

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 15, 2010 -- For the Period April 3, 2010 through April 9, 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	Other	Resolved
7	9/3/09	{Redacted}		COLFAX	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
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	Damaged Other Household Appliances	Resolved
11	9/22/09	{Redacted}		Sonora	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
12	9/29/09	{Redacted}		AHWAHNEE	Meter/Module	Under Investigation	Open
13	10/2/09	{Redacted}		Rocklin	Scheduling Problems	Installer missed appointment	Resolved
14	10/5/09	{Redacted}		Sutter Creek	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
15	10/9/09	{Redacted}		Fairfield	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
16	10/13/09	{Redacted}		Jackson	Wellington Installer	Installer rude to customer	Resolved
17	10/13/09	{Redacted}		Jackson	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
18	10/15/09	{Redacted}		Stockton	Household items affected by SM installation	Under Investigation	Open
19	10/19/09	{Redacted}		Sutter Creek	Meter/Module	Meter/Module clearance issues	Resolved
20	10/19/09	{Redacted}		SAN MATEO	Wellington Installer	Installer left gate open	Resolved
21	10/22/09	{Redacted}		Rio Vista	Wellington Installer	Installer rude to customer	Resolved
22	10/26/09	{Redacted}		Fremont	Other	Under Investigation	Open
23	10/26/09	{Redacted}		ORINDA	Wellington Installer	Damaged private property	Resolved
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	Installer fails to knock	Resolved
27	11/10/09	{Redacted}		Vacaville	Customer Denies Access	Under Investigation	Open
28	11/10/09	{Redacted}		Fairfield	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
29	11/10/09	{Redacted}		Hillsborough	Customer Denies Access	Under Investigation	Open
30	11/12/09	{Redacted}		Dixon	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
31	11/12/09	{Redacted}		Newark	Meter/Module	Under Investigation	Open
32	11/16/09	{Redacted}		Vacaville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
33	11/16/09	{Redacted}		Vacaville	Household items affected by SM installation	Under Investigation	Open
34	11/16/09	{Redacted}		Pleasant Hill	Wellington Installer	Installer left gate open	Resolved
35	11/17/09	{Redacted}		Half Moon Bay	Meter/Module	Meter/Module clearance issues	Resolved
36	11/18/09	{Redacted}		S. San Francisco	Household items affected by SM installation	Damaged private property	Resolved
37	11/19/09	{Redacted}		Vacaville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
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}		Mountain View	Wellington Installer	No time given to powerdown equipment	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
43	11/25/09			UNION CITY	Wellington Installer	Installer rude to customer	Resolved
44	11/25/09			Richmond	Network Equipment Installation	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	No time given to powerdown equipment	Resolved
48	12/1/09			Stockton	Wellington Installer	Installer rude to customer	Resolved
49	12/1/09			Mountain View	Wellington Installer	Installer fails to knock	Resolved
50	12/1/09			Merced	Wellington Installer	Other	Resolved
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			Danville	Wellington Installer	Installer upset animals	Resolved
54	12/3/09			Manteca	Household items affected by SM installation	Under Investigation	Open
55	12/3/09			Manteca	Household items affected by SM installation	Under Investigation	Open
56	12/3/09			Stockton	Household items affected by SM installation	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	Fails to identify self as PG&E contractor	Resolved
60	12/7/09			Napa	Wellington Installer	Under Investigation	Open
61	12/8/09			Redwood City	Household items affected by SM installation	Other	Resolved
62	12/8/09			PIONEER	Household items affected by SM installation	Under Investigation	Open
63	12/8/09			MARINA	Wellington Installer	Other	Resolved
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	Other	Resolved
67	12/10/09			Fairfield	Scheduling Problems	Other	Resolved
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	Installer fails to knock	Resolved
72	12/16/09			Mountain View	Scheduling Problems	Under Investigation	Open
73	12/17/09			Walnut Creek	Wellington Installer	Installer unkempt	Resolved
74	12/17/09			Stockton	Wellington Installer	Installer rude to customer	Resolved
75	12/17/09			Sunnyvale	Meter/Module	Under Investigation	Open
76	12/17/09			Vacaville	Meter/Module	Under Investigation	Open
77	12/18/09			LATHROP	Other	Under Investigation	Open
78	12/21/09			Stockton	Wellington Installer	Damaged private property	Resolved
79	12/22/09			Fremont	Household items affected by SM installation	Under Investigation	Open
80	12/22/09			Napa	Wellington Installer	Damaged private property	Resolved
81	12/22/09			PINE GROVE	Wellington Installer	Under Investigation	Open
82	12/23/09			Sunnyvale	Wellington Installer	Installer upset animals	Resolved
83	12/23/09			Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
84	12/23/09			Sunnyvale	Household items affected by SM installation	Under Investigation	Open

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85	12/23/09			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
86	12/23/09			Dublin	Meter/Module	Under Investigation	Open
87	12/23/09			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
88	12/23/09			MONTARA	Wellington Installer	Other	Resolved
89	12/28/09			Atwater	Wellington Installer	Installer fails to knock	Resolved
90	12/28/09			Dinuba	Wellington Installer	Installer jumped fence, broke lock	Resolved
91	12/28/09			Half Moon Bay	Wellington Installer	Other	Resolved
92	12/29/09			San Ramon	Household items affected by SM installation	Other	Resolved
93	12/29/09			Pleasanton	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	Other	Resolved
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	Other	Resolved
101	1/4/10			Menlo Park	Customer Denies Access	Under Investigation	Open
102	1/4/10			Merced	Customer Denies Access	Under Investigation	Open
103	1/5/10			Sebastopol	Other	Under Investigation	Open
104	1/5/10			AUBURN	Power Interruption	Under Investigation	Open
105	1/7/10			Los Altos	Other	Under Investigation	Open
106	1/8/10			Livermore	Household items affected by SM installation	Under Investigation	Open
107	1/8/10			Moraga	Customer Denies Access	Under Investigation	Open
108	1/11/10			Burlingame	Household items affected by SM installation	Under Investigation	Open
109	1/11/10			Livermore	Household items affected by SM installation	Under Investigation	Open
110	1/11/10			Fairfield	Meter/Module	Under Investigation	Open
111	1/11/10			Vacaville	Meter/Module	Under Investigation	Open
112	1/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
113	1/12/10			Moraga	Household items affected by SM installation	Under Investigation	Open
114	1/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
115	1/12/10			Livermore	Power Interruption	Under Investigation	Open
116	1/13/10			LODI	Meter/Module	Under Investigation	Open
117	1/14/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
118	1/14/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
119	1/14/10			Dublin	Household items affected by SM installation	Under Investigation	Open
120	1/15/10			San Ramon	Customer Denies Access	Under Investigation	Open
121	1/15/10			San Ramon	Household items affected by SM installation	Damaged Fans	Resolved
122	1/15/10			Dublin	Household items affected by SM installation	Under Investigation	Open
123	1/15/10			Napa	Scheduling Problems	Under Investigation	Open
124	1/15/10			CORCORAN	Wellington Installer	Under Investigation	Open
125	1/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
126	1/19/10			San Ramon	Customer Denies Access	Under Investigation	Open

