

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 22, 2010 -- For the Period April 10, 2010 through April 16, 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	9/10/09	{Redacted}		Twain Harte	SmartMeter Customer Communication	Under Investigation	Open
7	9/18/09	{Redacted}		Moraga	SmartMeter Customer Communication	Under Investigation	Open
8	9/29/09	{Redacted}		AHWAHNEE	Meter/Module	Under Investigation	Open
9	10/15/09	{Redacted}		Stockton	Household items affected by SM installation	Under Investigation	Open
10	10/26/09	{Redacted}		Fremont	Other	Under Investigation	Open
11	10/28/09	{Redacted}		Vacaville	Wellington Installer	Under Investigation	Open
12	10/29/09	{Redacted}		Walnut Creek	Wellington Installer	Under Investigation	Open
13	11/10/09	{Redacted}		Vacaville	Customer Denies Access	Under Investigation	Open
14	11/10/09	{Redacted}		Hillsborough	Customer Denies Access	Under Investigation	Open
15	11/12/09	{Redacted}		Newark	Meter/Module	Under Investigation	Open
16	11/16/09	{Redacted}		Vacaville	Household items affected by SM installation	Under Investigation	Open
17	11/20/09	{Redacted}		Fremont	Meter/Module	Under Investigation	Open
18	11/23/09	{Redacted}		WOODLAND	Meter/Module	Under Investigation	Open
19	11/23/09	{Redacted}		Stockton	Wellington Installer	Damaged private property	Resolved
20	11/24/09	{Redacted}		Kingsburg	Meter/Module	Under Investigation	Open
21	11/25/09	{Redacted}		Richmond	Network Equipment Installation	Under Investigation	Open
22	11/30/09	{Redacted}		Fresno	Household items affected by SM installation	Under Investigation	Open
23	11/30/09	{Redacted}		MIRAMONTE	Household items affected by SM installation	Under Investigation	Open
24	12/2/09	{Redacted}		Redwood City	Household items affected by SM installation	Under Investigation	Open
25	12/2/09	{Redacted}		Fremont	Power Interruption	Under Investigation	Open
26	12/3/09	{Redacted}		Manteca	Household items affected by SM installation	Under Investigation	Open
27	12/3/09	{Redacted}		Manteca	Household items affected by SM installation	Under Investigation	Open
28	12/3/09	{Redacted}		Stockton	Household items affected by SM installation	Under Investigation	Open
29	12/4/09	{Redacted}		Hanford	Household items affected by SM installation	Under Investigation	Open
30	12/4/09	{Redacted}		Napa	Household items affected by SM installation	Under Investigation	Open
31	12/7/09	{Redacted}		Napa	Wellington Installer	Under Investigation	Open
32	12/8/09	{Redacted}		PIONEER	Household items affected by SM installation	Under Investigation	Open
33	12/9/09	{Redacted}		Los Altos	Household items affected by SM installation	Under Investigation	Open
34	12/9/09	{Redacted}		Stockton	Power Interruption	Under Investigation	Open
35	12/11/09	{Redacted}		Stockton	Household items affected by SM installation	Under Investigation	Open
36	12/11/09	{Redacted}		Plymouth	Meter/Module	Under Investigation	Open
37	12/11/09	{Redacted}		MILLBRAE	Power Interruption	Under Investigation	Open
38	12/16/09	{Redacted}		Mountain View	Scheduling Problems	Under Investigation	Open
39	12/17/09	{Redacted}		Sunnyvale	Meter/Module	Under Investigation	Open
40	12/17/09	{Redacted}		Vacaville	Meter/Module	Under Investigation	Open
41	12/18/09	{Redacted}		LATHROP	Other	Under Investigation	Open
42	12/22/09	{Redacted}		Fremont	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
43	12/22/09			PINE GROVE	Wellington Installer	Under Investigation	Open
44	12/23/09			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
45	12/23/09			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
46	12/23/09			Dublin	Meter/Module	Under Investigation	Open
47	12/23/09			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
48	12/29/09			Pleasanton	Household items affected by SM installation	Under Investigation	Open
49	12/29/09			Livermore	Meter/Module	Under Investigation	Open
50	12/29/09			El Granada	Power Interruption	Under Investigation	Open
51	12/30/09			Los Banos	Network Equipment Installation	Under Investigation	Open
52	12/31/09			Livermore	Household items affected by SM installation	Under Investigation	Open
53	12/31/09			Mountain View	Household items affected by SM installation	Under Investigation	Open
54	1/4/10			Menlo Park	Customer Denies Access	Under Investigation	Open
55	1/4/10			Merced	Customer Denies Access	Under Investigation	Open
56	1/5/10			Sebastopol	Other	Under Investigation	Open
57	1/5/10			AUBURN	Power Interruption	Under Investigation	Open
58	1/7/10			Los Altos	Other	Under Investigation	Open
59	1/8/10			Livermore	Household items affected by SM installation	Under Investigation	Open
60	1/8/10			Moraga	Customer Denies Access	Under Investigation	Open
61	1/11/10			Burlingame	Household items affected by SM installation	Under Investigation	Open
62	1/11/10			Livermore	Household items affected by SM installation	Under Investigation	Open
63	1/11/10			Fairfield	Meter/Module	Under Investigation	Open
64	1/11/10			Vacaville	Meter/Module	Under Investigation	Open
65	1/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
66	1/12/10			Moraga	Household items affected by SM installation	Under Investigation	Open
67	1/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
68	1/12/10			Livermore	Power Interruption	Under Investigation	Open
69	1/13/10			LODI	Meter/Module	Under Investigation	Open
70	1/14/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
71	1/14/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
72	1/14/10			Dublin	Household items affected by SM installation	Under Investigation	Open
73	1/15/10			San Ramon	Customer Denies Access	Under Investigation	Open
74	1/15/10			Dublin	Household items affected by SM installation	Under Investigation	Open
75	1/15/10			Napa	Scheduling Problems	Under Investigation	Open
76	1/15/10			CORCORAN	Wellington Installer	Under Investigation	Open
77	1/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
78	1/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
79	1/19/10			Aptos	Other	Under Investigation	Open
80	1/19/10			Martinez	Other	Under Investigation	Open
81	1/20/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
82	1/20/10			Cupertino	Power Interruption	Under Investigation	Open
83	1/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
84	1/22/10			Fremont	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
85	1/23/10			Kensington	Household items affected by SM installation	Under Investigation	Open
86	1/25/10			PINOLE	SmartMeter Customer Communication	Under Investigation	Open
87	1/26/10			American Canyon	Customer Denies Access	Under Investigation	Open
88	1/26/10			Livermore	Customer Denies Access	Under Investigation	Open
89	1/26/10			Livermore	Customer Denies Access	Under Investigation	Open
90	1/26/10			Merced	Customer Denies Access	Under Investigation	Open
91	1/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
92	1/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
93	1/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
94	1/26/10			MONTARA	Meter/Module	Under Investigation	Open
95	1/26/10			San Jose	Meter/Module	Under Investigation	Open
96	1/26/10			Madera	Wellington Installer	Under Investigation	Open
97	1/26/10			Pleasanton	Wellington Installer	Under Investigation	Open
98	1/26/10			Stockton	Wellington Installer	Under Investigation	Open
99	1/26/10			Vallejo	Wellington Installer	Under Investigation	Open
100	1/27/10			Hillsborough	Customer Denies Access	Under Investigation	Open
101	1/27/10			Redwood City	Meter/Module	Under Investigation	Open
102	1/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
103	1/28/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
104	1/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
105	1/28/10			San Francisco	Power Interruption	Under Investigation	Open
106	1/28/10			Sunnyvale	Power Interruption	Under Investigation	Open
107	1/28/10			American Canyon	Wellington Installer	Under Investigation	Open
108	1/28/10			EL SOBRANTE	Wellington Installer	Under Investigation	Open
109	1/28/10			Moraga	Wellington Installer	Under Investigation	Open
110	1/28/10			San Jose	Wellington Installer	Under Investigation	Open
111	1/29/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
112	1/29/10			Rio Vista	Household items affected by SM installation	Under Investigation	Open
113	1/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
114	1/29/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
115	1/29/10			Kensington	Meter/Module	Under Investigation	Open
116	1/29/10			San Jose	Meter/Module	Under Investigation	Open
117	1/29/10			Madera	Wellington Installer	Under Investigation	Open
118	1/29/10			PINOLE	Wellington Installer	Under Investigation	Open
119	1/29/10			Richmond	Wellington Installer	Under Investigation	Open
120	1/29/10			Stockton	Wellington Installer	Under Investigation	Open
121	1/29/10			Sunnyvale	Wellington Installer	Under Investigation	Open
122	1/31/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
123	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
124	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
125	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
126	1/31/10			Danville	Meter/Module	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
127	2/1/10			LA HONDA	Customer Denies Access	Under Investigation	Open
128	2/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
129	2/1/10			Pleasanton	Meter/Module	Under Investigation	Open
130	2/1/10			Vacaville	Meter/Module	Under Investigation	Open
131	2/1/10			Albany	Power Interruption	Under Investigation	Open
132	2/1/10			San Jose	Power Interruption	Under Investigation	Open
133	2/1/10			San Jose	Power Interruption	Under Investigation	Open
134	2/1/10			EL SOBRANTE	Wellington Installer	Under Investigation	Open
135	2/2/10			San Jose	Household items affected by SM installation	Under Investigation	Open
136	2/3/10			Livermore	Household items affected by SM installation	Under Investigation	Open
137	2/3/10			Pleasanton	Meter/Module	Under Investigation	Open
138	2/3/10			GRATON	Other	Under Investigation	Open
139	2/3/10			Mountain View	Power Interruption	Under Investigation	Open
140	2/3/10			CORDELIA	Wellington Installer	Under Investigation	Open
141	2/3/10			RAYMOND	Wellington Installer	Under Investigation	Open
142	2/4/10			Fresno	Household items affected by SM installation	Under Investigation	Open
143	2/4/10			Suisun City	Meter/Module	Under Investigation	Open
144	2/4/10			San Ramon	Power Interruption	Under Investigation	Open
145	2/5/10			Pleasanton	Meter/Module	Under Investigation	Open
146	2/5/10			San Ramon	Meter/Module	Under Investigation	Open
147	2/5/10			Mountain View	Other	Under Investigation	Open
148	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
149	2/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
150	2/9/10			Cupertino	Wellington Installer	Under Investigation	Open
151	2/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
152	2/10/10			Vacaville	Household items affected by SM installation	Under Investigation	Open
153	2/10/10			Cupertino	Meter/Module	Under Investigation	Open
154	2/10/10			Rancho Cordova	Meter/Module	Under Investigation	Open
155	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
156	2/10/10			N/A	Network Equipment Installation	General inquiry on communication	Resolved
157	2/10/10			Cupertino	Power Interruption	Under Investigation	Open
158	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
159	2/10/10			Berkeley	Wellington Installer	Under Investigation	Open
160	2/10/10			NORTH FOLK	Wellington Installer	Under Investigation	Open
161	2/10/10			San Jose	Wellington Installer	Under Investigation	Open
162	2/10/10			San Ramon	Wellington Installer	Under Investigation	Open
163	2/11/10			Livermore	Household items affected by SM installation	Under Investigation	Open
164	2/11/10			Napa	Meter/Module	Under Investigation	Open
165	2/11/10			Sunnyvale	Power Interruption	Under Investigation	Open
166	2/11/10			Healdsburg	Customer Denies Access	Under Investigation	Open
167	2/11/10			Vallejo	Wellington Installer	Under Investigation	Open
168	2/12/10			San Ramon	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
169	2/12/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
170	2/12/10			San Jose	Power Interruption	Under Investigation	Open
171	2/12/10			Berkeley	Wellington Installer	Under Investigation	Open
172	2/12/10			San Ramon	Wellington Installer	Under Investigation	Open
173	2/13/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
174	2/14/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
175	2/14/10			Sunnyvale	Meter/Module	Under Investigation	Open
176	2/16/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
177	2/16/10			RIPON	Meter/Module	Under Investigation	Open
178	2/16/10			Santa Clara	Meter/Module	Under Investigation	Open
179	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
180	2/16/10			Berkeley	Wellington Installer	Under Investigation	Open
181	2/16/10			Cupertino	Wellington Installer	Under Investigation	Open
182	2/17/10			San Jose	Customer Denies Access	Under Investigation	Open
183	2/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
184	2/17/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
185	2/17/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
186	2/17/10			Newark	Household items affected by SM installation	Under Investigation	Open
187	2/17/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
188	2/17/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
189	2/17/10			Berkeley	Meter/Module	Under Investigation	Open
190	2/17/10			Sunnyvale	Meter/Module	Under Investigation	Open
191	2/17/10			Madera	Wellington Installer	Under Investigation	Open
192	2/17/10			San Jose	Wellington Installer	Under Investigation	Open
193	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
194	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
195	2/17/10			Forestville	Customer Denies Access	Under Investigation	Open
196	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
197	2/18/10			Los Banos	Other	Under Investigation	Open
198	2/18/10			Sanger	Scheduling Problems	Under Investigation	Open
199	2/18/10			Madera	Wellington Installer	Under Investigation	Open
200	2/18/10			Mariposa	Wellington Installer	Under Investigation	Open
201	2/18/10			Somerset	Wellington Installer	Under Investigation	Open
202	2/19/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
203	2/19/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
204	2/19/10			Pleasanton	Meter/Module	Under Investigation	Open
205	2/19/10			American Canyon	Wellington Installer	Under Investigation	Open
206	2/21/10			Placerville	Customer Denies Access	Under Investigation	Open
207	2/21/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
208	2/21/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
209	2/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
210	2/21/10			Pleasanton	Meter/Module	Under Investigation	Open

