

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 8, 2010 -- For the Period March 27, 2010 through April 2, 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	7/2/09	{Redacted}		Soda Springs	Scheduling Problems	Under Investigation	Open
6	7/31/09	{Redacted}		WOODLAND	SmartMeter Customer Communication	Under Investigation	Open
7	9/3/09	{Redacted}		COLFAX	Household items affected by SM installation	Under Investigation	Open
8	9/10/09	{Redacted}		Twain Harte	SmartMeter Customer Communication	Under Investigation	Open
9	9/18/09	{Redacted}		Moraga	SmartMeter Customer Communication	Under Investigation	Open
10	9/21/09	{Redacted}		Fairfield	Household items affected by SM installation	Under Investigation	Open
11	9/22/09	{Redacted}		Sonora	Household items affected by SM installation	Under Investigation	Open
12	9/29/09	{Redacted}		AHWAHNEE	Meter/Module	Under Investigation	Open
13	10/2/09	{Redacted}		Rocklin	Scheduling Problems	Under Investigation	Open
14	10/5/09	{Redacted}		SUTTER CREEK	Household items affected by SM installation	Under Investigation	Open
15	10/9/09	{Redacted}		Fairfield	Household items affected by SM installation	Under Investigation	Open
16	10/13/09	{Redacted}		Jackson	Household items affected by SM installation	Under Investigation	Open
17	10/13/09	{Redacted}		Jackson	Wellington Installer	Under Investigation	Open
18	10/15/09	{Redacted}		Stockton	Household items affected by SM installation	Under Investigation	Open
19	10/19/09	{Redacted}		SUTTER CREEK	Meter/Module	Under Investigation	Open
20	10/19/09	{Redacted}		SAN MATEO	Wellington Installer	Under Investigation	Open
21	10/22/09	{Redacted}		Rio Vista	Wellington Installer	Under Investigation	Open
22	10/26/09	{Redacted}		Fremont	Other	Under Investigation	Open
23	10/26/09	{Redacted}		ORINDA	Wellington Installer	Under Investigation	Open
24	10/28/09	{Redacted}		Vacaville	Wellington Installer	Under Investigation	Open
25	10/29/09	{Redacted}		Walnut Creek	Wellington Installer	Under Investigation	Open
26	11/5/09	{Redacted}		Suisun City	Wellington Installer	Under Investigation	Open
27	11/10/09	{Redacted}		Hillsborough	Customer Denies Access	Under Investigation	Open
28	11/10/09	{Redacted}		Vacaville	Customer Denies Access	Under Investigation	Open
29	11/10/09	{Redacted}		Fairfield	Household items affected by SM installation	Under Investigation	Open
30	11/12/09	{Redacted}		Dixon	Household items affected by SM installation	Under Investigation	Open
31	11/12/09	{Redacted}		Newark	Meter/Module	Under Investigation	Open
32	11/16/09	{Redacted}		Vacaville	Household items affected by SM installation	Under Investigation	Open
33	11/16/09	{Redacted}		Vacaville	Household items affected by SM installation	Under Investigation	Open
34	11/16/09	{Redacted}		Pleasant Hill	Wellington Installer	Under Investigation	Open
35	11/17/09	{Redacted}		Half Moon Bay	Meter/Module	Under Investigation	Open
36	11/18/09	{Redacted}		S. San Francisco	Household items affected by SM installation	Under Investigation	Open
37	11/19/09	{Redacted}		Vacaville	Household items affected by SM installation	Under Investigation	Open
38	11/20/09	{Redacted}		Fremont	Meter/Module	Under Investigation	Open
39	11/23/09	{Redacted}		WOODLAND	Meter/Module	Under Investigation	Open
40	11/23/09	{Redacted}		Stockton	Wellington Installer	Under Investigation	Open
41	11/24/09	{Redacted}		Kingsburg	Meter/Module	Under Investigation	Open
42	11/25/09	{Redacted}		Richmond	Network Equipment Installation	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
43	11/25/09			Mountain View	Wellington Installer	Under Investigation	Open
44	11/25/09			UNION CITY	Wellington Installer	Under Investigation	Open
45	11/30/09			Fresno	Household items affected by SM installation	Under Investigation	Open
46	11/30/09			MIRAMONTE	Household items affected by SM installation	Under Investigation	Open
47	12/1/09			Fairfield	Wellington Installer	Under Investigation	Open
48	12/1/09			Merced	Wellington Installer	Under Investigation	Open
49	12/1/09			Mountain View	Wellington Installer	Under Investigation	Open
50	12/1/09			Stockton	Wellington Installer	Under Investigation	Open
51	12/2/09			Redwood City	Household items affected by SM installation	Under Investigation	Open
52	12/2/09			Fremont	Power Interruption	Under Investigation	Open
53	12/3/09			Manteca	Household items affected by SM installation	Under Investigation	Open
54	12/3/09			Manteca	Household items affected by SM installation	Under Investigation	Open
55	12/3/09			Stockton	Household items affected by SM installation	Under Investigation	Open
56	12/3/09			Danville	Wellington Installer	Under Investigation	Open
57	12/4/09			Hanford	Household items affected by SM installation	Under Investigation	Open
58	12/4/09			Napa	Household items affected by SM installation	Under Investigation	Open
59	12/4/09			Livermore	Wellington Installer	Under Investigation	Open
60	12/7/09			Napa	Wellington Installer	Under Investigation	Open
61	12/8/09			PIONEER	Household items affected by SM installation	Under Investigation	Open
62	12/8/09			Redwood City	Household items affected by SM installation	Under Investigation	Open
63	12/8/09			MARINA	Wellington Installer	Under Investigation	Open
64	12/9/09			Los Altos	Household items affected by SM installation	Under Investigation	Open
65	12/9/09			Stockton	Power Interruption	Under Investigation	Open
66	12/9/09			Pilot Hill	Scheduling Problems	Under Investigation	Open
67	12/10/09			Fairfield	Scheduling Problems	Under Investigation	Open
68	12/11/09			Stockton	Household items affected by SM installation	Under Investigation	Open
69	12/11/09			Plymouth	Meter/Module	Under Investigation	Open
70	12/11/09			MILLBRAE	Power Interruption	Under Investigation	Open
71	12/15/09			Stockton	Wellington Installer	Under Investigation	Open
72	12/16/09			Mountain View	Scheduling Problems	Under Investigation	Open
73	12/17/09			Sunnyvale	Meter/Module	Under Investigation	Open
74	12/17/09			Vacaville	Meter/Module	Under Investigation	Open
75	12/17/09			Stockton	Wellington Installer	Under Investigation	Open
76	12/17/09			Walnut Creek	Wellington Installer	Under Investigation	Open
77	12/18/09			LATHROP	Other	Under Investigation	Open
78	12/21/09			Stockton	Wellington Installer	Under Investigation	Open
79	12/22/09			Fremont	Household items affected by SM installation	Under Investigation	Open
80	12/22/09			Napa	Wellington Installer	Under Investigation	Open
81	12/22/09			PINE GROVE	Wellington Installer	Under Investigation	Open
82	12/23/09			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
83	12/23/09			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
84	12/23/09			Sunnyvale	Household items affected by SM installation	Under Investigation	Open

