmartMeter | Resolved |

739 Open Complaints on Last Report

***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**

April 1, 2010 -- For the Period March 20, 2010 through March 26, 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 |
|-----|----------------|---------------|---------|--------------|--|---------------------|--------|
|     |                |               |         | 96           | Open Complaints Resolved Since the Last Report |                     |        |
|     |                |               |         | 183          | New Complaints Since the Last Report           |                     |        |
|     |                |               |         | 76           | New Complaints Resolved Since the Last Report  |                     |        |
|     |                |               |         | 107          | New Complaints Open                            |                     |        |

Pacific Gas and Electric Company  
SmartMeter™ Complaint Report

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

April 1, 2010 -- For the Period March 20, 2010 through March 26, 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   | 2/11/10        | {Redacted}    |         | RED BLUFF     | Open     | Under Investigation  |
| 2   | 2/17/10        |               |         | FOSTER CITY   | Open     | Under Investigation  |
| 3   | 2/23/10        |               |         | BAKERSFIELD   | Open     | Under Investigation  |
| 4   | 3/2/10         |               |         | BAKERSFIELD   | Open     | Under Investigation  |
| 5   | 3/3/10         |               |         | DANVILLE      | Open     | Under Investigation  |
| 6   | 3/3/10         |               |         | PLEASANT HILL | Open     | Under Investigation  |
| 7   | 3/9/10         |               |         | MARTINEZ      | Open     | Under Investigation  |
| 8   | 3/9/10         |               |         | DUBLIN        | Open     | Under Investigation  |
| 9   | 3/10/10        |               |         | MOUNTAIN VIEW | Open     | Under Investigation  |
| 10  | 3/10/10        |               |         | MARTINEZ      | Open     | Under Investigation  |
| 11  | 3/11/10        |               |         | DALY CITY     | Open     | Under Investigation  |
| 12  | 3/12/10        |               |         | CONCORD       | Open     | Under Investigation  |
| 13  | 3/12/10        |               |         | FRESNO        | Open     | Under Investigation  |
| 14  | 3/12/10        |               |         | BAY POINT     | Open     | Under Investigation  |
| 15  | 3/12/10        |               |         | BAKERSFIELD   | Open     | Under Investigation  |
| 16  | 3/14/10        |               |         | LINCOLN       | Open     | Under Investigation  |
| 17  | 3/17/10        |               |         | BAKERSFIELD   | Open     | Under Investigation  |
| 18  | 3/18/10        |               |         | BAKERSFIELD   | Open     | Under Investigation  |
| 19  | 3/23/10        |               |         | BAKERSFIELD   | Resolved | Meter Communication issue. Meter stopped communicating, which created a delayed bill. On 3/23/10, PG&E issued a bill for a three-month period ending 3/9/10. Customer was offered additional time to pay his March bill. The meter was changed on 3/31/10 and a meter reader will read the route until the meter transitions to automatic communication. |
| 20  | 3/25/10        |               |         | ORINDA        | Resolved | Bill is Accurate. Customer questioned gas bill in January: 173 therms = \$217.12. Explained peak winter usage and rates. Usage in prior years ranged from 104 - 177 therms during peak winter months. Customer was satisfied.  |
| 21  | 3/25/10        |               |         | CASTRO VALLEY | Open     | Under Investigation  |
| 22  | 3/26/10        |               |         | AUBURN        | 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  
 0 Open Complaints Resolved Since the Last Report  
 4 New Complaints Since the Last Report  
 2 New Complaints Resolved Since the Last Report  
 2 New Complaints Open