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211	2/21/10			San Jose	Customer Denies Access	Under Investigation	Open
212	2/21/10			Cupertino	SmartMeter Customer Communication	Under Investigation	Open
213	2/21/10			San Francisco	Wellington Installer	Under Investigation	Open
214	2/22/10			OCCIDENTAL	Customer Denies Access	Under Investigation	Open
215	2/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
216	2/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
217	2/22/10			San Jose	Household items affected by SM installation	Under Investigation	Open
218	2/22/10			San Ramon	Meter/Module	Under Investigation	Open
219	2/22/10			Vacaville	Meter/Module	Under Investigation	Open
220	2/22/10			Vallejo	Network Equipment Installation	Under Investigation	Open
221	2/22/10			Sunnyvale	Power Interruption	Under Investigation	Open
222	2/22/10			Placerville	Wellington Installer	Under Investigation	Open
223	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
224	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
225	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
226	2/23/10			Clayton	Household items affected by SM installation	Under Investigation	Open
227	2/23/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
228	2/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
229	2/23/10			ALTA	Meter/Module	Under Investigation	Open
230	2/23/10			San Jose	Meter/Module	Under Investigation	Open
231	2/23/10			Mariposa	Wellington Installer	Under Investigation	Open
232	2/23/10			San Pablo	Wellington Installer	Under Investigation	Open
233	2/24/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
234	2/24/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
235	2/24/10			Merced	Meter/Module	Under Investigation	Open
236	2/24/10			San Jose	Meter/Module	Under Investigation	Open
237	2/24/10			Livermore	Other	Under Investigation	Open
238	2/24/10			Madera	Wellington Installer	Under Investigation	Open
239	2/24/10			Napa	Wellington Installer	Under Investigation	Open
240	2/24/10			Pollock Pines	Wellington Installer	Under Investigation	Open
241	2/24/10			San Jose	Wellington Installer	Under Investigation	Open
242	2/25/10			Mountain View	Meter/Module	Under Investigation	Open
243	2/25/10			Richmond	Meter/Module	Under Investigation	Open
244	2/25/10			San Jose	Power Interruption	Under Investigation	Open
245	2/25/10			San Pablo	Power Interruption	Under Investigation	Open
246	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
247	2/26/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
248	2/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
249	2/26/10			San Jose	Power Interruption	Under Investigation	Open
250	2/26/10			AUBURN	SmartMeter Customer Communication	Under Investigation	Open
251	2/26/10			San Anselmo	SmartMeter Customer Communication	Under Investigation	Open
252	2/26/10			Hercules	Wellington Installer	Under Investigation	Open