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85	12/23/09			Dublin	Meter/Module	Under Investigation	Open
86	12/23/09			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
87	12/23/09			MONTARA	Wellington Installer	Under Investigation	Open
88	12/23/09			Sunnyvale	Wellington Installer	Under Investigation	Open
89	12/28/09			Atwater	Wellington Installer	Under Investigation	Open
90	12/28/09			Dinuba	Wellington Installer	Under Investigation	Open
91	12/28/09			Half Moon Bay	Wellington Installer	Under Investigation	Open
92	12/29/09			Pleasanton	Household items affected by SM installation	Under Investigation	Open
93	12/29/09			San Ramon	Household items affected by SM installation	Under Investigation	Open
94	12/29/09			Livermore	Meter/Module	Under Investigation	Open
95	12/29/09			San Francisco	Other	Under Investigation	Open
96	12/29/09			El Granada	Power Interruption	Under Investigation	Open
97	12/30/09			Los Banos	Network Equipment Installation	Under Investigation	Open
98	12/31/09			Livermore	Household items affected by SM installation	Under Investigation	Open
99	12/31/09			Mountain View	Household items affected by SM installation	Under Investigation	Open
100	12/31/09			Mountain View	Other	Under Investigation	Open
101	1/4/10			Menlo Park	Customer Denies Access	Under Investigation	Open
102	1/4/10			Merced	Customer Denies Access	Under Investigation	Open
103	1/4/10			Rocklin	Customer Denies Access	Customer does not want a SmartMeter	Resolved
104	1/4/10			Mountain View	Household items affected by SM installation	Damaged Television	Resolved
105	1/5/10			San Francisco	Meter/Module	Other	Resolved
106	1/5/10			Sebastopol	Other	Under Investigation	Open
107	1/5/10			AUBURN	Power Interruption	Under Investigation	Open
108	1/6/10			Concord	Scheduling Problems	Other	Resolved
109	1/7/10			Los Altos	Other	Under Investigation	Open
110	1/8/10			Moraga	Customer Denies Access	Under Investigation	Open
111	1/8/10			Concord	Customer Denies Access	Customer does not want a SmartMeter	Resolved
112	1/8/10			Los Altos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
113	1/8/10			Livermore	Household items affected by SM installation	Under Investigation	Open
114	1/8/10			Livermore	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
115	1/11/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
116	1/11/10			Burlingame	Household items affected by SM installation	Under Investigation	Open
117	1/11/10			Livermore	Household items affected by SM installation	Under Investigation	Open
118	1/11/10			Fairfield	Meter/Module	Under Investigation	Open
119	1/11/10			Vacaville	Meter/Module	Under Investigation	Open
120	1/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
121	1/12/10			Moraga	Household items affected by SM installation	Under Investigation	Open
122	1/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
123	1/12/10			Danville	Household items affected by SM installation	Other	Resolved
124	1/12/10			Livermore	Power Interruption	Under Investigation	Open
125	1/12/10			Walnut Creek	Wellington Installer	Installer rude to customer	Resolved
126	1/13/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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127	1/13/10			LODI	Meter/Module	Under Investigation	Open
128	1/14/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
129	1/14/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
130	1/14/10			Dublin	Household items affected by SM installation	Under Investigation	Open
131	1/14/10			Moraga	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
132	1/14/10			Sunnyvale	Wellington Installer	No time given to powerdown equipment	Resolved
133	1/15/10			San Ramon	Customer Denies Access	Under Investigation	Open
134	1/15/10			Dublin	Household items affected by SM installation	Under Investigation	Open
135	1/15/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
136	1/15/10			Dublin	Meter/Module	Other	Resolved
137	1/15/10			Napa	Scheduling Problems	Under Investigation	Open
138	1/15/10			CORCORAN	Wellington Installer	Under Investigation	Open
139	1/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
140	1/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
141	1/19/10			Aptos	Other	Under Investigation	Open
142	1/19/10			Martinez	Other	Under Investigation	Open
143	1/20/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
144	1/20/10			Cupertino	Power Interruption	Under Investigation	Open
145	1/21/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
146	1/21/10			Livermore	Other	Other	Resolved
147	1/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
148	1/22/10			RAYMOND	Customer Denies Access	Customer does not want a SmartMeter	Resolved
149	1/22/10			Fremont	Household items affected by SM installation	Under Investigation	Open
150	1/23/10			Kensington	Household items affected by SM installation	Under Investigation	Open
151	1/25/10			Danville	Other	Customer does not want a SmartMeter	Resolved
152	1/25/10			PINOLE	SmartMeter Customer Communication	Under Investigation	Open
153	1/25/10			San Jose	Wellington Installer	Customer does not want a SmartMeter	Resolved
154	1/26/10			American Canyon	Customer Denies Access	Under Investigation	Open
155	1/26/10			Livermore	Customer Denies Access	Under Investigation	Open
156	1/26/10			Livermore	Customer Denies Access	Under Investigation	Open
157	1/26/10			Merced	Customer Denies Access	Under Investigation	Open
158	1/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
159	1/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
160	1/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
161	1/26/10			MONTARA	Meter/Module	Under Investigation	Open
162	1/26/10			San Jose	Meter/Module	Under Investigation	Open
163	1/26/10			Madera	Wellington Installer	Under Investigation	Open
164	1/26/10			Pleasanton	Wellington Installer	Under Investigation	Open
165	1/26/10			Stockton	Wellington Installer	Under Investigation	Open
166	1/26/10			Vallejo	Wellington Installer	Under Investigation	Open
167	1/27/10			Hillsborough	Customer Denies Access	Under Investigation	Open
168	1/27/10			Redwood City	Meter/Module	Under Investigation	Open

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169	1/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
170	1/28/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
171	1/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
172	1/28/10			Hayward	Meter/Module	Under Investigation	Open
173	1/28/10			San Francisco	Power Interruption	Under Investigation	Open
174	1/28/10			Sunnyvale	Power Interruption	Under Investigation	Open
175	1/28/10			American Canyon	Wellington Installer	Under Investigation	Open
176	1/28/10			EL SOBRANTE	Wellington Installer	Under Investigation	Open
177	1/28/10			Moraga	Wellington Installer	Under Investigation	Open
178	1/28/10			San Jose	Wellington Installer	Under Investigation	Open
179	1/29/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
180	1/29/10			Rio Vista	Household items affected by SM installation	Under Investigation	Open
181	1/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
182	1/29/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
183	1/29/10			Kensington	Meter/Module	Under Investigation	Open
184	1/29/10			San Jose	Meter/Module	Under Investigation	Open
185	1/29/10			Madera	Wellington Installer	Under Investigation	Open
186	1/29/10			PINOLE	Wellington Installer	Under Investigation	Open
187	1/29/10			Richmond	Wellington Installer	Under Investigation	Open
188	1/29/10			Stockton	Wellington Installer	Under Investigation	Open
189	1/29/10			Sunnyvale	Wellington Installer	Under Investigation	Open
190	1/31/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
191	1/31/10			Lafayette	Household items affected by SM installation	Under Investigation	Open
192	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
193	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
194	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
195	1/31/10			CROCKETT	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
196	1/31/10			Danville	Meter/Module	Under Investigation	Open
197	2/1/10			LA HONDA	Customer Denies Access	Under Investigation	Open
198	2/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
199	2/1/10			Pleasanton	Meter/Module	Under Investigation	Open
200	2/1/10			Vacaville	Meter/Module	Under Investigation	Open
201	2/1/10			Walnut Creek	Meter/Module	Under Investigation	Open
202	2/1/10			Albany	Power Interruption	Under Investigation	Open
203	2/1/10			San Jose	Power Interruption	Under Investigation	Open
204	2/1/10			San Jose	Power Interruption	Under Investigation	Open
205	2/1/10			Lafayette	Power Interruption	Other	Resolved
206	2/1/10			EL SOBRANTE	Wellington Installer	Under Investigation	Open
207	2/2/10			San Jose	Household items affected by SM installation	Under Investigation	Open
208	2/3/10			Danville	Household items affected by SM installation	Under Investigation	Open
209	2/3/10			Livermore	Household items affected by SM installation	Under Investigation	Open
210	2/3/10			PINOLE	Household items affected by SM installation	Damaged Other Household Appliances	Resolved