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127	1/19/10			Aptos	Other	Under Investigation	Open
128	1/19/10			Martinez	Other	Under Investigation	Open
129	1/20/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
130	1/20/10			Cupertino	Power Interruption	Under Investigation	Open
131	1/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
132	1/22/10			Fremont	Household items affected by SM installation	Under Investigation	Open
133	1/23/10			Kensington	Household items affected by SM installation	Under Investigation	Open
134	1/25/10			PINOLE	SmartMeter Customer Communication	Under Investigation	Open
135	1/26/10			American Canyon	Customer Denies Access	Under Investigation	Open
136	1/26/10			Livermore	Customer Denies Access	Under Investigation	Open
137	1/26/10			Livermore	Customer Denies Access	Under Investigation	Open
138	1/26/10			Merced	Customer Denies Access	Under Investigation	Open
139	1/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
140	1/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
141	1/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
142	1/26/10			MONTARA	Meter/Module	Under Investigation	Open
143	1/26/10			San Jose	Meter/Module	Under Investigation	Open
144	1/26/10			Madera	Wellington Installer	Under Investigation	Open
145	1/26/10			Pleasanton	Wellington Installer	Under Investigation	Open
146	1/26/10			Stockton	Wellington Installer	Under Investigation	Open
147	1/26/10			Vallejo	Wellington Installer	Under Investigation	Open
148	1/27/10			Hillsborough	Customer Denies Access	Under Investigation	Open
149	1/27/10			Redwood City	Meter/Module	Under Investigation	Open
150	1/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
151	1/28/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
152	1/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
153	1/28/10			Hayward	Meter/Module	Other	Resolved
154	1/28/10			San Francisco	Power Interruption	Under Investigation	Open
155	1/28/10			Sunnyvale	Power Interruption	Under Investigation	Open
156	1/28/10			American Canyon	Wellington Installer	Under Investigation	Open
157	1/28/10			EL SOBRANTE	Wellington Installer	Under Investigation	Open
158	1/28/10			Moraga	Wellington Installer	Under Investigation	Open
159	1/28/10			San Jose	Wellington Installer	Under Investigation	Open
160	1/29/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
161	1/29/10			Rio Vista	Household items affected by SM installation	Under Investigation	Open
162	1/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
163	1/29/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
164	1/29/10			Kensington	Meter/Module	Under Investigation	Open
165	1/29/10			San Jose	Meter/Module	Under Investigation	Open
166	1/29/10			Madera	Wellington Installer	Under Investigation	Open
167	1/29/10			PINOLE	Wellington Installer	Under Investigation	Open
168	1/29/10			Richmond	Wellington Installer	Under Investigation	Open

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169	1/29/10			Stockton	Wellington Installer	Under Investigation	Open
170	1/29/10			Sunnyvale	Wellington Installer	Under Investigation	Open
171	1/31/10			Lafayette	Household items affected by SM installation	Gas Appliance Not Working	Resolved
172	1/31/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
173	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
174	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
175	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
176	1/31/10			Danville	Meter/Module	Under Investigation	Open
177	2/1/10			LA HONDA	Customer Denies Access	Under Investigation	Open
178	2/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
179	2/1/10			Walnut Creek	Meter/Module	Meter blocking access to breaker box	Resolved
180	2/1/10			Pleasanton	Meter/Module	Under Investigation	Open
181	2/1/10			Vacaville	Meter/Module	Under Investigation	Open
182	2/1/10			Albany	Power Interruption	Under Investigation	Open
183	2/1/10			San Jose	Power Interruption	Under Investigation	Open
184	2/1/10			San Jose	Power Interruption	Under Investigation	Open
185	2/1/10			EL SOBRANTE	Wellington Installer	Under Investigation	Open
186	2/2/10			San Jose	Household items affected by SM installation	Under Investigation	Open
187	2/3/10			Danville	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
188	2/3/10			Livermore	Household items affected by SM installation	Under Investigation	Open
189	2/3/10			Pleasanton	Meter/Module	Under Investigation	Open
190	2/3/10			GRATON	Other	Under Investigation	Open
191	2/3/10			Mountain View	Power Interruption	Under Investigation	Open
192	2/3/10			CORDELIA	Wellington Installer	Under Investigation	Open
193	2/3/10			RAYMOND	Wellington Installer	Under Investigation	Open
194	2/4/10			Fresno	Household items affected by SM installation	Under Investigation	Open
195	2/4/10			Suisun City	Meter/Module	Under Investigation	Open
196	2/4/10			San Ramon	Power Interruption	Under Investigation	Open
197	2/5/10			Pleasanton	Meter/Module	Under Investigation	Open
198	2/5/10			San Ramon	Meter/Module	Under Investigation	Open
199	2/5/10			Mountain View	Other	Under Investigation	Open
200	2/5/10			Clayton	Power Interruption	Breaker keeps tripping	Resolved
201	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
202	2/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
203	2/9/10			Cupertino	Wellington Installer	Under Investigation	Open
204	2/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
205	2/10/10			Vacaville	Household items affected by SM installation	Under Investigation	Open
206	2/10/10			Cupertino	Meter/Module	Under Investigation	Open
207	2/10/10			Rancho Cordova	Meter/Module	Under Investigation	Open
208	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
209	2/10/10			N/A	Network Equipment Installation	Under Investigation	Open
210	2/10/10			Cupertino	Power Interruption	Under Investigation	Open

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211	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
212	2/10/10			Berkeley	Wellington Installer	Under Investigation	Open
213	2/10/10			NORTH FOLK	Wellington Installer	Under Investigation	Open
214	2/10/10			San Jose	Wellington Installer	Under Investigation	Open
215	2/10/10			San Ramon	Wellington Installer	Under Investigation	Open
216	2/11/10			Livermore	Household items affected by SM installation	Under Investigation	Open
217	2/11/10			Napa	Meter/Module	Under Investigation	Open
218	2/11/10			Sunnyvale	Power Interruption	Under Investigation	Open
219	2/11/10			Healdsburg	Customer Denies Access	Under Investigation	Open
220	2/11/10			Vallejo	Wellington Installer	Under Investigation	Open
221	2/12/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
222	2/12/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
223	2/12/10			San Jose	Power Interruption	Under Investigation	Open
224	2/12/10			Berkeley	Wellington Installer	Under Investigation	Open
225	2/12/10			San Ramon	Wellington Installer	Under Investigation	Open
226	2/13/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
227	2/14/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
228	2/14/10			Sunnyvale	Meter/Module	Under Investigation	Open
229	2/15/10			Danville	Meter/Module	Meter/Module clearance issues	Resolved
230	2/16/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
231	2/16/10			RIPON	Meter/Module	Under Investigation	Open
232	2/16/10			Santa Clara	Meter/Module	Under Investigation	Open
233	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
234	2/16/10			Berkeley	Wellington Installer	Under Investigation	Open
235	2/16/10			Cupertino	Wellington Installer	Under Investigation	Open
236	2/17/10			San Jose	Customer Denies Access	Under Investigation	Open
237	2/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
238	2/17/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
239	2/17/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
240	2/17/10			Newark	Household items affected by SM installation	Under Investigation	Open
241	2/17/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
242	2/17/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
243	2/17/10			Berkeley	Meter/Module	Under Investigation	Open
244	2/17/10			Sunnyvale	Meter/Module	Under Investigation	Open
245	2/17/10			Madera	Wellington Installer	Under Investigation	Open
246	2/17/10			San Jose	Wellington Installer	Under Investigation	Open
247	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
248	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
249	2/17/10			Forestville	Customer Denies Access	Under Investigation	Open
250	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
251	2/18/10			Los Banos	Other	Under Investigation	Open
252	2/18/10			Sanger	Scheduling Problems	Under Investigation	Open