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253	2/27/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
254	3/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
255	3/1/10			Berkeley	Customer Denies Access	Under Investigation	Open
256	3/1/10			Livermore	Meter/Module	Under Investigation	Open
257	3/1/10			San Jose	Meter/Module	Under Investigation	Open
258	3/1/10			Tracy	Meter/Module	Under Investigation	Open
259	3/1/10			Madera	Other	Under Investigation	Open
260	3/1/10			San Jose	Power Interruption	Under Investigation	Open
261	3/1/10			El Dorado	Customer Denies Access	Under Investigation	Open
262	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
263	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
264	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
265	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
266	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
267	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
268	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
269	3/1/10			Vallejo	Customer Denies Access	Under Investigation	Open
270	3/1/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
271	3/2/10			Berkeley	Customer Denies Access	Under Investigation	Open
272	3/2/10			Dinuba	Customer Denies Access	Under Investigation	Open
273	3/2/10			NEWCASTLE	Household items affected by SM installation	Under Investigation	Open
274	3/2/10			Kensington	Customer Denies Access	Under Investigation	Open
275	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
276	3/3/10			Mountain View	Meter/Module	Under Investigation	Open
277	3/3/10			Fresno	Customer Denies Access	Under Investigation	Open
278	3/3/10			Sonoma	Customer Denies Access	Under Investigation	Open
279	3/3/10			San Jose	Power Interruption	Under Investigation	Open
280	3/3/10			Rio Vista	Customer Denies Access	Under Investigation	Open
281	3/3/10			Squaw Valley	Customer Denies Access	Under Investigation	Open
282	3/3/10			San Francisco	Customer Denies Access	Under Investigation	Open
283	3/3/10			GLEN ELLEN	Scheduling Problems	Under Investigation	Open
284	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
285	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
286	3/4/10			MOCCASIN	Customer Denies Access	Under Investigation	Open
287	3/4/10			Placerville	Customer Denies Access	Under Investigation	Open
288	3/4/10			Berkeley	Customer Denies Access	Under Investigation	Open
289	3/4/10			SAN CARLOS	Customer Denies Access	Under Investigation	Open
290	3/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
291	3/4/10			Tracy	Household items affected by SM installation	Under Investigation	Open
292	3/4/10			Danville	Customer Denies Access	Under Investigation	Open
293	3/4/10			El Cerrito	Meter/Module	Under Investigation	Open
294	3/4/10			El Cerrito	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
295	3/4/10			WOODLAND	Power Interruption	Under Investigation	Open
296	3/4/10			Merced	Customer Denies Access	Under Investigation	Open
297	3/4/10			Tracy	Customer Denies Access	Under Investigation	Open
298	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
299	3/5/10			Danville	Customer Denies Access	Under Investigation	Open
300	3/5/10			El Cerrito	Customer Denies Access	Under Investigation	Open
301	3/5/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
302	3/5/10			SELMA	Customer Denies Access	Under Investigation	Open
303	3/5/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
304	3/5/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
305	3/5/10			Cupertino	Power Interruption	Under Investigation	Open
306	3/5/10			Livermore	Power Interruption	Under Investigation	Open
307	3/5/10			San Jose	Power Interruption	Under Investigation	Open
308	3/5/10			Clovis	Customer Denies Access	Under Investigation	Open
309	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
310	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
311	3/7/10			Somerset	Customer Denies Access	Under Investigation	Open
312	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
313	3/7/10			Atwater	Customer Denies Access	Under Investigation	Open
314	3/7/10			Tracy	Customer Denies Access	Under Investigation	Open
315	3/7/10			Cazadero	Customer Denies Access	Under Investigation	Open
316	3/7/10			Loomis	Meter/Module	Under Investigation	Open
317	3/7/10			Clovis	Customer Denies Access	Under Investigation	Open
318	3/7/10			Hanford	Customer Denies Access	Under Investigation	Open
319	3/7/10			Healdsburg	Customer Denies Access	Under Investigation	Open
320	3/7/10			Livermore	Customer Denies Access	Under Investigation	Open
321	3/7/10			Woodlake	Customer Denies Access	Under Investigation	Open
322	3/7/10			Loomis	Customer Denies Access	Under Investigation	Open
323	3/7/10			Sanger	Customer Denies Access	Under Investigation	Open
324	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
325	3/8/10			GRANITE BAY	Customer Denies Access	Under Investigation	Open
326	3/8/10			Petaluma	Customer Denies Access	Under Investigation	Open
327	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
328	3/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
329	3/8/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
330	3/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
331	3/8/10			COTATI	Household items affected by SM installation	Under Investigation	Open
332	3/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
333	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
334	3/8/10			San Jose	Power Interruption	Under Investigation	Open
335	3/8/10			Clovis	Customer Denies Access	Under Investigation	Open
336	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open



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337	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
338	3/9/10			CLOVERDALE	Customer Denies Access	Under Investigation	Open
339	3/9/10			Danville	Customer Denies Access	Under Investigation	Open
340	3/9/10			Madera	Customer Denies Access	Under Investigation	Open
341	3/9/10			Richmond	Household items affected by SM installation	Under Investigation	Open
342	3/9/10			Richmond	Customer Denies Access	Under Investigation	Open
343	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
344	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
345	3/9/10			Livermore	Meter/Module	Under Investigation	Open
346	3/9/10			San Jose	Meter/Module	Under Investigation	Open
347	3/9/10			SEASIDE	Meter/Module	Under Investigation	Open
348	3/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
349	3/9/10			Cupertino	Power Interruption	Under Investigation	Open
350	3/9/10			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
351	3/10/10			Livermore	Household items affected by SM installation	Under Investigation	Open
352	3/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
353	3/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
354	3/10/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
355	3/10/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
356	3/10/10			Livermore	Meter/Module	Under Investigation	Open
357	3/10/10			Pleasanton	Meter/Module	Under Investigation	Open
358	3/10/10			San Ramon	Meter/Module	Under Investigation	Open
359	3/10/10			Tracy	Meter/Module	Under Investigation	Open
360	3/10/10			Daly City	Customer Denies Access	Under Investigation	Open
361	3/10/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
362	3/10/10			Livermore	Customer Denies Access	Under Investigation	Open
363	3/10/10			Martinez	Customer Denies Access	Under Investigation	Open
364	3/10/10			Mount Aukum	Customer Denies Access	Under Investigation	Open
365	3/10/10			Cupertino	Power Interruption	Under Investigation	Open
366	3/10/10			Los Altos	Power Interruption	Under Investigation	Open
367	3/10/10			San Jose	Power Interruption	Under Investigation	Open
368	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
369	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
370	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
371	3/10/10			SAINT HELENA	Customer Denies Access	Under Investigation	Open
372	3/10/10			San Jose	Customer Denies Access	Under Investigation	Open
373	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
374	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
375	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
376	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
377	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
378	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open

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379	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
380	3/10/10			Albany	Wellington Installer	Under Investigation	Open
381	3/10/10			ANGWIN	Wellington Installer	Under Investigation	Open
382	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
383	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open
384	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
385	3/10/10			LEMOORE	Wellington Installer	Under Investigation	Open
386	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
387	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
388	3/11/10			San Jose	Customer Denies Access	Under Investigation	Open
389	3/11/10			San Ramon	Customer Denies Access	Under Investigation	Open
390	3/11/10			Daly City	Customer Denies Access	Under Investigation	Open
391	3/11/10			DOBBINS	Customer Denies Access	Under Investigation	Open
392	3/11/10			Richmond	Customer Denies Access	Under Investigation	Open
393	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
394	3/11/10			Hercules	Meter/Module	Meter/Module clearance issues	Resolved
395	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
396	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
397	3/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
398	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
399	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
400	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
401	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
402	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
403	3/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
404	3/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
405	3/12/10			Fresno	Meter/Module	Under Investigation	Open
406	3/12/10			GRIDLEY	Meter/Module	Under Investigation	Open
407	3/12/10			Los Altos	Meter/Module	Under Investigation	Open
408	3/12/10			San Francisco	Meter/Module	Under Investigation	Open
409	3/12/10			UNION CITY	Meter/Module	Under Investigation	Open
410	3/12/10			Santa Clara	Other	Under Investigation	Open
411	3/12/10			YOUNTVILLE	Power Interruption	Under Investigation	Open
412	3/12/10			BENICIA	Wellington Installer	Under Investigation	Open
413	3/12/10			San Jose	Wellington Installer	Under Investigation	Open
414	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
415	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
416	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
417	3/12/10			Berkeley	Meter/Module	Other	Resolved
418	3/13/10			Cupertino	Customer Denies Access	Under Investigation	Open
419	3/13/10			American Canyon	Power Interruption	Under Investigation	Open
420	3/14/10			El Cerrito	Bad Meter / Module Equipment	Under Investigation	Open