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211	2/3/10			Pleasanton	Meter/Module	Under Investigation	Open
212	2/3/10			GRATON	Other	Under Investigation	Open
213	2/3/10			Mountain View	Power Interruption	Under Investigation	Open
214	2/3/10			CORDELIA	Wellington Installer	Under Investigation	Open
215	2/3/10			RAYMOND	Wellington Installer	Under Investigation	Open
216	2/4/10			Los Altos Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
217	2/4/10			Fresno	Household items affected by SM installation	Under Investigation	Open
218	2/4/10			Suisun City	Meter/Module	Under Investigation	Open
219	2/4/10			San Ramon	Power Interruption	Under Investigation	Open
220	2/5/10			Pleasanton	Meter/Module	Under Investigation	Open
221	2/5/10			San Ramon	Meter/Module	Under Investigation	Open
222	2/5/10			Mountain View	Other	Under Investigation	Open
223	2/5/10			FULTON	Other	Other	Resolved
224	2/5/10			Clayton	Power Interruption	Under Investigation	Open
225	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
226	2/8/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
227	2/8/10			Berkeley	Household items affected by SM installation	Damaged Computer	Resolved
228	2/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
229	2/9/10			Cool	Customer Denies Access	Customer does not want a SmartMeter	Resolved
230	2/9/10			Jackson	Household items affected by SM installation	Other	Resolved
231	2/9/10			Shingle Springs	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
232	2/9/10			Cupertino	Wellington Installer	Under Investigation	Open
233	2/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
234	2/10/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
235	2/10/10			Pollock Pines	Customer Denies Access	Customer Denies Wellington Access	Resolved
236	2/10/10			Vacaville	Household items affected by SM installation	Under Investigation	Open
237	2/10/10			Albany	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
238	2/10/10			Berkeley	Household items affected by SM installation	General inquiry on communication	Resolved
239	2/10/10			Cupertino	Meter/Module	Under Investigation	Open
240	2/10/10			Rancho Cordova	Meter/Module	Under Investigation	Open
241	2/10/10			Berkeley	Meter/Module	Meter/Module clearance issues	Resolved
242	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
243	2/10/10			N/A	Network Equipment Installation	Under Investigation	Open
244	2/10/10			Berkeley	Other	General inquiry on communication	Resolved
245	2/10/10			Cupertino	Power Interruption	Under Investigation	Open
246	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
247	2/10/10			Shingle Springs	SmartMeter Customer Communication	Other	Resolved
248	2/10/10			Berkeley	Wellington Installer	Under Investigation	Open
249	2/10/10			NORTH FOLK	Wellington Installer	Under Investigation	Open
250	2/10/10			San Jose	Wellington Installer	Under Investigation	Open
251	2/10/10			San Ramon	Wellington Installer	Under Investigation	Open
252	2/11/10			Healdsburg	Customer Denies Access	Under Investigation	Open