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253	2/18/10			Kensington	SmartMeter Customer Communication	Gas Appliance Not Working	Resolved
254	2/18/10			Madera	Wellington Installer	Under Investigation	Open
255	2/18/10			Mariposa	Wellington Installer	Under Investigation	Open
256	2/18/10			Somerset	Wellington Installer	Under Investigation	Open
257	2/19/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
258	2/19/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
259	2/19/10			Pleasanton	Meter/Module	Under Investigation	Open
260	2/19/10			American Canyon	Wellington Installer	Under Investigation	Open
261	2/21/10			Placerville	Customer Denies Access	Under Investigation	Open
262	2/21/10			Richmond	Household items affected by SM installation	Damaged Television	Resolved
263	2/21/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
264	2/21/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
265	2/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
266	2/21/10			Pleasanton	Meter/Module	Under Investigation	Open
267	2/21/10			San Jose	Customer Denies Access	Under Investigation	Open
268	2/21/10			Cupertino	SmartMeter Customer Communication	Under Investigation	Open
269	2/21/10			San Francisco	Wellington Installer	Under Investigation	Open
270	2/22/10			OCCIDENTAL	Customer Denies Access	Under Investigation	Open
271	2/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
272	2/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
273	2/22/10			PINOLE	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
274	2/22/10			San Jose	Household items affected by SM installation	Under Investigation	Open
275	2/22/10			San Ramon	Meter/Module	Under Investigation	Open
276	2/22/10			Yacaville	Meter/Module	Under Investigation	Open
277	2/22/10			Vallejo	Network Equipment Installation	Under Investigation	Open
278	2/22/10			Sunnyvale	Power Interruption	Under Investigation	Open
279	2/22/10			Placerville	Wellington Installer	Under Investigation	Open
280	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
281	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
282	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
283	2/23/10			Clayton	Household items affected by SM installation	Under Investigation	Open
284	2/23/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
285	2/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
286	2/23/10			ALTA	Meter/Module	Under Investigation	Open
287	2/23/10			San Jose	Meter/Module	Under Investigation	Open
288	2/23/10			Mariposa	Wellington Installer	Under Investigation	Open
289	2/23/10			San Pablo	Wellington Installer	Under Investigation	Open
290	2/24/10			El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
291	2/24/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
292	2/24/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
293	2/24/10			Richmond	Meter/Module	Meter/Module clearance issues	Resolved
294	2/24/10			Merced	Meter/Module	Under Investigation	Open

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Pacific Gas and Electric Company

SmartMeter™ Complaint Report

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Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
295	2/24/10			San Jose	Meter/Module	Under Investigation	Open
296	2/24/10			Livermore	Other	Under Investigation	Open
297	2/24/10			Livermore	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Resolved
298	2/24/10			Madera	Wellington Installer	Under Investigation	Open
299	2/24/10			Napa	Wellington Installer	Under Investigation	Open
300	2/24/10			Pollock Pines	Wellington Installer	Under Investigation	Open
301	2/24/10			San Jose	Wellington Installer	Under Investigation	Open
302	2/25/10			El Cerrito	Meter/Module	Customer does not want a SmartMeter	Resolved
303	2/25/10			Mountain View	Meter/Module	under Investigation	Open
304	2/25/10			Richmond	Meter/Module	Under Investigation	Open
305	2/25/10			San Jose	Power Interruption	Under Investigation	Open
306	2/25/10			San Pablo	Power Interruption	Under Investigation	Open
307	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
308	2/26/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
309	2/26/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
310	2/26/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
311	2/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
312	2/26/10			San Jose	Power Interruption	Under Investigation	Open
313	2/26/10			AUBURN	SmartMeter Customer Communication	Under Investigation	Open
314	2/26/10			San Anselmo	SmartMeter Customer Communication	Under Investigation	Open
315	2/26/10			Hercules	Wellington Installer	Under Investigation	Open
316	2/27/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
317	3/1/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
318	3/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
319	3/1/10			Berkeley	Customer Denies Access	Under Investigation	Open
320	3/1/10			Livermore	Meter/Module	Under Investigation	Open
321	3/1/10			San Jose	Meter/Module	Under Investigation	Open
322	3/1/10			Tracy	Meter/Module	Under Investigation	Open
323	3/1/10			Madera	Other	Under Investigation	Open
324	3/1/10			Cameron Park	Customer Denies Access	Under Investigation	Open
325	3/1/10			San Jose	Power Interruption	Under Investigation	Open
326	3/1/10			Berkeley	Scheduling Problems	Installer missed appointment	Resolved
327	3/1/10			El Dorado	Customer Denies Access	Under Investigation	Open
328	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
329	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
330	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
331	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
332	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
333	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
334	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
335	3/1/10			Vallejo	Customer Denies Access	Under Investigation	Open
336	3/2/10			Berkeley	Customer Denies Access	Under Investigation	Open