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421	3/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
422	3/15/10			Newark	Customer Denies Access	Under Investigation	Open
423	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
424	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
425	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
426	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
427	3/15/10			San Jose	Customer Denies Access	Under Investigation	Open
428	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
429	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
430	3/15/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
431	3/15/10			LINCOLN	Household items affected by SM installation	Under Investigation	Open
432	3/15/10			MADISON	Household items affected by SM installation	Under Investigation	Open
433	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
434	3/15/10			Redwood City	Wellington Installer	Under Investigation	Open
435	3/15/10			Daly City	Power Interruption	Partial Power Outage	Resolved
436	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
437	3/16/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
438	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
439	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
440	3/16/10			Martinez	Customer Denies Access	Under Investigation	Open
441	3/16/10			Placerville	Customer Denies Access	Under Investigation	Open
442	3/16/10			San Jose	Customer Denies Access	Under Investigation	Open
443	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
444	3/16/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
445	3/16/10			San Jose	Meter/Module	Under Investigation	Open
446	3/16/10			Tracy	Meter/Module	Under Investigation	Open
447	3/16/10			Vallejo	Meter/Module	Under Investigation	Open
448	3/16/10			Stockton	Other	Under Investigation	Open
449	3/17/10			Cupertino	Customer Denies Access	Under Investigation	Open
450	3/17/10			Livermore	Customer Denies Access	Under Investigation	Open
451	3/17/10			Los Altos	Customer Denies Access	Under Investigation	Open
452	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
453	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
454	3/17/10			San Jose	Customer Denies Access	Under Investigation	Open
455	3/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
456	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
457	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
458	3/17/10			Wheatland	Customer Denies Access	Under Investigation	Open
459	3/17/10			Livermore	Household items affected by SM installation	Under Investigation	Open
460	3/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
461	3/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
462	3/17/10			San Ramon	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
463	3/17/10			Cupertino	Meter/Module	Under Investigation	Open
464	3/17/10			Santa Clara	Meter/Module	Under Investigation	Open
465	3/17/10			Bodega Bay	Power Interruption	Under Investigation	Open
466	3/17/10			Berkeley	Wellington Installer	Under Investigation	Open
467	3/17/10			Pleasanton	Wellington Installer	Under Investigation	Open
468	3/17/10			San Jose	Wellington Installer	Under Investigation	Open
469	3/17/10			Sunnyvale	Wellington Installer	Under Investigation	Open
470	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
471	3/18/10			El Granada	Customer Denies Access	Under Investigation	Open
472	3/18/10			Livermore	Customer Denies Access	Under Investigation	Open
473	3/18/10			San Jose	Customer Denies Access	Under Investigation	Open
474	3/18/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
475	3/18/10			San Jose	Meter/Module	Under Investigation	Open
476	3/18/10			Fremont	Power Interruption	Under Investigation	Open
477	3/18/10			REEDLEY	SmartMeter Customer Communication	Under Investigation	Open
478	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
479	3/19/10			Kingsburg	Customer Denies Access	Under Investigation	Open
480	3/19/10			San Jose	Customer Denies Access	Under Investigation	Open
481	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
482	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
483	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
484	3/19/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
485	3/19/10			Kensington	Household items affected by SM installation	Under Investigation	Open
486	3/19/10			Sanger	Other	Under Investigation	Open
487	3/19/10			Sunnyvale	Power Interruption	Under Investigation	Open
488	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
489	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
490	3/20/10			S. San Francisco	Customer Denies Access	Under Investigation	Open
491	3/20/10			UNION CITY	Customer Denies Access	Under Investigation	Open
492	3/20/10			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
493	3/21/10			Martinez	Customer Denies Access	Under Investigation	Open
494	3/21/10			San Jose	Customer Denies Access	Under Investigation	Open
495	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
496	3/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
497	3/22/10			LEMOORE	Customer Denies Access	Under Investigation	Open
498	3/22/10			Livermore	Customer Denies Access	Under Investigation	Open
499	3/22/10			Los Altos	Customer Denies Access	Under Investigation	Open
500	3/22/10			Martinez	Customer Denies Access	Under Investigation	Open
501	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
502	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
503	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
504	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
505	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
506	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
507	3/22/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
508	3/22/10			San Jose	Meter/Module	Under Investigation	Open
509	3/22/10			Tracy	Meter/Module	Under Investigation	Open
510	3/22/10			ANTIOCH	Other	Under Investigation	Open
511	3/22/10			SAINT HELENA	Other	Under Investigation	Open
512	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
513	3/23/10			Berkeley	Customer Denies Access	Under Investigation	Open
514	3/23/10			Hercules	Customer Denies Access	Under Investigation	Open
515	3/23/10			Lafayette	Customer Denies Access	Under Investigation	Open
516	3/23/10			Napa	Customer Denies Access	Under Investigation	Open
517	3/23/10			San Jose	Customer Denies Access	Under Investigation	Open
518	3/23/10			San Jose	Customer Denies Access	Under Investigation	Open
519	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
520	3/23/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
521	3/23/10			EL SOBRANTE	Power Interruption	Under Investigation	Open
522	3/24/10			Clayton	Customer Denies Access	Under Investigation	Open
523	3/24/10			Martinez	Customer Denies Access	Under Investigation	Open
524	3/24/10			Tracy	Customer Denies Access	Under Investigation	Open
525	3/24/10			Berkeley	Wellington Installer	Under Investigation	Open
526	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
527	3/24/10			Vallejo	Wellington Installer	Under Investigation	Open
528	3/24/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
529	3/25/10			BENICIA	Customer Denies Access	Under Investigation	Open
530	3/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
531	3/25/10			Dixon	Customer Denies Access	Under Investigation	Open
532	3/25/10			Dublin	Customer Denies Access	Under Investigation	Open
533	3/25/10			Guerneville	Customer Denies Access	Under Investigation	Open
534	3/25/10			MOSS BEACH	Customer Denies Access	Under Investigation	Open
535	3/25/10			Richmond	Customer Denies Access	Under Investigation	Open
536	3/25/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
537	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
538	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
539	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
540	3/25/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
541	3/25/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
542	3/25/10			Somerset	Customer Denies Access	Under Investigation	Open
543	3/25/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
544	3/25/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
545	3/25/10			PINE GROVE	Household items affected by SM installation	Under Investigation	Open
546	3/25/10			Placerville	Household items affected by SM installation	Under Investigation	Open

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547	3/25/10			Los Altos	Meter/Module	Under Investigation	Open
548	3/25/10			San Jose	Meter/Module	Under Investigation	Open
549	3/25/10			San Jose	Other	Under Investigation	Open
550	3/25/10			Livermore	Power Interruption	Under Investigation	Open
551	3/25/10			SACRAMENTO	SmartMeter Customer Communication	Under Investigation	Open
552	3/25/10			EL SOBRANTE	Wellington Installer	Under Investigation	Open
553	3/25/10			FIREBAUGH	Wellington Installer	Under Investigation	Open
554	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
555	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
556	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
557	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
558	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
559	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
560	3/26/10			Milpitas	Customer Denies Access	Under Investigation	Open
561	3/26/10			Petaluma	Customer Denies Access	Under Investigation	Open
562	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
563	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
564	3/26/10			San Jose	Customer Denies Access	Under Investigation	Open
565	3/26/10			San Jose	Customer Denies Access	Under Investigation	Open
566	3/26/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
567	3/26/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
568	3/26/10			Livermore	Household items affected by SM installation	Under Investigation	Open
569	3/26/10			Mariposa	Household items affected by SM installation	Under Investigation	Open
570	3/26/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
571	3/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
572	3/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
573	3/26/10			SANTA CRUZ	Meter/Module	Under Investigation	Open
574	3/26/10			Vacaville	Meter/Module	Under Investigation	Open
575	3/26/10			CALISTOGA	Wellington Installer	Under Investigation	Open
576	3/26/10			Vallejo	Wellington Installer	Under Investigation	Open
577	3/27/10			Somerset	Customer Denies Access	Under Investigation	Open
578	3/27/10			San Jose	Customer Denies Access	Under Investigation	Open
579	3/27/10			San Pablo	Customer Denies Access	Under Investigation	Open
580	3/27/10			Sonoma	Customer Denies Access	Under Investigation	Open
581	3/27/10			Sunnyvale	Meter/Module	Under Investigation	Open
582	3/27/10			San Jose	Network Equipment Installation	Under Investigation	Open
583	3/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
584	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
585	3/27/10			PINOLE	Wellington Installer	Under Investigation	Open
586	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
587	3/27/10			El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
588	3/27/10			Danville	Household items affected by SM installation	Gas Appliance Not Working	Resolved