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253	2/11/10			EL SOBRANTE	Customer Denies Access	Customer does not want a SmartMeter	Resolved
254	2/11/10			Livermore	Household items affected by SM installation	Under Investigation	Open
255	2/11/10			Napa	Meter/Module	Under Investigation	Open
256	2/11/10			Sunnyvale	Power Interruption	Under Investigation	Open
257	2/11/10			Vallejo	Wellington Installer	Under Investigation	Open
258	2/12/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
259	2/12/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
260	2/12/10			San Ramon	Household items affected by SM installation	Damaged Television	Resolved
261	2/12/10			San Jose	Power Interruption	Under Investigation	Open
262	2/12/10			Berkeley	Wellington Installer	Under Investigation	Open
263	2/12/10			San Ramon	Wellington Installer	Under Investigation	Open
264	2/13/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
265	2/13/10			San Pablo	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
266	2/14/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
267	2/14/10			Sunnyvale	Meter/Module	Under Investigation	Open
268	2/15/10			Danville	Meter/Module	Under Investigation	Open
269	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
270	2/16/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
271	2/16/10			RIPON	Meter/Module	Under Investigation	Open
272	2/16/10			Santa Clara	Meter/Module	Under Investigation	Open
273	2/16/10			Berkeley	Wellington Installer	Under Investigation	Open
274	2/16/10			Cupertino	Wellington Installer	Under Investigation	Open
275	2/17/10			Forestville	Customer Denies Access	Under Investigation	Open
276	2/17/10			San Jose	Customer Denies Access	Under Investigation	Open
277	2/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
278	2/17/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
279	2/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
280	2/17/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
281	2/17/10			Newark	Household items affected by SM installation	Under Investigation	Open
282	2/17/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
283	2/17/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
284	2/17/10			El Dorado	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
285	2/17/10			Pleasanton	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
286	2/17/10			Rio Vista	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
287	2/17/10			Berkeley	Meter/Module	Under Investigation	Open
288	2/17/10			Sunnyvale	Meter/Module	Under Investigation	Open
289	2/17/10			Albany	Meter/Module	Meter/Module clearance issues	Resolved
290	2/17/10			ELK GROVE	Meter/Module	Meter/Module clearance issues	Resolved
291	2/17/10			Madera	Wellington Installer	Under Investigation	Open
292	2/17/10			San Jose	Wellington Installer	Under Investigation	Open
293	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
294	2/17/10			Vallejo	Wellington Installer	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
295	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
296	2/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
297	2/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
298	2/18/10			Berkeley	Household items affected by SM installation	Gas Appliance Not Working	Resolved
299	2/18/10			Vallejo	Meter/Module	Meter/Module clearance issues	Resolved
300	2/18/10			Los Banos	Other	Under Investigation	Open
301	2/18/10			Sanger	Scheduling Problems	Under Investigation	Open
302	2/18/10			Kensington	SmartMeter Customer Communication	Under Investigation	Open
303	2/18/10			Madera	Wellington Installer	Under Investigation	Open
304	2/18/10			Mariposa	Wellington Installer	Under Investigation	Open
305	2/18/10			Somerset	Wellington Installer	Under Investigation	Open
306	2/19/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
307	2/19/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
308	2/19/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
309	2/19/10			Pleasanton	Meter/Module	Under Investigation	Open
310	2/19/10			American Canyon	Wellington Installer	Under Investigation	Open
311	2/21/10			Placerville	Customer Denies Access	Under Investigation	Open
312	2/21/10			San Jose	Customer Denies Access	Under Investigation	Open
313	2/21/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
314	2/21/10			Richmond	Household items affected by SM installation	Under Investigation	Open
315	2/21/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
316	2/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
317	2/21/10			Pleasanton	Meter/Module	Under Investigation	Open
318	2/21/10			Cupertino	SmartMeter Customer Communication	Under Investigation	Open
319	2/21/10			San Francisco	Wellington Installer	Under Investigation	Open
320	2/22/10			OCCIDENTAL	Customer Denies Access	Under Investigation	Open
321	2/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
322	2/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
323	2/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
324	2/22/10			PINOLE	Household items affected by SM installation	Under Investigation	Open
325	2/22/10			San Jose	Household items affected by SM installation	Under Investigation	Open
326	2/22/10			El Cerrito	Household items affected by SM installation	Damaged Computer	Resolved
327	2/22/10			San Ramon	Meter/Module	Under Investigation	Open
328	2/22/10			Vacaville	Meter/Module	Under Investigation	Open
329	2/22/10			Vallejo	Network Equipment Installation	Under Investigation	Open
330	2/22/10			Sunnyvale	Power Interruption	Under Investigation	Open
331	2/22/10			Placerville	Wellington Installer	Under Investigation	Open
332	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
333	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
334	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
335	2/23/10			Clayton	Household items affected by SM installation	Under Investigation	Open
336	2/23/10			Cupertino	Household items affected by SM installation	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
337	2/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
338	2/23/10			ALTA	Meter/Module	Under Investigation	Open
339	2/23/10			San Jose	Meter/Module	Under Investigation	Open
340	2/23/10			Mariposa	Wellington Installer	Under Investigation	Open
341	2/23/10			San Pablo	Wellington Installer	Under Investigation	Open
342	2/24/10			El Cerrito	Customer Denies Access	Under Investigation	Open
343	2/24/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
344	2/24/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
345	2/24/10			Richmond	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
346	2/24/10			Merced	Meter/Module	Under Investigation	Open
347	2/24/10			Richmond	Meter/Module	Under Investigation	Open
348	2/24/10			San Jose	Meter/Module	Under Investigation	Open
349	2/24/10			Livermore	Other	Under Investigation	Open
350	2/24/10			Livermore	SmartMeter Customer Communication	Under Investigation	Open
351	2/24/10			Vacaville	SmartMeter Customer Communication	Other	Resolved
352	2/24/10			Madera	Wellington Installer	Under Investigation	Open
353	2/24/10			Napa	Wellington Installer	Under Investigation	Open
354	2/24/10			Pollock Pines	Wellington Installer	Under Investigation	Open
355	2/24/10			San Jose	Wellington Installer	Under Investigation	Open
356	2/25/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
357	2/25/10			El Cerrito	Meter/Module	under Investigation	Open
358	2/25/10			Mountain View	Meter/Module	under Investigation	Open
359	2/25/10			Richmond	Meter/Module	Under Investigation	Open
360	2/25/10			San Jose	Power Interruption	Under Investigation	Open
361	2/25/10			San Pablo	Power Interruption	Under Investigation	Open
362	2/26/10			Berkeley	Customer Denies Access	Under Investigation	Open
363	2/26/10			Richmond	Customer Denies Access	Under Investigation	Open
364	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
365	2/26/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
366	2/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
367	2/26/10			San Jose	Power Interruption	Under Investigation	Open
368	2/26/10			AUBURN	SmartMeter Customer Communication	Under Investigation	Open
369	2/26/10			San Anselmo	SmartMeter Customer Communication	Under Investigation	Open
370	2/26/10			Hercules	Wellington Installer	Under Investigation	Open
371	2/27/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
372	3/1/10			Berkeley	Customer Denies Access	Under Investigation	Open
373	3/1/10			Cameron Park	Customer Denies Access	Under Investigation	Open
374	3/1/10			El Dorado	Customer Denies Access	Under Investigation	Open
375	3/1/10			Vallejo	Customer Denies Access	Under Investigation	Open
376	3/1/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
377	3/1/10			Shingle Springs	Customer Denies Access	Customer does not want a SmartMeter	Resolved
378	3/1/10			Livermore	Household items affected by SM installation	under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
379	3/1/10			Livermore	Meter/Module	Under Investigation	Open
380	3/1/10			San Jose	Meter/Module	Under Investigation	Open
381	3/1/10			Tracy	Meter/Module	Under Investigation	Open
382	3/1/10			Madera	Other	Under Investigation	Open
383	3/1/10			San Jose	Power Interruption	Under Investigation	Open
384	3/1/10			Berkeley	Scheduling Problems	Under Investigation	Open
385	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
386	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
387	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
388	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
389	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
390	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
391	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
392	3/2/10			Berkeley	Customer Denies Access	Under Investigation	Open
393	3/2/10			Dinuba	Customer Denies Access	Under Investigation	Open
394	3/2/10			Kensington	Customer Denies Access	Under Investigation	Open
395	3/2/10			NEWCASTLE	Household items affected by SM installation	Under Investigation	Open
396	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
397	3/3/10			Alamo	Customer Denies Access	Under Investigation	Open
398	3/3/10			Berkeley	Customer Denies Access	Under Investigation	Open
399	3/3/10			Fresno	Customer Denies Access	Under Investigation	Open
400	3/3/10			Rio Vista	Customer Denies Access	Under Investigation	Open
401	3/3/10			San Francisco	Customer Denies Access	Under Investigation	Open
402	3/3/10			Sonoma	Customer Denies Access	Under Investigation	Open
403	3/3/10			Squaw Valley	Customer Denies Access	Under Investigation	Open
404	3/3/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
405	3/3/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
406	3/3/10			Mountain View	Meter/Module	Under Investigation	Open
407	3/3/10			San Jose	Power Interruption	Under Investigation	Open
408	3/3/10			Richmond	Power Interruption	Breaker keeps tripping	Resolved
409	3/3/10			GLEN ELLEN	Scheduling Problems	Under Investigation	Open
410	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
411	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
412	3/4/10			Berkeley	Customer Denies Access	Under Investigation	Open
413	3/4/10			Danville	Customer Denies Access	Under Investigation	Open
414	3/4/10			El Cerrito	Customer Denies Access	Under Investigation	Open
415	3/4/10			Merced	Customer Denies Access	Under Investigation	Open
416	3/4/10			MOCCASIN	Customer Denies Access	Under Investigation	Open
417	3/4/10			Placerville	Customer Denies Access	Under Investigation	Open
418	3/4/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
419	3/4/10			SAN CARLOS	Customer Denies Access	Under Investigation	Open
420	3/4/10			Tracy	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
421	3/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
422	3/4/10			Tracy	Household items affected by SM installation	Under Investigation	Open
423	3/4/10			El Cerrito	Meter/Module	Under Investigation	Open
424	3/4/10			WOODLAND	Power Interruption	Under Investigation	Open
425	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
426	3/5/10			Clovis	Customer Denies Access	Under Investigation	Open
427	3/5/10			Danville	Customer Denies Access	Under Investigation	Open
428	3/5/10			El Cerrito	Customer Denies Access	Under Investigation	Open
429	3/5/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
430	3/5/10			SELMA	Customer Denies Access	Under Investigation	Open
431	3/5/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
432	3/5/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
433	3/5/10			Cupertino	Power Interruption	Under Investigation	Open
434	3/5/10			Livermore	Power Interruption	Under Investigation	Open
435	3/5/10			San Jose	Power Interruption	Under Investigation	Open
436	3/5/10			Albany	Power Interruption	Flickering Lights	Resolved
437	3/7/10			Atwater	Customer Denies Access	Under Investigation	Open
438	3/7/10			Cazadero	Customer Denies Access	Under Investigation	Open
439	3/7/10			Clovis	Customer Denies Access	Under Investigation	Open
440	3/7/10			Hanford	Customer Denies Access	Under Investigation	Open
441	3/7/10			Healdsburg	Customer Denies Access	Under Investigation	Open
442	3/7/10			Livermore	Customer Denies Access	Under Investigation	Open
443	3/7/10			Loomis	Customer Denies Access	Under Investigation	Open
444	3/7/10			Sanger	Customer Denies Access	Under Investigation	Open
445	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
446	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
447	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
448	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
449	3/7/10			Somerset	Customer Denies Access	Under Investigation	Open
450	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
451	3/7/10			Tracy	Customer Denies Access	Under Investigation	Open
452	3/7/10			Woodlake	Customer Denies Access	Under Investigation	Open
453	3/7/10			Loomis	Meter/Module	Under Investigation	Open
454	3/8/10			Clovis	Customer Denies Access	Under Investigation	Open
455	3/8/10			Forestville	Customer Denies Access	Under Investigation	Open
456	3/8/10			GRANITE BAY	Customer Denies Access	Under Investigation	Open
457	3/8/10			Petaluma	Customer Denies Access	Under Investigation	Open
458	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
459	3/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
460	3/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
461	3/8/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
462	3/8/10			Vallejo	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
463	3/8/10			COTATI	Household items affected by SM installation	Under Investigation	Open
464	3/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
465	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
466	3/8/10			San Jose	Power Interruption	Under Investigation	Open
467	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
468	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
469	3/9/10			CLOVERDALE	Customer Denies Access	Under Investigation	Open
470	3/9/10			Daly City	Customer Denies Access	Under Investigation	Open
471	3/9/10			Danville	Customer Denies Access	Under Investigation	Open
472	3/9/10			Madera	Customer Denies Access	Under Investigation	Open
473	3/9/10			Richmond	Customer Denies Access	Under Investigation	Open
474	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
475	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
476	3/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
477	3/9/10			Richmond	Household items affected by SM installation	Under Investigation	Open
478	3/9/10			Livermore	Meter/Module	Under Investigation	Open
479	3/9/10			San Jose	Meter/Module	Under Investigation	Open
480	3/9/10			SEASIDE	Meter/Module	Under Investigation	Open
481	3/9/10			Cupertino	Power Interruption	Under Investigation	Open
482	3/10/10			Daly City	Customer Denies Access	Under Investigation	Open
483	3/10/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
484	3/10/10			Livermore	Customer Denies Access	Under Investigation	Open
485	3/10/10			Martinez	Customer Denies Access	Under Investigation	Open
486	3/10/10			Mount Aukum	Customer Denies Access	Under Investigation	Open
487	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
488	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
489	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
490	3/10/10			SAINT HELENA	Customer Denies Access	Under Investigation	Open
491	3/10/10			San Jose	Customer Denies Access	Under Investigation	Open
492	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
493	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
494	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
495	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
496	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
497	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
498	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
499	3/10/10			Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Resolved
500	3/10/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
501	3/10/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
502	3/10/10			Livermore	Household items affected by SM installation	Under Investigation	Open
503	3/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
504	3/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
505	3/10/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
506	3/10/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
507	3/10/10			Browns Valley	Household items affected by SM installation	Damaged Television	Resolved
508	3/10/10			Livermore	Meter/Module	Under Investigation	Open
509	3/10/10			Pleasanton	Meter/Module	Under Investigation	Open
510	3/10/10			San Ramon	Meter/Module	Under Investigation	Open
511	3/10/10			Tracy	Meter/Module	Under Investigation	Open
512	3/10/10			Berkeley	Meter/Module	Meter/Module clearance issues	Resolved
513	3/10/10			Cupertino	Power Interruption	Under Investigation	Open
514	3/10/10			Los Altos	Power Interruption	Under Investigation	Open
515	3/10/10			San Jose	Power Interruption	Under Investigation	Open
516	3/10/10			Albany	Wellington Installer	Under Investigation	Open
517	3/10/10			ANGWIN	Wellington Installer	Under Investigation	Open
518	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
519	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open
520	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
521	3/10/10			LEMOORE	Wellington Installer	Under Investigation	Open
522	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
523	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
524	3/11/10			Daly City	Customer Denies Access	Under Investigation	Open
525	3/11/10			DOB BINS	Customer Denies Access	Under Investigation	Open
526	3/11/10			Richmond	Customer Denies Access	Under Investigation	Open
527	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
528	3/11/10			San Jose	Customer Denies Access	Under Investigation	Open
529	3/11/10			San Ramon	Customer Denies Access	Under Investigation	Open
530	3/11/10			Hercules	Meter/Module	Under Investigation	Open
531	3/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
532	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
533	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
534	3/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
535	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
536	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
537	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
538	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
539	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
540	3/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
541	3/12/10			Berkeley	Meter/Module	Under Investigation	Open
542	3/12/10			Berkeley	Meter/Module	Under Investigation	Open
543	3/12/10			Fresno	Meter/Module	Under Investigation	Open
544	3/12/10			GRIDLEY	Meter/Module	Under Investigation	Open
545	3/12/10			Los Altos	Meter/Module	Under Investigation	Open
546	3/12/10			San Francisco	Meter/Module	Under Investigation	Open

