

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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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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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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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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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
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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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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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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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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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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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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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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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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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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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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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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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

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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