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337	3/2/10			Dinuba	Customer Denies Access	Under Investigation	Open
338	3/2/10			NEWCASTLE	Household items affected by SM installation	Under Investigation	Open
339	3/2/10			Kensington	Customer Denies Access	Under Investigation	Open
340	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
341	3/3/10			Alamo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
342	3/3/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
343	3/3/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
344	3/3/10			Mountain View	Meter/Module	Under Investigation	Open
345	3/3/10			Fresno	Customer Denies Access	Under Investigation	Open
346	3/3/10			Sonoma	Customer Denies Access	Under Investigation	Open
347	3/3/10			San Jose	Power Interruption	Under Investigation	Open
348	3/3/10			Rio Vista	Customer Denies Access	Under Investigation	Open
349	3/3/10			Squaw Valley	Customer Denies Access	Under Investigation	Open
350	3/3/10			San Francisco	Customer Denies Access	Under Investigation	Open
351	3/3/10			GLEN ELLEN	Scheduling Problems	Under Investigation	Open
352	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
353	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
354	3/4/10			MOCCASIN	Customer Denies Access	Under Investigation	Open
355	3/4/10			Placerville	Customer Denies Access	Under Investigation	Open
356	3/4/10			Berkeley	Customer Denies Access	Under Investigation	Open
357	3/4/10			SAN CARLOS	Customer Denies Access	Under Investigation	Open
358	3/4/10			Pollock Pines	Customer Denies Access	Customer does not want a SmartMeter	Resolved
359	3/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
360	3/4/10			Tracy	Household items affected by SM installation	Under Investigation	Open
361	3/4/10			Danville	Customer Denies Access	Under Investigation	Open
362	3/4/10			El Cerrito	Meter/Module	Under Investigation	Open
363	3/4/10			El Cerrito	Customer Denies Access	Under Investigation	Open
364	3/4/10			WOODLAND	Power Interruption	Under Investigation	Open
365	3/4/10			Merced	Customer Denies Access	Under Investigation	Open
366	3/4/10			Tracy	Customer Denies Access	Under Investigation	Open
367	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
368	3/5/10			Danville	Customer Denies Access	Under Investigation	Open
369	3/5/10			El Cerrito	Customer Denies Access	Under Investigation	Open
370	3/5/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
371	3/5/10			SELMA	Customer Denies Access	Under Investigation	Open
372	3/5/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
373	3/5/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
374	3/5/10			Cupertino	Power Interruption	Under Investigation	Open
375	3/5/10			Livermore	Power Interruption	Under Investigation	Open
376	3/5/10			San Jose	Power Interruption	Under Investigation	Open
377	3/5/10			Clovis	Customer Denies Access	Under Investigation	Open
378	3/7/10			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
379	3/7/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
380	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
381	3/7/10			Somerset	Customer Denies Access	Under Investigation	Open
382	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
383	3/7/10			Atwater	Customer Denies Access	Under Investigation	Open
384	3/7/10			Tracy	Customer Denies Access	Under Investigation	Open
385	3/7/10			Cazadero	Customer Denies Access	Under Investigation	Open
386	3/7/10			Loomis	Meter/Module	Under Investigation	Open
387	3/7/10			Clovis	Customer Denies Access	Under Investigation	Open
388	3/7/10			Hanford	Customer Denies Access	Under Investigation	Open
389	3/7/10			Healdsburg	Customer Denies Access	Under Investigation	Open
390	3/7/10			Livermore	Customer Denies Access	Under Investigation	Open
391	3/7/10			Woodlake	Customer Denies Access	Under Investigation	Open
392	3/7/10			Loomis	Customer Denies Access	Under Investigation	Open
393	3/7/10			Sanger	Customer Denies Access	Under Investigation	Open
394	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
395	3/8/10			GRANITE BAY	Customer Denies Access	Under Investigation	Open
396	3/8/10			Petaluma	Customer Denies Access	Under Investigation	Open
397	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
398	3/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
399	3/8/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
400	3/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
401	3/8/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
402	3/8/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
403	3/8/10			COTATI	Household items affected by SM installation	Under Investigation	Open
404	3/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
405	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
406	3/8/10			San Jose	Power Interruption	Under Investigation	Open
407	3/8/10			Clovis	Customer Denies Access	Under Investigation	Open
408	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
409	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
410	3/9/10			CLOVERDALE	Customer Denies Access	Under Investigation	Open
411	3/9/10			Daly City	Customer Denies Access	Under Investigation	Open
412	3/9/10			Danville	Customer Denies Access	Under Investigation	Open
413	3/9/10			Madera	Customer Denies Access	Under Investigation	Open
414	3/9/10			Richmond	Household items affected by SM installation	Under Investigation	Open
415	3/9/10			Richmond	Customer Denies Access	Under Investigation	Open
416	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
417	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
418	3/9/10			Livermore	Meter/Module	Under Investigation	Open
419	3/9/10			San Jose	Meter/Module	Under Investigation	Open
420	3/9/10			SEASIDE	Meter/Module	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
421	3/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
422	3/9/10			Cupertino	Power Interruption	Under Investigation	Open
423	3/10/10			Livermore	Household items affected by SM installation	Under Investigation	Open
424	3/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
425	3/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
426	3/10/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
427	3/10/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
428	3/10/10			Livermore	Meter/Module	Under Investigation	Open
429	3/10/10			Pleasanton	Meter/Module	Under Investigation	Open
430	3/10/10			San Ramon	Meter/Module	Under Investigation	Open
431	3/10/10			Tracy	Meter/Module	Under Investigation	Open
432	3/10/10			Daly City	Customer Denies Access	Under Investigation	Open
433	3/10/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
434	3/10/10			Livermore	Customer Denies Access	Under Investigation	Open
435	3/10/10			Martinez	Customer Denies Access	Under Investigation	Open
436	3/10/10			Mount Aukum	Customer Denies Access	Under Investigation	Open
437	3/10/10			Cupertino	Power Interruption	Under Investigation	Open
438	3/10/10			Los Altos	Power Interruption	Under Investigation	Open
439	3/10/10			San Jose	Power Interruption	Under Investigation	Open
440	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
441	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
442	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
443	3/10/10			SAINT HELENA	Customer Denies Access	Under Investigation	Open
444	3/10/10			San Jose	Customer Denies Access	Under Investigation	Open
445	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
446	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
447	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
448	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
449	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
450	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
451	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
452	3/10/10			Albany	Wellington Installer	Under Investigation	Open
453	3/10/10			ANGWIN	Wellington Installer	Under Investigation	Open
454	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
455	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open
456	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
457	3/10/10			LEMOORE	Wellington Installer	Under Investigation	Open
458	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
459	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
460	3/11/10			San Jose	Customer Denies Access	Under Investigation	Open
461	3/11/10			San Ramon	Customer Denies Access	Under Investigation	Open
462	3/11/10			Hercules	Meter/Module	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
463	3/11/10			Daly City	Customer Denies Access	Under Investigation	Open
464	3/11/10			DOBBINS	Customer Denies Access	Under Investigation	Open
465	3/11/10			Richmond	Customer Denies Access	Under Investigation	Open
466	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
467	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
468	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
469	3/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
470	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
471	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
472	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
473	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
474	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
475	3/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
476	3/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
477	3/12/10			Berkeley	Meter/Module	Meter/Module clearance issues	Resolved
478	3/12/10			Berkeley	Meter/Module	Under Investigation	Open
479	3/12/10			Fresno	Meter/Module	Under Investigation	Open
480	3/12/10			GRIDLEY	Meter/Module	Under Investigation	Open
481	3/12/10			Los Altos	Meter/Module	Under Investigation	Open
482	3/12/10			San Francisco	Meter/Module	Under Investigation	Open
483	3/12/10			UNION CITY	Meter/Module	Under Investigation	Open
484	3/12/10			Santa Clara	Other	Under Investigation	Open
485	3/12/10			Hercules	Power Interruption	Partial Power Outage	Resolved
486	3/12/10			YOUNTVILLE	Power Interruption	Under Investigation	Open
487	3/12/10			BENICIA	Wellington Installer	Under Investigation	Open
488	3/12/10			San Jose	Wellington Installer	Under Investigation	Open
489	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
490	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
491	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
492	3/13/10			Cupertino	Customer Denies Access	Under Investigation	Open
493	3/13/10			American Canyon	Power Interruption	Under Investigation	Open
494	3/14/10			El Cerrito	Bad Meter / Module Equipment	Under Investigation	Open
495	3/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
496	3/15/10			Newark	Customer Denies Access	Under Investigation	Open
497	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
498	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
499	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
500	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
501	3/15/10			San Jose	Customer Denies Access	Under Investigation	Open
502	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
503	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
504	3/15/10			Bakersfield	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	3/15/10			LINCOLN	Household items affected by SM installation	Under Investigation	Open
506	3/15/10			MADISON	Household items affected by SM installation	Under Investigation	Open
507	3/15/10			Daly City	Power Interruption	Under Investigation	Open
508	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
509	3/15/10			Redwood City	Wellington Installer	Under Investigation	Open
510	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
511	3/16/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
512	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
513	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
514	3/16/10			Martinez	Customer Denies Access	Under Investigation	Open
515	3/16/10			Placerville	Customer Denies Access	Under Investigation	Open
516	3/16/10			San Jose	Customer Denies Access	Under Investigation	Open
517	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
518	3/16/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
519	3/16/10			San Jose	Meter/Module	Under Investigation	Open
520	3/16/10			Tracy	Meter/Module	Under Investigation	Open
521	3/16/10			Vallejo	Meter/Module	Under Investigation	Open
522	3/16/10			Stockton	Other	Under Investigation	Open
523	3/17/10			Cupertino	Customer Denies Access	Under Investigation	Open
524	3/17/10			Livermore	Customer Denies Access	Under Investigation	Open
525	3/17/10			Los Altos	Customer Denies Access	Under Investigation	Open
526	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
527	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
528	3/17/10			San Jose	Customer Denies Access	Under Investigation	Open
529	3/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
530	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
531	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
532	3/17/10			Wheatland	Customer Denies Access	Under Investigation	Open
533	3/17/10			Richmond	Household items affected by SM installation	Gas Appliance Not Working	Resolved
534	3/17/10			Albany	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
535	3/17/10			Livermore	Household items affected by SM installation	Under Investigation	Open
536	3/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
537	3/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
538	3/17/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
539	3/17/10			Cupertino	Meter/Module	Under Investigation	Open
540	3/17/10			Santa Clara	Meter/Module	Under Investigation	Open
541	3/17/10			Bodega Bay	Power Interruption	Under Investigation	Open
542	3/17/10			Berkeley	Wellington Installer	Under Investigation	Open
543	3/17/10			Pleasanton	Wellington Installer	Under Investigation	Open
544	3/17/10			San Jose	Wellington Installer	Under Investigation	Open
545	3/17/10			Sunnyvale	Wellington Installer	Under Investigation	Open
546	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
547	3/18/10			El Granada	Customer Denies Access	Under Investigation	Open
548	3/18/10			Livermore	Customer Denies Access	Under Investigation	Open
549	3/18/10			San Jose	Customer Denies Access	Under Investigation	Open
550	3/18/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
551	3/18/10			Berkeley	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
552	3/18/10			EL SOBRANTE	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
553	3/18/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
554	3/18/10			San Jose	Meter/Module	Under Investigation	Open
555	3/18/10			Fremont	Power Interruption	Under Investigation	Open
556	3/18/10			REEDLEY	SmartMeter Customer Communication	Under Investigation	Open
557	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
558	3/19/10			Kingsburg	Customer Denies Access	Under Investigation	Open
559	3/19/10			San Jose	Customer Denies Access	Under Investigation	Open
560	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
561	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
562	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
563	3/19/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
564	3/19/10			Kensington	Household items affected by SM installation	Under Investigation	Open
565	3/19/10			Sanger	Other	Under Investigation	Open
566	3/19/10			Napa	Power Interruption	Partial Power Outage	Resolved
567	3/19/10			Sunnyvale	Power Interruption	Under Investigation	Open
568	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
569	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
570	3/20/10			Daly City	Customer Denies Access	Under Investigation	Open
571	3/20/10			S. San Francisco	Customer Denies Access	Under Investigation	Open
572	3/20/10			UNION CITY	Customer Denies Access	Under Investigation	Open
573	3/20/10			PITTSBURG	Meter/Module	Meter/Module clearance issues	Resolved
574	3/21/10			Martinez	Customer Denies Access	Under Investigation	Open
575	3/21/10			San Jose	Customer Denies Access	Under Investigation	Open
576	3/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
577	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
578	3/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
579	3/22/10			LEMOORE	Customer Denies Access	Under Investigation	Open
580	3/22/10			Livermore	Customer Denies Access	Under Investigation	Open
581	3/22/10			Los Altos	Customer Denies Access	Under Investigation	Open
582	3/22/10			Martinez	Customer Denies Access	Under Investigation	Open
583	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
584	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
585	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
586	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
587	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
588	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open