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547	3/12/10			UNION CITY	Meter/Module	Under Investigation	Open
548	3/12/10			Fairfield	Meter/Module	Meter/Module clearance issues	Resolved
549	3/12/10			Santa Clara	Other	Under Investigation	Open
550	3/12/10			Hercules	Power Interruption	Under Investigation	Open
551	3/12/10			YOUNTVILLE	Power Interruption	Under Investigation	Open
552	3/12/10			BENICIA	Wellington Installer	Under Investigation	Open
553	3/12/10			San Jose	Wellington Installer	Under Investigation	Open
554	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
555	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
556	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
557	3/13/10			Cupertino	Customer Denies Access	Under Investigation	Open
558	3/13/10			American Canyon	Power Interruption	Under Investigation	Open
559	3/14/10			El Cerrito	Bad Meter / Module Equipment	Under Investigation	Open
560	3/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
561	3/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
562	3/15/10			Newark	Customer Denies Access	Under Investigation	Open
563	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
564	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
565	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
566	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
567	3/15/10			San Jose	Customer Denies Access	Under Investigation	Open
568	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
569	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
570	3/15/10			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Resolved
571	3/15/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
572	3/15/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
573	3/15/10			LINCOLN	Household items affected by SM installation	Under Investigation	Open
574	3/15/10			MADISON	Household items affected by SM installation	Under Investigation	Open
575	3/15/10			Daly City	Power Interruption	Under Investigation	Open
576	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
577	3/15/10			Redwood City	Wellington Installer	Under Investigation	Open
578	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
579	3/16/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
580	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
581	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
582	3/16/10			Martinez	Customer Denies Access	Under Investigation	Open
583	3/16/10			Placerville	Customer Denies Access	Under Investigation	Open
584	3/16/10			San Jose	Customer Denies Access	Under Investigation	Open
585	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
586	3/16/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
587	3/16/10			San Jose	Meter/Module	Under Investigation	Open
588	3/16/10			Tracy	Meter/Module	Under Investigation	Open

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Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
589	3/16/10			Vallejo	Meter/Module	Under Investigation	Open
590	3/16/10			Stockton	Other	Under Investigation	Open
591	3/17/10			Cupertino	Customer Denies Access	Under Investigation	Open
592	3/17/10			Livermore	Customer Denies Access	Under Investigation	Open
593	3/17/10			Los Altos	Customer Denies Access	Under Investigation	Open
594	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
595	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
596	3/17/10			San Jose	Customer Denies Access	Under Investigation	Open
597	3/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
598	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
599	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
600	3/17/10			Wheatland	Customer Denies Access	Under Investigation	Open
601	3/17/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
602	3/17/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
603	3/17/10			Albany	Household items affected by SM installation	Under Investigation	Open
604	3/17/10			Livermore	Household items affected by SM installation	Under Investigation	Open
605	3/17/10			Richmond	Household items affected by SM installation	Under Investigation	Open
606	3/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
607	3/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
608	3/17/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
609	3/17/10			Cupertino	Meter/Module	Under Investigation	Open
610	3/17/10			Santa Clara	Meter/Module	Under Investigation	Open
611	3/17/10			Bodega Bay	Power Interruption	Under Investigation	Open
612	3/17/10			El Dorado Hills	SmartMeter Customer Communication	Other	Resolved
613	3/17/10			Berkeley	Wellington Installer	Under Investigation	Open
614	3/17/10			Pleasanton	Wellington Installer	Under Investigation	Open
615	3/17/10			San Jose	Wellington Installer	Under Investigation	Open
616	3/17/10			Sunnyvale	Wellington Installer	Under Investigation	Open
617	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
618	3/18/10			El Granada	Customer Denies Access	Under Investigation	Open
619	3/18/10			Livermore	Customer Denies Access	Under Investigation	Open
620	3/18/10			San Jose	Customer Denies Access	Under Investigation	Open
621	3/18/10			Vallejo	Customer Denies Access	Under Investigation	Open
622	3/18/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
623	3/18/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
624	3/18/10			EL SOBRANTE	Household items affected by SM installation	Under Investigation	Open
625	3/18/10			San Jose	Meter/Module	Under Investigation	Open
626	3/18/10			Fremont	Power Interruption	Under Investigation	Open
627	3/18/10			REEDLEY	SmartMeter Customer Communication	Under Investigation	Open
628	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
629	3/19/10			Kingsburg	Customer Denies Access	Under Investigation	Open
630	3/19/10			San Jose	Customer Denies Access	Under Investigation	Open