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589	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
590	3/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
591	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
592	3/28/10			Tracy	Customer Denies Access	Under Investigation	Open
593	3/28/10			Yuba City	Meter/Module	Under Investigation	Open
594	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
595	3/28/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
596	3/29/10			Sonoma	Customer Denies Access	Under Investigation	Open
597	3/29/10			Redwood City	Customer Denies Access	Under Investigation	Open
598	3/29/10			COTATI	Customer Denies Access	Under Investigation	Open
599	3/29/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
600	3/29/10			Oakhurst	Customer Denies Access	Under Investigation	Open
601	3/29/10			El Dorado	Customer Denies Access	Under Investigation	Open
602	3/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
603	3/29/10			Vallejo	Customer Denies Access	Under Investigation	Open
604	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
605	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
606	3/29/10			Redding	Customer Denies Access	Under Investigation	Open
607	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
608	3/29/10			San Jose	Customer Denies Access	Under Investigation	Open
609	3/29/10			San Jose	Customer Denies Access	Under Investigation	Open
610	3/29/10			Martinez	Customer Denies Access	Under Investigation	Open
611	3/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
612	3/29/10			Tracy	Customer Denies Access	Under Investigation	Open
613	3/29/10			AROMAS	Customer Denies Access	Under Investigation	Open
614	3/29/10			WINTERS	Household items affected by SM installation	Under Investigation	Open
615	3/29/10			El Dorado Hills	Household items affected by SM installation	Under Investigation	Open
616	3/29/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
617	3/29/10			Tracy	Meter/Module	Under Investigation	Open
618	3/29/10			Cupertino	Meter/Module	Under Investigation	Open
619	3/29/10			San Jose	Meter/Module	Under Investigation	Open
620	3/29/10			Stockton	Meter/Module	Under Investigation	Open
621	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
622	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
623	3/30/10			Orosi	Customer Denies Access	Under Investigation	Open
624	3/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
625	3/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
626	3/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
627	3/30/10			Healdsburg	Customer Denies Access	Under Investigation	Open
628	3/30/10			Santa Clara	Customer Denies Access	Under Investigation	Open
629	3/30/10			Merced	Customer Denies Access	Under Investigation	Open
630	3/30/10			Sonoma	Customer Denies Access	Under Investigation	Open

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631	3/30/10			Clayton	Customer Denies Access	Under Investigation	Open
632	3/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
633	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
634	3/30/10			Santa Clara	Customer Denies Access	Under Investigation	Open
635	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
636	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
637	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
638	3/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
639	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
640	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
641	3/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
642	3/30/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
643	3/30/10			San Jose	Household items affected by SM installation	Under Investigation	Open
644	3/30/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
645	3/30/10			Los Altos	Meter/Module	Under Investigation	Open
646	3/30/10			S. San Francisco	Meter/Module	Under Investigation	Open
647	3/30/10			Dublin	Meter/Module	Under Investigation	Open
648	3/30/10			Napa	Other	Under Investigation	Open
649	3/30/10			Sunnyvale	Power Interruption	Under Investigation	Open
650	3/30/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
651	3/30/10			Santa Rosa	Wellington Installer	Under Investigation	Open
652	3/30/10			Cupertino	Wellington Installer	Under Investigation	Open
653	3/30/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
654	3/30/10			Somerset	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
655	3/30/10			Yuba City	Meter/Module	Meter/Module creating a hazard	Resolved
656	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
657	3/31/10			Guerneville	Customer Denies Access	Under Investigation	Open
658	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
659	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
660	3/31/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
661	3/31/10			Petaluma	Customer Denies Access	Under Investigation	Open
662	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
663	3/31/10			MIDPINES	Customer Denies Access	Under Investigation	Open
664	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
665	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
666	3/31/10			Berkeley	Customer Denies Access	Under Investigation	Open
667	3/31/10			Fremont	Customer Denies Access	Under Investigation	Open
668	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
669	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
670	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
671	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
672	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open



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673	3/31/10			Berkeley	Customer Denies Access	Under Investigation	Open
674	3/31/10			PINOLE	Customer Denies Access	Under Investigation	Open
675	3/31/10			Milpitas	Customer Denies Access	Under Investigation	Open
676	3/31/10			Santa Rosa	Meter/Module	Under Investigation	Open
677	3/31/10			Napa	Other	Under Investigation	Open
678	3/31/10			San Jose	Power Interruption	Under Investigation	Open
679	3/31/10			San Jose	Power Interruption	Under Investigation	Open
680	3/31/10			Tracy	Scheduling Problems	Under Investigation	Open
681	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
682	3/31/10			Marysville	Wellington Installer	Under Investigation	Open
683	3/31/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
684	3/31/10			PIEDMONT	Meter/Module	Other	Resolved
685	4/1/10			Petaluma	Customer Denies Access	Under Investigation	Open
686	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
687	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
688	4/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
689	4/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
690	4/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
691	4/1/10			San Ramon	Customer Denies Access	Under Investigation	Open
692	4/1/10			Sonoma	Customer Denies Access	Under Investigation	Open
693	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
694	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
695	4/1/10			Danville	Customer Denies Access	Under Investigation	Open
696	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
697	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
698	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
699	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
700	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
701	4/1/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
702	4/1/10			Richmond	Customer Denies Access	Under Investigation	Open
703	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
704	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
705	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
706	4/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
707	4/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
708	4/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
709	4/1/10			Hayward	Household items affected by SM installation	Under Investigation	Open
710	4/1/10			Tracy	Meter/Module	Under Investigation	Open
711	4/1/10			San Jose	Meter/Module	Under Investigation	Open
712	4/1/10			Madera	Power Interruption	Under Investigation	Open
713	4/1/10			Napa	Power Interruption	Under Investigation	Open
714	4/1/10			Lafayette	Scheduling Problems	Under Investigation	Open

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715	4/1/10			CALISTOGA	Wellington Installer	Under Investigation	Open
716	4/1/10			Alamo	Meter/Module	Other	Resolved
717	4/2/10			Forestville	Customer Denies Access	Under Investigation	Open
718	4/2/10			San Jose	Customer Denies Access	Under Investigation	Open
719	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
720	4/2/10			Petaluma	Customer Denies Access	Under Investigation	Open
721	4/2/10			Yuba City	Customer Denies Access	Under Investigation	Open
722	4/2/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
723	4/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
724	4/2/10			Mountain View	Customer Denies Access	Under Investigation	Open
725	4/2/10			Brentwood	Customer Denies Access	Under Investigation	Open
726	4/2/10			Danville	Customer Denies Access	Under Investigation	Open
727	4/2/10			Richmond	Customer Denies Access	Under Investigation	Open
728	4/2/10			San Jose	Meter/Module	Under Investigation	Open
729	4/2/10			Vallejo	Other	Under Investigation	Open
730	4/2/10			Richmond	Scheduling Problems	Under Investigation	Open
731	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
732	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
733	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
734	4/2/10			El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
735	4/2/10			San Ramon	Household items affected by SM installation	Damaged Computer	Resolved
736	4/3/10			Milpitas	Customer Denies Access	Under Investigation	Open
737	4/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
738	4/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
739	4/3/10			LATHROP	Meter/Module	Under Investigation	Open
740	4/3/10			Sunnyvale	Other	Under Investigation	Open
741	4/4/10			San Pablo	Household items affected by SM installation	Gas Appliance Not Working	Resolved
742	4/5/10			Fowler	Customer Denies Access	Under Investigation	Open
743	4/5/10			San Jose	Customer Denies Access	Under Investigation	Open
744	4/5/10			KENWOOD	Customer Denies Access	Under Investigation	Open
745	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
746	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
747	4/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
748	4/5/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
749	4/5/10			Danville	Customer Denies Access	Under Investigation	Open
750	4/5/10			Richmond	Customer Denies Access	Under Investigation	Open
751	4/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
752	4/5/10			Sonoma	Customer Denies Access	Under Investigation	Open
753	4/5/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
754	4/5/10			Fremont	Household items affected by SM installation	Under Investigation	Open
755	4/5/10			San Jose	Household items affected by SM installation	Under Investigation	Open
756	4/5/10			CAMPBELL	Household items affected by SM installation	Under Investigation	Open