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Pacific Gas and Electric Company

SmartMeter™ Complaint Report

SmartMeter™ Installation Complaint Report

April 15, 2010 -- For the Period April 3, 2010 through April 9, 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
589	3/22/10			EL SOBRANTE	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
590	3/22/10			Kensington	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
591	3/22/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
592	3/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
593	3/22/10			Berkeley	Meter/Module	Other	Resolved
594	3/22/10			San Francisco	Meter/Module	Other	Resolved
595	3/22/10			San Jose	Meter/Module	Under Investigation	Open
596	3/22/10			Tracy	Meter/Module	Under Investigation	Open
597	3/22/10			ANTIOCH	Other	Under Investigation	Open
598	3/22/10			SAINT HELENA	Other	Under Investigation	Open
599	3/22/10			Hercules	Power Interruption	Flickering Lights	Resolved
600	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
601	3/23/10			Berkeley	Customer Denies Access	Under Investigation	Open
602	3/23/10			Hercules	Customer Denies Access	Under Investigation	Open
603	3/23/10			Lafayette	Customer Denies Access	Under Investigation	Open
604	3/23/10			Napa	Customer Denies Access	Under Investigation	Open
605	3/23/10			San Jose	Customer Denies Access	Under Investigation	Open
606	3/23/10			San Jose	Customer Denies Access	Under Investigation	Open
607	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
608	3/23/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
609	3/23/10			Vallejo	Meter/Module	Other	Resolved
610	3/23/10			EL SOBRANTE	Power Interruption	Under Investigation	Open
611	3/24/10			Clayton	Customer Denies Access	Under Investigation	Open
612	3/24/10			Martinez	Customer Denies Access	Under Investigation	Open
613	3/24/10			Tracy	Customer Denies Access	Under Investigation	Open
614	3/24/10			Vallejo	Customer Denies Access	Under Investigation	Open
615	3/24/10			Sonoma	Meter/Module	Meter/Module clearance issues	Resolved
616	3/24/10			Berkeley	Wellington Installer	Under Investigation	Open
617	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
618	3/24/10			Vallejo	Wellington Installer	Under Investigation	Open
619	3/25/10			BENICIA	Customer Denies Access	Under Investigation	Open
620	3/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
621	3/25/10			Dixon	Customer Denies Access	Under Investigation	Open
622	3/25/10			Dublin	Customer Denies Access	Under Investigation	Open
623	3/25/10			Guerneville	Customer Denies Access	Under Investigation	Open
624	3/25/10			MOSS BEACH	Customer Denies Access	Under Investigation	Open
625	3/25/10			Richmond	Customer Denies Access	Under Investigation	Open
626	3/25/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
627	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
628	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
629	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
630	3/25/10			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
631	3/25/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
632	3/25/10			Somerset	Customer Denies Access	Under Investigation	Open
633	3/25/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
634	3/25/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
635	3/25/10			PINE GROVE	Household items affected by SM installation	Under Investigation	Open
636	3/25/10			Placerville	Household items affected by SM installation	Under Investigation	Open
637	3/25/10			Los Altos	Meter/Module	Under Investigation	Open
638	3/25/10			San Jose	Meter/Module	Under Investigation	Open
639	3/25/10			San Jose	Other	Under Investigation	Open
640	3/25/10			Livermore	Power Interruption	Under Investigation	Open
641	3/25/10			SACRAMENTO	SmartMeter Customer Communication	Under Investigation	Open
642	3/25/10			EL SOBRANTE	Wellington Installer	Under Investigation	Open
643	3/25/10			FIREBAUGH	Wellington Installer	Under Investigation	Open
644	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
645	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
646	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
647	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
648	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
649	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
650	3/26/10			Milpitas	Customer Denies Access	Under Investigation	Open
651	3/26/10			Petaluma	Customer Denies Access	Under Investigation	Open
652	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
653	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
654	3/26/10			San Jose	Customer Denies Access	Under Investigation	Open
655	3/26/10			San Jose	Customer Denies Access	Under Investigation	Open
656	3/26/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
657	3/26/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
658	3/26/10			Livermore	Household items affected by SM installation	Under Investigation	Open
659	3/26/10			Mariposa	Household items affected by SM installation	Under Investigation	Open
660	3/26/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
661	3/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
662	3/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
663	3/26/10			Oakland	Meter/Module	Meter/Module clearance issues	Resolved
664	3/26/10			SANTA CRUZ	Meter/Module	Under Investigation	Open
665	3/26/10			Vacaville	Meter/Module	Under Investigation	Open
666	3/26/10			CALISTOGA	Wellington Installer	Under Investigation	Open
667	3/26/10			Vallejo	Wellington Installer	Under Investigation	Open
668	3/27/10			El Cerrito	Customer Denies Access	Under Investigation	Open
669	3/27/10			Somerset	Customer Denies Access	Under Investigation	Open
670	3/27/10			San Jose	Customer Denies Access	Under Investigation	Open
671	3/27/10			San Pablo	Customer Denies Access	Under Investigation	Open
672	3/27/10			Sonoma	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
673	3/27/10			Daly City	Household items affected by SM installation	Gas Appliance Not Working	Resolved
674	3/27/10			Danville	Household items affected by SM installation	Under Investigation	Open
675	3/27/10			Oakland	Meter/Module	Meter/Module clearance issues	Resolved
676	3/27/10			Richmond	Meter/Module	Meter/Module clearance issues	Resolved
677	3/27/10			Berkeley	Meter/Module	Meter/Module clearance issues	Resolved
678	3/27/10			REDDING	Customer Denies Access	Customer does not want a SmartMeter	Resolved
679	3/27/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
680	3/27/10			Sunnyvale	Meter/Module	Under Investigation	Open
681	3/27/10			San Jose	Network Equipment Installation	Under Investigation	Open
682	3/27/10				Wellington Installer	Under Investigation	Open
683	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
684	3/27/10			PINOLE	Wellington Installer	Under Investigation	Open
685	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
686	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
687	3/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
688	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
689	3/28/10			Tracy	Customer Denies Access	Under Investigation	Open
690	3/28/10			Yuba City	Meter/Module	Under Investigation	Open
691	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
692	3/28/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
693	3/29/10			Sonoma	Customer Denies Access	Under Investigation	Open
694	3/29/10			Redwood City	Customer Denies Access	Under Investigation	Open
695	3/29/10			COTATI	Customer Denies Access	Under Investigation	Open
696	3/29/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
697	3/29/10			Oakhurst	Customer Denies Access	Under Investigation	Open
698	3/29/10			El Dorado	Customer Denies Access	Under Investigation	Open
699	3/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
700	3/29/10			Vallejo	Customer Denies Access	Under Investigation	Open
701	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
702	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
703	3/29/10			REDDING	Customer Denies Access	Under Investigation	Open
704	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
705	3/29/10			San Jose	Customer Denies Access	Under Investigation	Open
706	3/29/10			San Jose	Customer Denies Access	Under Investigation	Open
707	3/29/10			Martinez	Customer Denies Access	Under Investigation	Open
708	3/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
709	3/29/10			Tracy	Customer Denies Access	Under Investigation	Open
710	3/29/10			AROMAS	Customer Denies Access	Under Investigation	Open
711	3/29/10			Richmond	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
712	3/29/10			WINTERS	Household items affected by SM installation	Under Investigation	Open
713	3/29/10			El Dorado Hills	Household items affected by SM installation	Under Investigation	Open
714	3/29/10			Walnut Creek	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
715	3/29/10			Wheatland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
716	3/29/10			Tracy	Meter/Module	Under Investigation	Open
717	3/29/10			Cupertino	Meter/Module	Under Investigation	Open
718	3/29/10			San Jose	Meter/Module	Under Investigation	Open
719	3/29/10			Stockton	Meter/Module	Under Investigation	Open
720	3/29/10			El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
721	3/29/10			Richmond	Wellington Installer	Other	Resolved
722	3/29/10			Richmond	Wellington Installer	Other	Resolved
723	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
724	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
725	3/30/10			Orosi	Customer Denies Access	Under Investigation	Open
726	3/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
727	3/30/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
728	3/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
729	3/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
730	3/30/10			Healdsburg	Customer Denies Access	Under Investigation	Open
731	3/30/10			Santa Clara	Customer Denies Access	Under Investigation	Open