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631	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
632	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
633	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
634	3/19/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
635	3/19/10			Kensington	Household items affected by SM installation	Under Investigation	Open
636	3/19/10			Sanger	Other	Under Investigation	Open
637	3/19/10			Napa	Power Interruption	Under Investigation	Open
638	3/19/10			Sunnyvale	Power Interruption	Under Investigation	Open
639	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
640	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
641	3/20/10			Daly City	Customer Denies Access	Under Investigation	Open
642	3/20/10			S. San Francisco	Customer Denies Access	Under Investigation	Open
643	3/20/10			UNION CITY	Customer Denies Access	Under Investigation	Open
644	3/20/10			PITTSBURG	Meter/Module	Under Investigation	Open
645	3/21/10			Martinez	Customer Denies Access	Under Investigation	Open
646	3/21/10			San Jose	Customer Denies Access	Under Investigation	Open
647	3/21/10			San Jose	Customer Denies Access	Under Investigation	Open
648	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
649	3/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
650	3/22/10			LEMOORE	Customer Denies Access	Under Investigation	Open
651	3/22/10			Livermore	Customer Denies Access	Under Investigation	Open
652	3/22/10			Los Altos	Customer Denies Access	Under Investigation	Open
653	3/22/10			Martinez	Customer Denies Access	Under Investigation	Open
654	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
655	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
656	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
657	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
658	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
659	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
660	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
661	3/22/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
662	3/22/10			EL SOBRANTE	Household items affected by SM installation	Under Investigation	Open
663	3/22/10			Kensington	Household items affected by SM installation	Under Investigation	Open
664	3/22/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
665	3/22/10			Berkeley	Meter/Module	Under Investigation	Open
666	3/22/10			San Francisco	Meter/Module	Under Investigation	Open
667	3/22/10			San Jose	Meter/Module	Under Investigation	Open
668	3/22/10			Tracy	Meter/Module	Under Investigation	Open
669	3/22/10			ANTIOCH	Other	Under Investigation	Open
670	3/22/10			SAINT HELENA	Other	Under Investigation	Open
671	3/22/10			Hercules	Power Interruption	Under Investigation	Open
672	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open

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673	3/23/10			Berkeley	Customer Denies Access	Under Investigation	Open
674	3/23/10			Hercules	Customer Denies Access	Under Investigation	Open
675	3/23/10			Lafayette	Customer Denies Access	Under Investigation	Open
676	3/23/10			Napa	Customer Denies Access	Under Investigation	Open
677	3/23/10			San Jose	Customer Denies Access	Under Investigation	Open
678	3/23/10			San Jose	Customer Denies Access	Under Investigation	Open
679	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
680	3/23/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
681	3/23/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
682	3/23/10			Vallejo	Meter/Module	Under Investigation	Open
683	3/23/10			EL SOBRANTE	Power Interruption	Under Investigation	Open
684	3/24/10			Clayton	Customer Denies Access	Under Investigation	Open
685	3/24/10			Martinez	Customer Denies Access	Under Investigation	Open
686	3/24/10			Tracy	Customer Denies Access	Under Investigation	Open
687	3/24/10			Vallejo	Customer Denies Access	Under Investigation	Open
688	3/24/10			Sonoma	Meter/Module	Under Investigation	Open
689	3/24/10			Berkeley	Wellington Installer	Under Investigation	Open
690	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
691	3/24/10			Vallejo	Wellington Installer	Under Investigation	Open
692	3/25/10			BENICIA	Customer Denies Access	Under Investigation	Open
693	3/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
694	3/25/10			Dixon	Customer Denies Access	Under Investigation	Open
695	3/25/10			Dublin	Customer Denies Access	Under Investigation	Open
696	3/25/10			Guerneville	Customer Denies Access	Under Investigation	Open
697	3/25/10			MOSS BEACH	Customer Denies Access	Under Investigation	Open
698	3/25/10			Richmond	Customer Denies Access	Under Investigation	Open
699	3/25/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
700	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
701	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
702	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
703	3/25/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
704	3/25/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
705	3/25/10			Somerset	Customer Denies Access	Under Investigation	Open
706	3/25/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
707	3/25/10			REDDING	Customer Denies Access	Customer does not want a SmartMeter	Resolved
708	3/25/10			Yuba City	Customer Denies Access	Customer Denies Wellington Access	Resolved
709	3/25/10			Yuba City	Customer Denies Access	Customer Denies Wellington Access	Resolved
710	3/25/10			Yuba City	Customer Denies Access	Customer Denies Wellington Access	Resolved
711	3/25/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
712	3/25/10			PINE GROVE	Household items affected by SM installation	Under Investigation	Open
713	3/25/10			Placerville	Household items affected by SM installation	Under Investigation	Open
714	3/25/10			Los Altos	Meter/Module	Under Investigation	Open

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715	3/25/10			San Jose	Meter/Module	Under Investigation	Open
716	3/25/10			San Jose	Other	Under Investigation	Open
717	3/25/10			Livermore	Power Interruption	Under Investigation	Open
718	3/25/10			Magalia	Power Interruption	Customer does not want a SmartMeter	Resolved
719	3/25/10			SACRAMENTO	SmartMeter Customer Communication	Under Investigation	Open
720	3/25/10			EL SOBRANTE	Wellington Installer	Under Investigation	Open
721	3/25/10			FIREBAUGH	Wellington Installer	Under Investigation	Open
722	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
723	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
724	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
725	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
726	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
727	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
728	3/26/10			Milpitas	Customer Denies Access	Under Investigation	Open
729	3/26/10			Petaluma	Customer Denies Access	Under Investigation	Open
730	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
731	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
732	3/26/10			San Jose	Customer Denies Access	Under Investigation	Open
733	3/26/10			San Jose	Customer Denies Access	Under Investigation	Open
734	3/26/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
735	3/26/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
736	3/26/10			El Dorado Hills	Customer Denies Access	Customer Denies Wellington Access	Resolved
737	3/26/10			Redwood City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
738	3/26/10			Livermore	Household items affected by SM installation	Under Investigation	Open
739	3/26/10			Mariposa	Household items affected by SM installation	Under Investigation	Open
740	3/26/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
741	3/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
742	3/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
743	3/26/10			Oakland	Meter/Module	Under Investigation	Open
744	3/26/10			SANTA CRUZ	Meter/Module	Under Investigation	Open
745	3/26/10			Vacaville	Meter/Module	Under Investigation	Open
746	3/26/10			CALISTOGA	Wellington Installer	Under Investigation	Open
747	3/26/10			Vallejo	Wellington Installer	Under Investigation	Open
748	3/27/10			El Cerrito	Customer Denies Access	Under Investigation	Open
749	3/27/10			Somerset	Customer Denies Access	Under Investigation	Open
750	3/27/10			REDDING	Customer Denies Access	Under Investigation	Open
751	3/27/10			Yuba City	Customer Denies Access	Under Investigation	Open
752	3/27/10			San Jose	Customer Denies Access	Under Investigation	Open
753	3/27/10			San Pablo	Customer Denies Access	Under Investigation	Open
754	3/27/10			Sonoma	Customer Denies Access	Under Investigation	Open
755	3/27/10			Mountain View	Customer Denies Access	Customer does not want a SmartMeter	Resolved
756	3/27/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
757	3/27/10			Danville	Household items affected by SM installation	Under Investigation	Open
758	3/27/10			Daly City	Household items affected by SM installation	Under Investigation	Open
759	3/27/10			Berkeley	Household items affected by SM installation	Gas Appliance Not Working	Resolved
760	3/27/10			SELMA	Household items affected by SM installation	Other	Resolved
761	3/27/10			Sunnyvale	Meter/Module	Under Investigation	Open
762	3/27/10			Oakland	Meter/Module	Under Investigation	Open
763	3/27/10			Richmond	Meter/Module	Under Investigation	Open
764	3/27/10			Berkeley	Meter/Module	Under Investigation	Open
765	3/27/10			Danville	Meter/Module	Meter/Module clearance issues	Resolved
766	3/27/10			San Jose	Network Equipment Installation	Under Investigation	Open
767	3/27/10				Wellington Installer	Under Investigation	Open
768	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
769	3/27/10			PINOLE	Wellington Installer	Under Investigation	Open
770	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
771	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
772	3/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
773	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
774	3/28/10			Tracy	Customer Denies Access	Under Investigation	Open
775	3/28/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
776	3/28/10			Yuba City	Meter/Module	Under Investigation	Open
777	3/28/10			Portola Valley	Meter/Module	Meter blocking access to breaker box	Resolved
778	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
779	3/28/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
780	3/29/10			Sonoma	Customer Denies Access	Under Investigation	Open
781	3/29/10			Redwood City	Customer Denies Access	Under Investigation	Open
782	3/29/10			COTATI	Customer Denies Access	Under Investigation	Open
783	3/29/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
784	3/29/10			Oakhurst	Customer Denies Access	Under Investigation	Open
785	3/29/10			El Dorado	Customer Denies Access	Under Investigation	Open
786	3/29/10			Wheatland	Customer Denies Access	Under Investigation	Open
787	3/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
788	3/29/10			Vallejo	Customer Denies Access	Under Investigation	Open
789	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
790	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
791	3/29/10			REDDING	Customer Denies Access	Under Investigation	Open
792	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
793	3/29/10			San Jose	Customer Denies Access	Under Investigation	Open
794	3/29/10			San Jose	Customer Denies Access	Under Investigation	Open
795	3/29/10			Martinez	Customer Denies Access	Under Investigation	Open
796	3/29/10			El Cerrito	Customer Denies Access	Under Investigation	Open
797	3/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
798	3/29/10			Tracy	Customer Denies Access	Under Investigation	Open