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757	4/5/10			San Jose	Household items affected by SM installation	Under Investigation	Open
758	4/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
759	4/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
760	4/5/10			San Jose	Household items affected by SM installation	Under Investigation	Open
761	4/5/10			San Jose	Household items affected by SM installation	Under Investigation	Open
762	4/5/10			Tracy	Household items affected by SM installation	Under Investigation	Open
763	4/5/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
764	4/5/10			Berkeley	Meter/Module	Under Investigation	Open
765	4/5/10			PINOLE	Other	Under Investigation	Open
766	4/5/10			Vacaville	Other	Under Investigation	Open
767	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
768	4/5/10			Santa Rosa	Wellington Installer	Under Investigation	Open
769	4/5/10			Redding	Wellington Installer	Under Investigation	Open
770	4/5/10			Napa	Household items affected by SM installation	Damaged Computer	Resolved
771	4/6/10			Tracy	Customer Denies Access	Under Investigation	Open
772	4/6/10			VERNALIS	Customer Denies Access	Under Investigation	Open
773	4/6/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
774	4/6/10			Forestville	Customer Denies Access	Under Investigation	Open
775	4/6/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
776	4/6/10			VERNALIS	Customer Denies Access	Under Investigation	Open
777	4/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
778	4/6/10			Hercules	Customer Denies Access	Under Investigation	Open
779	4/6/10			SAN RAFAEL	Customer Denies Access	Under Investigation	Open
780	4/6/10			Hanford	Customer Denies Access	Under Investigation	Open
781	4/6/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
782	4/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
783	4/6/10			Pleasanton	Customer Denies Access	Under Investigation	Open
784	4/6/10			LEMOORE	Customer Denies Access	Under Investigation	Open
785	4/6/10			Vallejo	Customer Denies Access	Under Investigation	Open
786	4/6/10			Cupertino	Customer Denies Access	Under Investigation	Open
787	4/6/10			GEYSERVILLE	Customer Denies Access	Under Investigation	Open
788	4/6/10			Berkeley	Customer Denies Access	Under Investigation	Open
789	4/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
790	4/6/10			Fairfield	Customer Denies Access	Under Investigation	Open
791	4/6/10			Richmond	Customer Denies Access	Under Investigation	Open
792	4/6/10			WINDSOR	Customer Denies Access	Under Investigation	Open
793	4/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
794	4/6/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
795	4/6/10			Danville	Household items affected by SM installation	Under Investigation	Open
796	4/6/10			Castro Valley	Household items affected by SM installation	Under Investigation	Open
797	4/6/10			San Jose	Meter/Module	Under Investigation	Open
798	4/6/10			Tracy	Other	Under Investigation	Open

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799	4/6/10			Santa Clara	Other	Under Investigation	Open
800	4/6/10			MILL VALLEY	Other	Under Investigation	Open
801	4/6/10			San Jose	Power Interruption	Under Investigation	Open
802	4/6/10			San Jose	Power Interruption	Under Investigation	Open
803	4/6/10			Sunnyvale	Scheduling Problems	Under Investigation	Open
804	4/6/10			Berkeley	Wellington Installer	Under Investigation	Open
805	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
806	4/6/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
807	4/6/10			El Cerrito	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
808	4/6/10			Richmond	Meter/Module	Meter/Module clearance issues	Resolved
809	4/6/10			Albany	Power Interruption	Other	Resolved
810	4/7/10			Livermore	Customer Denies Access	Under Investigation	Open
811	4/7/10			Guerneville	Customer Denies Access	Under Investigation	Open
812	4/7/10			Yuba City	Customer Denies Access	Under Investigation	Open
813	4/7/10			GRATON	Customer Denies Access	Under Investigation	Open
814	4/7/10			Forestville	Customer Denies Access	Under Investigation	Open
815	4/7/10			Sanger	Customer Denies Access	Under Investigation	Open
816	4/7/10			GRATON	Customer Denies Access	Under Investigation	Open
817	4/7/10			Richmond	Customer Denies Access	Under Investigation	Open
818	4/7/10			INVERNESS	Customer Denies Access	Under Investigation	Open
819	4/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
820	4/7/10			Berkeley	Customer Denies Access	Under Investigation	Open
821	4/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
822	4/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
823	4/7/10			EL SOBRANTE	Customer Denies Access	Under Investigation	Open
824	4/7/10			EL SOBRANTE	Customer Denies Access	Under Investigation	Open
825	4/7/10			Dublin	Household items affected by SM installation	Under Investigation	Open
826	4/7/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
827	4/7/10			El Dorado Hills	Household items affected by SM installation	Under Investigation	Open
828	4/7/10			Concord	Meter/Module	Under Investigation	Open
829	4/7/10			Richmond	Other	Under Investigation	Open
830	4/7/10			San Ramon	Other	Under Investigation	Open
831	4/7/10			Sunnyvale	Other	Under Investigation	Open
832	4/7/10			Berkeley	Other	Under Investigation	Open
833	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
834	4/7/10			PINOLE	Power Interruption	Under Investigation	Open
835	4/7/10			Richmond	Scheduling Problems	Under Investigation	Open
836	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
837	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
838	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
839	4/7/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
840	4/7/10			Stockton	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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841	4/7/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
842	4/7/10			PINOLE	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
843	4/7/10			Bakersfield	Meter/Module	Other	Resolved
844	4/7/10			San Anselmo	Meter/Module	Meter/Module clearance issues	Resolved
845	4/7/10			Bakersfield	Meter/Module	Other	Resolved
846	4/7/10			Fairfield	Meter/Module	Meter/Module clearance issues	Resolved
847	4/7/10			Daly City	Meter/Module	Other	Resolved
848	4/7/10			Stockton	Other	Other	Resolved
849	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
850	4/8/10			Napa	Customer Denies Access	Under Investigation	Open
851	4/8/10			San Jose	Customer Denies Access	Under Investigation	Open
852	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
853	4/8/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
854	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
855	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
856	4/8/10			Cupertino	Customer Denies Access	Under Investigation	Open
857	4/8/10			Redding	Customer Denies Access	Under Investigation	Open
858	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
859	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
860	4/8/10			San Jose	Customer Denies Access	Under Investigation	Open
861	4/8/10			Pleasanton	Customer Denies Access	Under Investigation	Open
862	4/8/10			Sebastopol	Customer Denies Access	Under Investigation	Open
863	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
864	4/8/10			Guerneville	Customer Denies Access	Under Investigation	Open
865	4/8/10			Fresno	Customer Denies Access	Under Investigation	Open
866	4/8/10			Los Banos	Customer Denies Access	Under Investigation	Open
867	4/8/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
868	4/8/10			Richmond	Household items affected by SM installation	Under Investigation	Open
869	4/8/10			BENICIA	Household items affected by SM installation	Under Investigation	Open
870	4/8/10			Tracy	Household items affected by SM installation	Under Investigation	Open
871	4/8/10			Napa	Household items affected by SM installation	Under Investigation	Open
872	4/8/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
873	4/8/10			Napa	Household items affected by SM installation	Under Investigation	Open
874	4/8/10			Yuba City	Household items affected by SM installation	Under Investigation	Open
875	4/8/10			Livermore	Meter/Module	Under Investigation	Open
876	4/8/10			Richmond	Meter/Module	Under Investigation	Open
877	4/8/10			San Jose	Meter/Module	Under Investigation	Open
878	4/8/10			Menlo Park	Meter/Module	Under Investigation	Open
879	4/8/10			JKIAH	Other	Under Investigation	Open
880	4/8/10			San Jose	Other	Under Investigation	Open
881	4/8/10			Berkeley	Other	Under Investigation	Open
882	4/8/10			Petaluma	Power Interruption	Under Investigation	Open

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883	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
884	4/8/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
885	4/8/10			W. Sacramento	Customer Denies Access	Customer does not want a SmartMeter	Resolved
886	4/8/10			THORNTON	Customer Denies Access	Customer does not want a SmartMeter	Resolved
887	4/8/10			Tracy	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
888	4/8/10			Madera	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
889	4/8/10			Napa	Meter/Module	Other	Resolved
890	4/8/10			Concord	Meter/Module	Meter/Module clearance issues	Resolved
891	4/8/10			BENICIA	Power Interruption	Breaker keeps tripping	Resolved
892	4/8/10			Madera	Power Interruption	Breaker keeps tripping	Resolved
893	4/9/10			Richmond	Wellington Installer	Under Investigation	Open
894	4/9/10			Milpitas	Customer Denies Access	Under Investigation	Open
895	4/9/10			REEDLEY	Customer Denies Access	Under Investigation	Open
896	4/9/10			Sebastopol	Customer Denies Access	Under Investigation	Open
897	4/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
898	4/9/10			Napa	Customer Denies Access	Under Investigation	Open
899	4/9/10			TIBURON	Customer Denies Access	Under Investigation	Open
900	4/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
901	4/9/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
902	4/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
903	4/9/10			Tracy	Household items affected by SM installation	Under Investigation	Open
904	4/9/10			San Anselmo	Bad Meter / Module Equipment	Under Investigation	Open
905	4/9/10			ANGWIN	Other	Under Investigation	Open
906	4/9/10			El Dorado Hills	Other	Under Investigation	Open
907	4/9/10			Santa Rosa	Other	Under Investigation	Open
908	4/9/10			ALAMEDA	Other	Under Investigation	Open
909	4/9/10			Richmond	Power Interruption	Under Investigation	Open
910	4/9/10			DOS PALOS	Customer Denies Access	Customer Denies Wellington Access	Resolved
911	4/9/10			COLUMBIA	Customer Denies Access	Customer does not want a SmartMeter	Resolved
912	4/9/10			Stockton	Meter/Module	Other	Resolved
913	4/10/10			Aptos	Household items affected by SM installation	Under Investigation	Open
914	4/10/10			Vallejo	Meter/Module	Meter/Module clearance issues	Resolved
915	4/11/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
916	4/11/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
917	4/11/10			San Francisco	Meter/Module	Other	Resolved
918	4/12/10			San Jose	Customer Denies Access	Under Investigation	Open
919	4/12/10			PINOLE	Meter/Module	Under Investigation	Open
920	4/12/10			San Pablo	Customer Denies Access	Under Investigation	Open
921	4/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
922	4/12/10			Alamo	Customer Denies Access	Under Investigation	Open
923	4/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
924	4/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open