732	3/30/10			Merced	Customer Denies Access	Under Investigation	Open
733	3/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
734	3/30/10			Clayton	Customer Denies Access	Under Investigation	Open
735	3/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
736	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
737	3/30/10			Santa Clara	Customer Denies Access	Under Investigation	Open
738	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
739	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
740	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
741	3/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
742	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
743	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
744	3/30/10			San Francisco	Household items affected by SM installation	Other	Resolved
745	3/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
746	3/30/10			Somerset	Household items affected by SM installation	Under Investigation	Open
747	3/30/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
748	3/30/10			San Jose	Household items affected by SM installation	Under Investigation	Open
749	3/30/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
750	3/30/10			Napa	Meter/Module	Meter/Module clearance issues	Resolved
751	3/30/10			San Francisco	Meter/Module	Other	Resolved
752	3/30/10			Los Altos	Meter/Module	Under Investigation	Open
753	3/30/10			S. San Francisco	Meter/Module	Under Investigation	Open
754	3/30/10			Yuba City	Meter/Module	Under Investigation	Open
755	3/30/10			Dublin	Meter/Module	Under Investigation	Open
756	3/30/10			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	3/30/10			REDDING	Customer Denies Access	Customer does not want a SmartMeter	Resolved
758	3/30/10			Napa	Other	Under Investigation	Open
759	3/30/10			Redwood City	Power Interruption	Breaker keeps tripping	Resolved
760	3/30/10			Redwood City	Power Interruption	Complete Power Outage	Resolved
761	3/30/10			Lafayette	Power Interruption	Flickering Lights	Resolved
762	3/30/10			Sunnyvale	Power Interruption	Under Investigation	Open
763	3/30/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
764	3/30/10			Santa Rosa	Wellington Installer	Under Investigation	Open
765	3/30/10			Cupertino	Wellington Installer	Under Investigation	Open
766	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
767	3/31/10			Guerneville	Customer Denies Access	Under Investigation	Open
768	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
769	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
770	3/31/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
771	3/31/10			Petaluma	Customer Denies Access	Under Investigation	Open
772	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
773	3/31/10			MIDPINES	Customer Denies Access	Under Investigation	Open
774	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
775	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
776	3/31/10			Berkeley	Customer Denies Access	Under Investigation	Open
777	3/31/10			Fremont	Customer Denies Access	Under Investigation	Open
778	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
779	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
780	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
781	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
782	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
783	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
784	3/31/10			Berkeley	Customer Denies Access	Under Investigation	Open
785	3/31/10			PINOLE	Customer Denies Access	Under Investigation	Open
786	3/31/10			Milpitas	Customer Denies Access	Under Investigation	Open
787	3/31/10			Santa Rosa	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
788	3/31/10			Oakland	Meter/Module	Meter/Module clearance issues	Resolved
789	3/31/10			Santa Rosa	Meter/Module	Under Investigation	Open
790	3/31/10			PIEDMONT	Meter/Module	Under Investigation	Open
791	3/31/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
792	3/31/10			Napa	Other	Under Investigation	Open
793	3/31/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
794	3/31/10			Coarsegold	Customer Denies Access	Customer does not want a SmartMeter	Resolved
795	3/31/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
796	3/31/10			Browns Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
797	3/31/10			San Pablo	Power Interruption	Hi/Low Voltage	Resolved
798	3/31/10			San Jose	Power Interruption	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
799	3/31/10			San Jose	Power Interruption	Under Investigation	Open
800	3/31/10			Tracy	Scheduling Problems	Under Investigation	Open
801	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
802	3/31/10			Marysville	Wellington Installer	Under Investigation	Open
803	4/1/10			Petaluma	Customer Denies Access	Under Investigation	Open
804	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
805	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
806	4/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
807	4/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
808	4/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
809	4/1/10			San Ramon	Customer Denies Access	Under Investigation	Open
810	4/1/10			Sonoma	Customer Denies Access	Under Investigation	Open
811	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
812	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
813	4/1/10			Danville	Customer Denies Access	Under Investigation	Open
814	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
815	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
816	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
817	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
818	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
819	4/1/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
820	4/1/10			Richmond	Customer Denies Access	Under Investigation	Open
821	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
822	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
823	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
824	4/1/10			El Dorado	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
825	4/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
826	4/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
827	4/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
828	4/1/10			Hayward	Household items affected by SM installation	Under Investigation	Open
829	4/1/10			Dublin	Meter/Module	Other	Resolved
830	4/1/10			Alamo	Meter/Module	Under Investigation	Open
831	4/1/10			Tracy	Meter/Module	Under Investigation	Open
832	4/1/10			San Jose	Meter/Module	Under Investigation	Open
833	4/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
834	4/1/10			Concord	Power Interruption	Other	Resolved
835	4/1/10			KELSEYVILLE	Customer Denies Access	Customer does not want a SmartMeter	Resolved
836	4/1/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
837	4/1/10			Madera	Power Interruption	Under Investigation	Open
838	4/1/10			Napa	Power Interruption	Under Investigation	Open
839	4/1/10			Lafayette	Scheduling Problems	Under Investigation	Open
840	4/1/10			CALISTOGA	Wellington Installer	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
841	4/2/10			Forestville	Customer Denies Access	Under Investigation	Open
842	4/2/10			San Jose	Customer Denies Access	Under Investigation	Open
843	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
844	4/2/10			Petaluma	Customer Denies Access	Under Investigation	Open
845	4/2/10			Yuba City	Customer Denies Access	Under Investigation	Open
846	4/2/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
847	4/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
848	4/2/10			Mountain View	Customer Denies Access	Under Investigation	Open
849	4/2/10			El Cerrito	Customer Denies Access	Under Investigation	Open
850	4/2/10			Brentwood	Customer Denies Access	Under Investigation	Open
851	4/2/10			Danville	Customer Denies Access	Under Investigation	Open
852	4/2/10			Richmond	Customer Denies Access	Under Investigation	Open
853	4/2/10			Oakland	Household items affected by SM installation	Gas Appliance Not Working	Resolved
854	4/2/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
855	4/2/10			San Jose	Meter/Module	Under Investigation	Open
856	4/2/10			Vallejo	Other	Under Investigation	Open
857	4/2/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
858	4/2/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
859	4/2/10			Richmond	Scheduling Problems	Under Investigation	Open
860	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
861	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
862	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
863	4/3/10			Milpitas	Customer Denies Access	Under Investigation	Open
864	4/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
865	4/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
866	4/3/10			Browns Valley	installation	Internet/Cable Connection Problem	Resolved
867	4/3/10			Merced	Meter/Module	Meter blocking access to breaker box	Resolved
868	4/3/10			LATHROP	Meter/Module	Under Investigation	Open
869	4/3/10			Sunnyvale	Other	Under Investigation	Open
870	4/3/10			San Jose	Customer Denies Access	installed	Resolved
871	4/4/10			American Canyon	installation	Gas Appliance Not Working	Resolved
872	4/4/10			San Pablo	installation	Under Investigation	Open
873	4/4/10			Richmond	Power Interruption	Hi/Low Voltage	Resolved
874	4/5/10			Fowler	Customer Denies Access	Under Investigation	Open
875	4/5/10			San Jose	Customer Denies Access	Under Investigation	Open
876	4/5/10			KENWOOD	Customer Denies Access	Under Investigation	Open
877	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
878	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
879	4/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
880	4/5/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
881	4/5/10			Danville	Customer Denies Access	Under Investigation	Open
882	4/5/10			Richmond	Customer Denies Access	Under Investigation	Open