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799	3/29/10			AROMAS	Customer Denies Access	Under Investigation	Open
800	3/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
801	3/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
802	3/29/10			LOS GATOS	Customer Denies Access	Customer does not want a SmartMeter	Resolved
803	3/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
804	3/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
805	3/29/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
806	3/29/10			Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Resolved
807	3/29/10			WINTERS	Household items affected by SM installation	Under Investigation	Open
808	3/29/10			El Dorado Hills	Household items affected by SM installation	Under Investigation	Open
809	3/29/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
810	3/29/10			Richmond	Household items affected by SM installation	Under Investigation	Open
811	3/29/10			El Dorado Hills	Household items affected by SM installation	Damaged Computer	Resolved
812	3/29/10			El Dorado Hills	Household items affected by SM installation	Damaged Television	Resolved
813	3/29/10			Walnut Creek	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
814	3/29/10			Placerville	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
815	3/29/10			Tracy	Meter/Module	Under Investigation	Open
816	3/29/10			Cupertino	Meter/Module	Under Investigation	Open
817	3/29/10			San Jose	Meter/Module	Under Investigation	Open
818	3/29/10			Stockton	Meter/Module	Under Investigation	Open
819	3/29/10			Madera	Meter/Module	Meter/Module clearance issues	Resolved
820	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
821	3/29/10			Richmond	Wellington Installer	Under Investigation	Open
822	3/29/10			Richmond	Wellington Installer	Under Investigation	Open
823	3/29/10			El Dorado Hills	Wellington Installer	Installer left gate open	Resolved
824	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
825	3/30/10			Orosi	Customer Denies Access	Under Investigation	Open
826	3/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
827	3/30/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
828	3/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
829	3/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
830	3/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
831	3/30/10			Healdsburg	Customer Denies Access	Under Investigation	Open
832	3/30/10			Santa Clara	Customer Denies Access	Under Investigation	Open
833	3/30/10			Merced	Customer Denies Access	Under Investigation	Open
834	3/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
835	3/30/10			Clayton	Customer Denies Access	Under Investigation	Open
836	3/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
837	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
838	3/30/10			Santa Clara	Customer Denies Access	Under Investigation	Open
839	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
840	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open

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841	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
842	3/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
843	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
844	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
845	3/30/10			REDDING	Customer Denies Access	Under Investigation	Open
846	3/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
847	3/30/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
848	3/30/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
849	3/30/10			PINOLE	Customer Denies Access	Customer does not want a SmartMeter	Resolved
850	3/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
851	3/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
852	3/30/10			Somerset	Household items affected by SM installation	Under Investigation	Open
853	3/30/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
854	3/30/10			San Jose	Household items affected by SM installation	Under Investigation	Open
855	3/30/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
856	3/30/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
857	3/30/10			El Dorado Hills	Household items affected by SM installation	Damaged Computer	Resolved
858	3/30/10			San Jose	Household items affected by SM installation	Damaged Computer	Resolved
859	3/30/10			Los Altos	Meter/Module	Under Investigation	Open
860	3/30/10			S. San Francisco	Meter/Module	Under Investigation	Open
861	3/30/10			Yuba City	Meter/Module	Under Investigation	Open
862	3/30/10			Napa	Meter/Module	Under Investigation	Open
863	3/30/10			San Francisco	Meter/Module	Under Investigation	Open
864	3/30/10			Dublin	Meter/Module	Under Investigation	Open
865	3/30/10			Marysville	Meter/Module	Other	Resolved
866	3/30/10			El Dorado Hills	Meter/Module	Meter/Module clearance issues	Resolved
867	3/30/10			Hayward	Meter/Module	Other	Resolved
868	3/30/10			Napa	Other	Under Investigation	Open
869	3/30/10			San Jose	Other	Other	Resolved
870	3/30/10			Sunnyvale	Other	Other	Resolved
871	3/30/10			Lafayette	Power Interruption	Under Investigation	Open
872	3/30/10			Sunnyvale	Power Interruption	Under Investigation	Open
873	3/30/10			Redwood City	Power Interruption	Under Investigation	Open
874	3/30/10			Redwood City	Power Interruption	Under Investigation	Open
875	3/30/10			San Lorenzo	Power Interruption	Flickering Lights	Resolved
876	3/30/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
877	3/30/10			Santa Rosa	Wellington Installer	Under Investigation	Open
878	3/30/10			Cupertino	Wellington Installer	Under Investigation	Open
879	3/31/10			Marysville	Bad Meter / Module Equipment	Possible bad equipment	Resolved
880	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
881	3/31/10			Guerneville	Customer Denies Access	Under Investigation	Open
882	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open

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

April 8, 2010 -- For the Period March 27, 2010 through April 2, 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	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
884	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
885	3/31/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
886	3/31/10			Petaluma	Customer Denies Access	Under Investigation	Open
887	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
888	3/31/10			MIDPINES	Customer Denies Access	Under Investigation	Open
889	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
890	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
891	3/31/10			Berkeley	Customer Denies Access	Under Investigation	Open
892	3/31/10			Fremont	Customer Denies Access	Under Investigation	Open
893	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
894	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
895	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
896	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
897	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
898	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
899	3/31/10			Petaluma	Customer Denies Access	Under Investigation	Open
900	3/31/10			Coarsegold	Customer Denies Access	Under Investigation	Open
901	3/31/10			Browns Valley	Customer Denies Access	Under Investigation	Open
902	3/31/10			Berkeley	Customer Denies Access	Under Investigation	Open
903	3/31/10			Yuba City	Customer Denies Access	Under Investigation	Open
904	3/31/10			PINOLE	Customer Denies Access	Under Investigation	Open
905	3/31/10			Milpitas	Customer Denies Access	Under Investigation	Open
906	3/31/10			Parlier	Customer Denies Access	Customer does not want a SmartMeter	Resolved
907	3/31/10			Shasta Lake	Customer Denies Access	Customer does not want a SmartMeter	Resolved
908	3/31/10			Shasta Lake	Customer Denies Access	Customer does not want a SmartMeter	Resolved
909	3/31/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
910	3/31/10			Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Resolved
911	3/31/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
912	3/31/10			Santa Rosa	Meter/Module	Under Investigation	Open
913	3/31/10			Oakland	Meter/Module	Under Investigation	Open
914	3/31/10			PIEDMONT	Meter/Module	Under Investigation	Open
915	3/31/10			Napa	Other	Under Investigation	Open
916	3/31/10			Santa Clara	Other	Other	Resolved
917	3/31/10			San Pablo	Power Interruption	Under Investigation	Open
918	3/31/10			San Jose	Power Interruption	Under Investigation	Open
919	3/31/10			San Jose	Power Interruption	Under Investigation	Open
920	3/31/10			Napa	Power Interruption	Breaker keeps tripping	Resolved
921	3/31/10			Madera	Power Interruption	Other	Resolved
922	3/31/10			Daly City	Power Interruption	Breaker keeps tripping	Resolved
923	3/31/10			Tracy	Scheduling Problems	Under Investigation	Open
924	3/31/10			Mariposa	Scheduling Problems	Other	Resolved