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

April 22, 2010 -- For the Period April 10, 2010 through April 16, 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	4/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
926	4/12/10			Sebastopol	Customer Denies Access	Under Investigation	Open
927	4/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
928	4/12/10			San Jose	Meter/Module	Under Investigation	Open
929	4/12/10			Santa Rosa	Wellington Installer	Under Investigation	Open
930	4/12/10			Wheatland	Customer Denies Access	Under Investigation	Open
931	4/12/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
932	4/12/10			Richmond	Other	Under Investigation	Open
933	4/12/10			Guerneville	Customer Denies Access	Under Investigation	Open
934	4/12/10			Richmond	Other	Under Investigation	Open
935	4/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
936	4/12/10			El Cerrito	Other	Under Investigation	Open
937	4/12/10			Redwood City	Customer Denies Access	Under Investigation	Open
938	4/12/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
939	4/12/10			Marysville	Customer Denies Access	Under Investigation	Open
940	4/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
941	4/12/10			Fairfield	Customer Denies Access	Under Investigation	Open
942	4/12/10			Berkeley	Meter/Module	Under Investigation	Open
943	4/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
944	4/12/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
945	4/12/10			Somerset	Household items affected by SM installation	Other	Resolved
946	4/12/10			OLIVEHURST	Power Interruption	Other	Resolved
947	4/12/10			Catheys Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
948	4/12/10			Alamo	Meter/Module	Meter/Module clearance issues	Resolved
949	4/13/10			Hercules	Power Interruption	Under Investigation	Open
950	4/13/10			Hercules	Power Interruption	Under Investigation	Open
951	4/13/10			Sebastopol	Customer Denies Access	Under Investigation	Open
952	4/13/10			Merced	Power Interruption	Under Investigation	Open
953	4/13/10			Hercules	Power Interruption	Under Investigation	Open
954	4/13/10			San Jose	Power Interruption	Under Investigation	Open
955	4/13/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
956	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
957	4/13/10			Forestville	Customer Denies Access	Under Investigation	Open
958	4/13/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
959	4/13/10			Richmond	Household items affected by SM installation	Under Investigation	Open
960	4/13/10			San Ramon	Other	Under Investigation	Open
961	4/13/10			San Jose	Meter/Module	Under Investigation	Open
962	4/13/10			MONTEREY	Customer Denies Access	Under Investigation	Open
963	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
964	4/13/10			Placerville	Customer Denies Access	Under Investigation	Open
965	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
966	4/13/10			Yuba City	Other	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
967	4/13/10			Yuba City	Other	Under Investigation	Open
968	4/13/10			Chowchilla	Bad Meter / Module Equipment	Under Investigation	Open
969	4/13/10			San Jose	Power Interruption	Under Investigation	Open
970	4/13/10			MIDPINES	Customer Denies Access	Under Investigation	Open
971	4/13/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
972	4/13/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
973	4/13/10			Vallejo	Customer Denies Access	Under Investigation	Open
974	4/13/10			OCCIDENTAL	Customer Denies Access	Under Investigation	Open
975	4/13/10			ANGWIN	Customer Denies Access	Under Investigation	Open
976	4/13/10			San Jose	Customer Denies Access	Under Investigation	Open
977	4/13/10			El Cerrito	Power Interruption	Under Investigation	Open
978	4/13/10			San Jose	Household items affected by SM installation	Under Investigation	Open
979	4/13/10			FULTON	Customer Denies Access	Customer does not want a SmartMeter	Resolved
980	4/13/10			Stockton	Other	Other	Resolved
981	4/13/10			DAVIS	Meter/Module	Meter/Module clearance issues	Resolved
982	4/13/10			Sanger	Customer Denies Access	Customer Denies Wellington Access	Resolved
983	4/13/10			SONORA	Other	Other	Resolved
984	4/13/10			Fowler	Other	Other	Resolved
985	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
986	4/14/10			PLUMAS LAKE	Customer Denies Access	Under Investigation	Open
987	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
988	4/14/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
989	4/14/10			Tracy	Power Interruption	Under Investigation	Open
990	4/14/10			San Ramon	Power Interruption	Under Investigation	Open
991	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
992	4/14/10			Madera	Wellington Installer	Under Investigation	Open
993	4/14/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
994	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
995	4/14/10			Petaluma	Household items affected by SM installation	Under Investigation	Open
996	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
997	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
998	4/14/10			Petaluma	Power Interruption	Under Investigation	Open
999	4/14/10			ORINDA	Other	Under Investigation	Open
1000	4/14/10			Redding	Customer Denies Access	Under Investigation	Open
1001	4/14/10			San Jose	Other	Under Investigation	Open
1002	4/14/10			SAN MATEO	Household items affected by SM installation	Under Investigation	Open
1003	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
1004	4/14/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1005	4/14/10			Bakersfield	Meter/Module	Under Investigation	Open
1006	4/14/10			KENWOOD	Customer Denies Access	Under Investigation	Open
1007	4/14/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1008	4/14/10			BEAR VALLEY	Meter/Module	Under Investigation	Open



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 SmartMeter™ Complaint Report  
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April 22, 2010 -- For the Period April 10, 2010 through April 16, 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
1009	4/14/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1010	4/14/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1011	4/14/10			Fowler	Customer Denies Access	Under Investigation	Open
1012	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
1013	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1014	4/14/10			LIVE OAK	Power Interruption	Under Investigation	Open
1015	4/14/10			Napa	Power Interruption	Under Investigation	Open
1016	4/14/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1017	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
1018	4/14/10			Bakersfield	Power Interruption	Under Investigation	Open
1019	4/14/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1020	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1021	4/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
1022	4/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
1023	4/14/10			San Jose	Wellington Installer	Under Investigation	Open
1024	4/14/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1025	4/14/10			Tracy	Customer Denies Access	Under Investigation	Open
1026	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
1027	4/14/10			Pollock Pines	Scheduling Problems	Unable To Complete	Resolved
1028	4/14/10			Madera	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1029	4/14/10			Citrus Heights	Meter/Module	Meter/Module clearance issues	Resolved
1030	4/14/10			San Leandro	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1031	4/14/10			Berkeley	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1032	4/14/10			PIONEER	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1033	4/14/10			Danville	Meter/Module	Other	Resolved
1034	4/14/10			Napa	Power Interruption	Breaker keeps tripping	Resolved
1035	4/14/10			HORNITOS	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1036	4/14/10			Yuba City	Power Interruption	Breaker keeps tripping	Resolved
1037	4/15/10			San Jose	Other	Under Investigation	Open
1038	4/15/10			Forestville	Customer Denies Access	Under Investigation	Open
1039	4/15/10			Richmond	Customer Denies Access	Under Investigation	Open
1040	4/15/10			San Francisco	Meter/Module	Under Investigation	Open
1041	4/15/10			Tracy	Customer Denies Access	Under Investigation	Open
1042	4/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1043	4/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1044	4/15/10			El Dorado Hills	Household items affected by SM installation	Under Investigation	Open
1045	4/15/10			Berkeley	Other	Under Investigation	Open
1046	4/15/10			Vallejo	Customer Denies Access	Under Investigation	Open
1047	4/15/10			San Jose	Other	Under Investigation	Open
1048	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1049	4/15/10			ANGWIN	Customer Denies Access	Under Investigation	Open
1050	4/15/10			San Francisco	Customer Denies Access	Under Investigation	Open

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Pacific Gas and Electric Company