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Color Key	
Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
883	4/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
884	4/5/10			Sonoma	Customer Denies Access	Under Investigation	Open
885	4/5/10			San Jose	installation	Damaged Computer	Resolved
886	4/5/10			PLUMAS LAKE	installation	Damaged Television	Resolved
887	4/5/10			Oakland	installation	Other	Resolved
888	4/5/10			San Francisco	installation	Other	Resolved
889	4/5/10			San Ramon	installation	Under Investigation	Open
890	4/5/10			Fremont	installation	Under Investigation	Open
891	4/5/10			San Jose	installation	Under Investigation	Open
892	4/5/10			CAMPBELL	installation	Under Investigation	Open
893	4/5/10			San Jose	installation	Under Investigation	Open
894	4/5/10			Oakland	installation	Under Investigation	Open
895	4/5/10			Oakland	installation	Under Investigation	Open
896	4/5/10			San Jose	installation	Under Investigation	Open
897	4/5/10			San Jose	installation	Under Investigation	Open
898	4/5/10			Napa	installation	Under Investigation	Open
899	4/5/10			Tracy	installation	Under Investigation	Open
900	4/5/10			Santa Rosa	installation	Under Investigation	Open
901	4/5/10			HORNITOS	Meter/Module	Other	Resolved
902	4/5/10			Berkeley	Meter/Module	Under Investigation	Open
903	4/5/10			San Jose	Other	Other	Resolved
904	4/5/10			PINOLE	Other	Under Investigation	Open
905	4/5/10			Vacaville	Other	Under Investigation	Open
906	4/5/10			Sunnyvale	Customer Denies Access	installed	Resolved
907	4/5/10			Yuba City	Customer Denies Access	installed	Resolved
908	4/5/10			Yuba City	Customer Denies Access	installed	Resolved
909	4/5/10			REDDING	Customer Denies Access	Customer Denies Wellington Access	Resolved
910	4/5/10			Los Altos Hills	Customer Denies Access	installed	Resolved
911	4/5/10			KINGSBURG	Customer Denies Access	Customer Denies Wellington Access	Resolved
912	4/5/10			San Jose	Customer Denies Access	installed	Resolved
913	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
914	4/5/10			Santa Rosa	Wellington Installer	Under Investigation	Open
915	4/5/10			REDDING	Wellington Installer	Under Investigation	Open
916	4/6/10			Richmond	Customer Denies Access	Under Investigation	Open
917	4/6/10			Tracy	Customer Denies Access	Under Investigation	Open
918	4/6/10			VERNALIS	Customer Denies Access	Under Investigation	Open
919	4/6/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
920	4/6/10			Forestville	Customer Denies Access	Under Investigation	Open
921	4/6/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
922	4/6/10			VERNALIS	Customer Denies Access	Under Investigation	Open
923	4/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
924	4/6/10			Hercules	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
925	4/6/10			SAN RAFAEL	Customer Denies Access	Under Investigation	Open
926	4/6/10			Hanford	Customer Denies Access	Under Investigation	Open
927	4/6/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
928	4/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
929	4/6/10			Pleasanton	Customer Denies Access	Under Investigation	Open
930	4/6/10			LEMOORE	Customer Denies Access	Under Investigation	Open
931	4/6/10			Vallejo	Customer Denies Access	Under Investigation	Open
932	4/6/10			Cupertino	Customer Denies Access	Under Investigation	Open
933	4/6/10			GEYSERVILLE	Customer Denies Access	Under Investigation	Open
934	4/6/10			Berkeley	Customer Denies Access	Under Investigation	Open
935	4/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
936	4/6/10			Fairfield	Customer Denies Access	Under Investigation	Open
937	4/6/10			Richmond	Customer Denies Access	Under Investigation	Open
938	4/6/10			WINDSOR	Customer Denies Access	Under Investigation	Open
939	4/6/10			OLIVEHURST	installation	Damaged Computer	Resolved
940	4/6/10			Vacaville	installation	Damaged Other Household Appliances	Resolved
941	4/6/10			San Jose	installation	Motion/Sensor Appliance Malfunctioning	Resolved
942	4/6/10			Concord	installation	Other	Resolved
943	4/6/10			San Jose	installation	Under Investigation	Open
944	4/6/10			Los Altos	installation	Under Investigation	Open
945	4/6/10			El Cerrito	installation	Under Investigation	Open
946	4/6/10			Danville	installation	Under Investigation	Open
947	4/6/10			Castro Valley	installation	Under Investigation	Open
948	4/6/10			WOODLAND	Meter/Module	Other	Resolved
949	4/6/10			COALINGA	Meter/Module	Other	Resolved
950	4/6/10			San Jose	Meter/Module	Under Investigation	Open
951	4/6/10			Richmond	Meter/Module	Under Investigation	Open
952	4/6/10			San Jose	Other	Other	Resolved
953	4/6/10			Tracy	Other	Under Investigation	Open
954	4/6/10			Santa Clara	Other	Under Investigation	Open
955	4/6/10			MILL VALLEY	Other	Under Investigation	Open
956	4/6/10			Tracy	Power Interruption	Flickering Lights	Resolved
957	4/6/10			OLIVEHURST	Power Interruption	Other	Resolved
958	4/6/10			Albany	Power Interruption	Under Investigation	Open
959	4/6/10			San Jose	Power Interruption	Under Investigation	Open
960	4/6/10			San Jose	Power Interruption	Under Investigation	Open
961	4/6/10			Sunnyvale	Scheduling Problems	Under Investigation	Open
962	4/6/10			San Jose	Customer Denies Access	installed	Resolved
963	4/6/10			San Jose	Customer Denies Access	installed	Resolved
964	4/6/10			San Jose	Customer Denies Access	installed	Resolved
965	4/6/10			Berkeley	Wellington Installer	Under Investigation	Open
966	4/6/10			Tracy	Wellington Installer	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
967	4/7/10			Livermore	Customer Denies Access	Under Investigation	Open
968	4/7/10			Guerneville	Customer Denies Access	Under Investigation	Open
969	4/7/10			Yuba City	Customer Denies Access	Under Investigation	Open
970	4/7/10			GRATON	Customer Denies Access	Under Investigation	Open
971	4/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
972	4/7/10			Forestville	Customer Denies Access	Under Investigation	Open
973	4/7/10			Stockton	Customer Denies Access	Under Investigation	Open
974	4/7/10			SANGER	Customer Denies Access	Under Investigation	Open
975	4/7/10			GRATON	Customer Denies Access	Under Investigation	Open
976	4/7/10			Richmond	Customer Denies Access	Under Investigation	Open
977	4/7/10			INVERNESS	Customer Denies Access	Under Investigation	Open
978	4/7/10			Fresno	Customer Denies Access	Under Investigation	Open
979	4/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
980	4/7/10			Berkeley	Customer Denies Access	Under Investigation	Open
981	4/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
982	4/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
983	4/7/10			EL SOBRANTE	Customer Denies Access	Under Investigation	Open
984	4/7/10			EL SOBRANTE	Customer Denies Access	Under Investigation	Open
985	4/7/10			Tracy	installation	Damaged Other Household Appliances	Resolved
986	4/7/10			San Jose	installation	Other	Resolved
987	4/7/10			San Jose	installation	Other	Resolved
988	4/7/10			Dublin	installation	Under Investigation	Open
989	4/7/10			Santa Rosa	installation	Under Investigation	Open
990	4/7/10			El Dorado Hills	installation	Under Investigation	Open
991	4/7/10			PINOLE	installation	Under Investigation	Open
992	4/7/10			San Ramon	Meter/Module	Meter/Module clearance issues	Resolved
993	4/7/10			Bakersfield	Meter/Module	Under Investigation	Open
994	4/7/10			San Anselmo	Meter/Module	Under Investigation	Open
995	4/7/10			Bakersfield	Meter/Module	Under Investigation	Open
996	4/7/10			Concord	Meter/Module	Under Investigation	Open
997	4/7/10			Fairfield	Meter/Module	Under Investigation	Open
998	4/7/10			Daly City	Meter/Module	Under Investigation	Open
999	4/7/10			San Jose	Other	Other	Resolved
1000	4/7/10			Richmond	Other	Under Investigation	Open
1001	4/7/10			San Ramon	Other	Under Investigation	Open
1002	4/7/10			Stockton	Other	Under Investigation	Open
1003	4/7/10			Sunnyvale	Other	Under Investigation	Open
1004	4/7/10			Berkeley	Other	Under Investigation	Open
1005	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
1006	4/7/10			PINOLE	Power Interruption	Under Investigation	Open
1007	4/7/10			Richmond	Scheduling Problems	Under Investigation	Open
1008	4/7/10			San Jose	Customer Denies Access	installed	Resolved