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

April 8, 2010 -- For the Period March 27, 2010 through April 2, 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
925	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
926	3/31/10			Marysville	Wellington Installer	Under Investigation	Open
927	3/31/10			San Jose	Wellington Installer	Safety concern	Resolved
928	4/1/10			Petaluma	Customer Denies Access	Under Investigation	Open
929	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
930	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
931	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
932	4/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
933	4/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
934	4/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
935	4/1/10			San Ramon	Customer Denies Access	Under Investigation	Open
936	4/1/10			Sonoma	Customer Denies Access	Under Investigation	Open
937	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
938	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
939	4/1/10			Danville	Customer Denies Access	Under Investigation	Open
940	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
941	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
942	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
943	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
944	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
945	4/1/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
946	4/1/10			Richmond	Customer Denies Access	Under Investigation	Open
947	4/1/10			KELSEYVILLE	Customer Denies Access	Under Investigation	Open
948	4/1/10			Petaluma	Customer Denies Access	Under Investigation	Open
949	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
950	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
951	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
952	4/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
953	4/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
954	4/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
955	4/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
956	4/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
957	4/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
958	4/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
959	4/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
960	4/1/10			El Dorado	Household items affected by SM installation	Under Investigation	Open
961	4/1/10			Hayward	Household items affected by SM installation	Under Investigation	Open
962	4/1/10			PLUMAS LAKE	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
963	4/1/10			Yuba City	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
964	4/1/10			San Ramon	Household items affected by SM installation	Other	Resolved
965	4/1/10			Dublin	Meter/Module	Under Investigation	Open
966	4/1/10			Alamo	Meter/Module	Under Investigation	Open

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

April 8, 2010 -- For the Period March 27, 2010 through April 2, 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
967	4/1/10			Tracy	Meter/Module	Under Investigation	Open
968	4/1/10			San Jose	Meter/Module	Under Investigation	Open
969	4/1/10			Tracy	Meter/Module	Meter/Module clearance issues	Resolved
970	4/1/10			Concord	Power Interruption	Under Investigation	Open
971	4/1/10			Madera	Power Interruption	Under Investigation	Open
972	4/1/10			Napa	Power Interruption	Under Investigation	Open
973	4/1/10			Lafayette	Scheduling Problems	Under Investigation	Open
974	4/1/10			CALISTOGA	Wellington Installer	Under Investigation	Open
975	4/2/10			Vallejo	Bad Meter / Module Equipment	Possible bad equipment	Resolved
976	4/2/10			Forestville	Customer Denies Access	Under Investigation	Open
977	4/2/10			San Jose	Customer Denies Access	Under Investigation	Open
978	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
979	4/2/10			Petaluma	Customer Denies Access	Under Investigation	Open
980	4/2/10			Yuba City	Customer Denies Access	Under Investigation	Open
981	4/2/10			Yuba City	Customer Denies Access	Under Investigation	Open
982	4/2/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
983	4/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
984	4/2/10			Mountain View	Customer Denies Access	Under Investigation	Open
985	4/2/10			El Cerrito	Customer Denies Access	Under Investigation	Open
986	4/2/10			Brentwood	Customer Denies Access	Under Investigation	Open
987	4/2/10			Berkeley	Customer Denies Access	Under Investigation	Open
988	4/2/10			Danville	Customer Denies Access	Under Investigation	Open
989	4/2/10			Richmond	Customer Denies Access	Under Investigation	Open
990	4/2/10			Newark	Customer Denies Access	Customer does not want a SmartMeter	Resolved
991	4/2/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
992	4/2/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
993	4/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
994	4/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
995	4/2/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
996	4/2/10			Shingle Springs	Customer Denies Access	Customer does not want a SmartMeter	Resolved
997	4/2/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
998	4/2/10			Oakland	Household items affected by SM installation	Under Investigation	Open
999	4/2/10			El Dorado Hills	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1000	4/2/10			Napa	Household items affected by SM installation	Other	Resolved
1001	4/2/10			BENICIA	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1002	4/2/10			San Jose	Meter/Module	Under Investigation	Open
1003	4/2/10			Tracy	Meter/Module	Meter/Module clearance issues	Resolved
1004	4/2/10			Vallejo	Other	Under Investigation	Open
1005	4/2/10			Richmond	Scheduling Problems	Under Investigation	Open
1006	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
1007	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
1008	4/2/10			San Jose	Wellington Installer	Under Investigation	Open

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Pacific Gas and Electric Company

SmartMeter™ Complaint Report

SmartMeter™ Installation Complaint Report

April 8, 2010 -- For the Period March 27, 2010 through April 2, 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
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750	Open Complaints on Last Report
80	Open Complaints Resolved Since the Last Report
261	New Complaints Since the Last Report
66	New Complaints Resolved Since the Last Report
195	New Complaints Open

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 April 8, 2010 -- For the Period March 27, 2010 through April 2, 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	{Redacted}		FOSTER CITY	Open	Under Investigation
3	2/23/10	{Redacted}		BAKERSFIELD	Open	Under Investigation
4	3/2/10	{Redacted}		BAKERSFIELD	Open	Under Investigation
5	3/3/10	{Redacted}		DANVILLE	Open	Under Investigation
6	3/3/10	{Redacted}		PLEASANT HILL	Open	Under Investigation
7	3/9/10	{Redacted}		MARTINEZ	Open	Under Investigation
8	3/9/10	{Redacted}		DUBLIN	Open	Under Investigation
9	3/10/10	{Redacted}		MOUNTAIN VIEW	Open	Under Investigation
10	3/10/10	{Redacted}		MARTINEZ	Open	Under Investigation
11	3/11/10	{Redacted}		DALY CITY	Open	Under Investigation
12	3/12/10	{Redacted}		CONCORD	Open	Under Investigation
13	3/12/10	{Redacted}		FRESNO	Open	Under Investigation
14	3/12/10	{Redacted}		BAY POINT	Open	Under Investigation
15	3/12/10	{Redacted}		BAKERSFIELD	Open	Under Investigation
16	3/14/10	{Redacted}		LINCOLN	Open	Under Investigation
17	3/17/10	{Redacted}		BAKERSFIELD	Open	Under Investigation
18	3/18/10	{Redacted}		BAKERSFIELD	Open	Under Investigation
19	3/25/10	{Redacted}		CASTRO VALLEY	Open	Under Investigation
20	3/26/10	{Redacted}		AUBURN	Open	Under Investigation
21	3/29/10	{Redacted}		ALAMO	Open	Under Investigation
22	3/31/10	{Redacted}		LA FAYETTE	Open	Under Investigation
23	3/31/10	{Redacted}		BAKERSFIELD	Open	Under Investigation

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

20 Open Complaints on Last Report
 0 Open Complaints Resolved Since the Last Report
 3 New Complaints Since the Last Report
 0 New Complaints Resolved Since the Last Report
 3 New Complaints Open