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Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1009	4/7/10			San Jose	Customer Denies Access	installed	Resolved
1010	4/7/10			San Jose	Customer Denies Access	installed	Resolved
1011	4/7/10			San Jose	Customer Denies Access	installed	Resolved
1012	4/7/10			San Jose	Customer Denies Access	installed	Resolved
1013	4/7/10			Sunnyvale	Customer Denies Access	installed	Resolved
1014	4/7/10			Napa	Customer Denies Access	installed	Resolved
1015	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
1016	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
1017	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
1018	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
1019	4/8/10			Napa	Customer Denies Access	Under Investigation	Open
1020	4/8/10			San Jose	Customer Denies Access	Under Investigation	Open
1021	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1022	4/8/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
1023	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1024	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1025	4/8/10			Cupertino	Customer Denies Access	Under Investigation	Open
1026	4/8/10			REDDING	Customer Denies Access	Under Investigation	Open
1027	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
1028	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1029	4/8/10			San Jose	Customer Denies Access	Under Investigation	Open
1030	4/8/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1031	4/8/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1032	4/8/10			W. Sacramento	Customer Denies Access	Under Investigation	Open
1033	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1034	4/8/10			THORNTON	Customer Denies Access	Under Investigation	Open
1035	4/8/10			Guerneville	Customer Denies Access	Under Investigation	Open
1036	4/8/10			Fresno	Customer Denies Access	Under Investigation	Open
1037	4/8/10			Los Banos	Customer Denies Access	Under Investigation	Open
1038	4/8/10			Yuba City	installation	Damaged Computer	Resolved
1039	4/8/10			Los Altos	installation	Under Investigation	Open
1040	4/8/10			Tracy	installation	Under Investigation	Open
1041	4/8/10			Richmond	installation	Under Investigation	Open
1042	4/8/10			BENICIA	installation	Under Investigation	Open
1043	4/8/10			Tracy	installation	Under Investigation	Open
1044	4/8/10			Madera	installation	Under Investigation	Open
1045	4/8/10			Napa	installation	Under Investigation	Open
1046	4/8/10			Walnut Creek	installation	Under Investigation	Open
1047	4/8/10			Napa	installation	Under Investigation	Open
1048	4/8/10			Yuba City	installation	Under Investigation	Open
1049	4/8/10			Yuba City	Meter/Module	Other	Resolved
1050	4/8/10			Livermore	Meter/Module	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1051	4/8/10			Napa	Meter/Module	Under Investigation	Open
1052	4/8/10			Richmond	Meter/Module	Under Investigation	Open
1053	4/8/10			San Jose	Meter/Module	Under Investigation	Open
1054	4/8/10			Concord	Meter/Module	Under Investigation	Open
1055	4/8/10			Menlo Park	Meter/Module	Under Investigation	Open
1056	4/8/10			San Jose	Other	Other	Resolved
1057	4/8/10			UKIAH	Other	Under Investigation	Open
1058	4/8/10			San Jose	Other	Under Investigation	Open
1059	4/8/10			Berkeley	Other	Under Investigation	Open
1060	4/8/10			Pollock Pines	Power Interruption	Flickering Lights	Resolved
1061	4/8/10			BENICIA	Power Interruption	Under Investigation	Open
1062	4/8/10			Madera	Power Interruption	Under Investigation	Open
1063	4/8/10			Petaluma	Power Interruption	Under Investigation	Open
1064	4/8/10			San Jose	Customer Denies Access	installed	Resolved
1065	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
1066	4/8/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
1067	4/9/10			Richmond	Wellington Installer	Under Investigation	Open
1068	4/9/10			Milpitas	Customer Denies Access	Under Investigation	Open
1069	4/9/10			REEDLEY	Customer Denies Access	Under Investigation	Open
1070	4/9/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1071	4/9/10			DOS PALOS	Customer Denies Access	Under Investigation	Open
1072	4/9/10			COLUMBIA	Customer Denies Access	Under Investigation	Open
1073	4/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1074	4/9/10			Napa	Customer Denies Access	Under Investigation	Open
1075	4/9/10			TIBURON	Customer Denies Access	Under Investigation	Open
1076	4/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1077	4/9/10			San Francisco	installation	Under Investigation	Open
1078	4/9/10			San Jose	installation	Under Investigation	Open
1079	4/9/10			Tracy	installation	Under Investigation	Open
1080	4/9/10			ANTIOCH	Meter/Module	Meter blocking access to breaker box	Resolved
1081	4/9/10			RAYMOND	Meter/Module	Other	Resolved
1082	4/9/10			LINCOLN	Meter/Module	Other	Resolved
1083	4/9/10			Stockton	Meter/Module	Under Investigation	Open
1084	4/9/10			San Anselmo	Bad Meter / Module Equipment	Under Investigation	Open
1085	4/9/10			ANGWIN	Other	Under Investigation	Open
1086	4/9/10			El Dorado Hills	Other	Under Investigation	Open
1087	4/9/10			Santa Rosa	Other	Under Investigation	Open
1088	4/9/10			ALAMEDA	Other	Under Investigation	Open
1089	4/9/10			Richmond	Power Interruption	Under Investigation	Open
1090	4/9/10			Forestville	Customer Denies Access	installed	Resolved

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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
					862	Open Complaints on Last Report	
					127	Open Complaints Resolved Since the Last Report	
					228	New Complaints Since the Last Report	
					51	New Complaints Resolved Since the Last Report	
					177	New Complaints Open	