SmartMeter™ Complaint Report

SmartMeter™ Installation Complaint Report

April 22, 2010 -- For the Period April 10, 2010 through April 16, 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
1051	4/15/10			Tracy	Power Interruption	Under Investigation	Open
1052	4/15/10			ANTIOCH	Meter/Module	Under Investigation	Open
1053	4/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1054	4/15/10			Napa	Customer Denies Access	Under Investigation	Open
1055	4/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1056	4/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1057	4/15/10			PITTSBURG	Other	Under Investigation	Open
1058	4/15/10			Tracy	Meter/Module	Under Investigation	Open
1059	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1060	4/15/10			Forestville	Customer Denies Access	Under Investigation	Open
1061	4/15/10			Soda Springs	Meter/Module	Under Investigation	Open
1062	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1063	4/15/10			Yuba City	Customer Denies Access	Under Investigation	Open
1064	4/15/10			Yuba City	Household items affected by SM installation	Under Investigation	Open
1065	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1066	4/15/10			Vallejo	Power Interruption	Under Investigation	Open
1067	4/15/10			Hanford	Meter/Module	Under Investigation	Open
1068	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
1069	4/15/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
1070	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
1071	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
1072	4/15/10			El Dorado Hills	Household items affected by SM installation	Under Investigation	Open
1073	4/15/10			Richmond	Power Interruption	Under Investigation	Open
1074	4/15/10			Santa Rosa	Other	Under Investigation	Open
1075	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1076	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1077	4/15/10			Fremont	Customer Denies Access	Under Investigation	Open
1078	4/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1079	4/15/10			Madera	Other	Under Investigation	Open
1080	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1081	4/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1082	4/15/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
1083	4/15/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1084	4/15/10			Forestville	Customer Denies Access	Under Investigation	Open
1085	4/15/10			Fairfax	Customer Denies Access	Under Investigation	Open
1086	4/15/10			Petaluma	Customer Denies Access	Under Investigation	Open
1087	4/15/10			Petaluma	Customer Denies Access	Under Investigation	Open
1088	4/15/10			El Cerrito	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1089	4/16/10			Madera	Power Interruption	Under Investigation	Open
1090	4/16/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1091	4/16/10			Madera	Meter/Module	Under Investigation	Open
1092	4/16/10			SANTA CRUZ	Customer Denies Access	Under Investigation	Open

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

April 22, 2010 -- For the Period April 10, 2010 through April 16, 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
1093	4/16/10			Forestville	Customer Denies Access	Under Investigation	Open
1094	4/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1095	4/16/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1096	4/16/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1097	4/16/10			LIVE OAK	Household items affected by SM installation	Under Investigation	Open
1098	4/16/10			Petaluma	Customer Denies Access	Under Investigation	Open
1099	4/16/10			Marysville	Customer Denies Access	Under Investigation	Open
1100	4/16/10			El Dorado Hills	Household items affected by SM installation	Under Investigation	Open
1101	4/16/10			Vallejo	Customer Denies Access	Under Investigation	Open
1102	4/16/10			San Jose	Customer Denies Access	Under Investigation	Open
1103	4/16/10			El Dorado	Household items affected by SM installation	Under Investigation	Open
1104	4/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1105	4/16/10			Healdsburg	Wellington Installer	Under Investigation	Open
1106	4/16/10			ATHERTON	Meter/Module	Under Investigation	Open
1107	4/16/10			Marysville	Customer Denies Access	Under Investigation	Open
1108	4/16/10			Berkeley	Power Interruption	Under Investigation	Open
1109	4/16/10			Milpitas	Customer Denies Access	Under Investigation	Open
1110	4/16/10			NOVATO	Meter/Module	Under Investigation	Open
1111	4/16/10			PINOLE	Customer Denies Access	Under Investigation	Open
1112	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
1113	4/16/10			El Dorado Hills	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1114	4/16/10			San Jose	Wellington Installer	Installer fails to knock	Resolved
1115	4/16/10			Marysville	Customer Denies Access	Customer Denies Wellington Access	Resolved

912	Open Complaints on Last Report
46	Open Complaints Resolved Since the Last Report
203	New Complaints Since the Last Report
29	New Complaints Resolved Since the Last Report
174	New Complaints Open

Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 April 22, 2010 -- For the Period April 3, 2010 through April 16, 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	Resolved	No SmartMeter™ Device Installed at Time of Complaint. Customer has electric heat. Meter was tested 2/12/10 and found to be operating properly. Customer advised of results of meter test via letter.
2	2/17/10			FOSTER CITY	Open	Under Investigation
3	2/23/10			BAKERSFIELD	Resolved	Data Communication Issue. SmartMeter™ installed 10/22/07. Customer called concerned about getting a high bill because he had not been billed since 11/09. Delayed bill was due to missing interval data on 11/26. After a review of the account, on 2/13, the customer was billed for the period 11/3/09 through 2/6/10. On 2/22/10, customer entered into a four-month pay plan.
4	3/2/10			BAKERSFIELD	Open	Under Investigation
5	3/3/10			DANVILLE	Resolved	Bill is Accurate. SmartMeter™ installed 12/2/09. Customer questioned both gas and electric usage. Electric meter tested on 3/5/10 and found to be operating properly. Customer was sent letter advising him of test results. Found a problem with the programming on the gas module, correction resulted in credit to the customer of \$500.16. Offered payment arrangements on balance. Customer declined and also stated his electric was probably right; he may have been running his pool filter more than he originally thought.
6	3/3/10			PLEASANT HILL	Resolved	Bill is Accurate. SmartMeter™ electric meter installed 11/10/09. Usage was higher than the same month of the prior year. Meter was tested 3/8/10 and found to be operating properly. An energy audit was also performed. Found that the customer had been using supplemental electric heat for garage during the period in question.
7	3/9/10			MARTINEZ	Resolved	Bill is Accurate. SmartMeter™ installed 11/17/09. Customer called in an energy cost inquiry on 2/17/10. Customer had been using an electric space heater and an electric heater. Customer agreed at that time those were the most likely causes of the increased usage. On 3/11/10, reopened the inquiry. Meter was tested on 3/19/10 and found to be operating properly. Customer arrived home during the meter test. 3/25/10, left a message for the customer to call regarding the meter test results. This is a 2,300 square foot home with one room rented out. It is possible that the tenant is using something the customer is not aware of. The customer has not returned any calls, so the inquiry was closed.

Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 April 22, 2010 -- For the Period April 3, 2010 through April 16, 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
8	3/9/10			DUBLIN	Resolved	{Redacted}
9	3/10/10			MOUNTAIN VIEW	Resolved	Bill is Accurate. Customer called because he felt the gas usage was too low. He stated he knew he was using his heater and he didn't think the SmartMeter™ was registering his gas usage properly. On 3/26/10, PG&E replaced the gas meter and the serviceman noted the old gas meter was not registering the pilot flow. The new meter was installed with a SmartMeter™ gas module. The customer was advised that he would not be backbilled for any under-registration of usage.
10	3/10/10			MARTINEZ	Resolved	Bill is Accurate. SmartMeter™ installed 10/14/09. Discussed usage and charges with the customer on 3/10/10. Spoke to customer on 3/18/10 to schedule meter test. Customer said she didn't have time; customer was advised to call when it was convenient to schedule the test. Have left several other messages for customer to call, offering an energy audit and a meter test. Customer is not willing to take the time to schedule. Usage is consistent with prior years.
11	3/11/10			American Canyon	Open	Pending investigation
12	3/12/10			BAKERSFIELD	Open	Pending investigation
13	3/12/10			CONCORD	Resolved	Meter Reader Error. SmartMeter™ installed 12/8/09; however, meter is being read by a meter reader before transitioning to SmartMeter billing. The meter was misread in January. Rebilled for baseline credit. Usage is approximately the same compared to previous years.
14	3/12/10			FRESNO	Resolved	No SmartMeter™ Device Installed at Time of Complaint. Customer was billed for unauthorized usage prior to the installation of the SmartMeter™. This does not appear to be a SmartMeter™ dispute. On 3/17/10, payment arrangements were made with the customer for the bill for unauthorized usage.
15	3/12/10			BAY POINT	Resolved	Module Programmed Incorrectly. Customer stated that the gas usage was too high after the SmartMeter™ installation and was unable to make contact with PG&E to discuss. On 3/2/10, it was discovered that the gas meter module had been programmed incorrectly and the module was reprogrammed correctly. A billing correction was then made, resulting in a credit of \$813.06 to the customer.

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 SmartMeter™ Complaint Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 April 22, 2010 -- For the Period April 3, 2010 through April 16, 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
16	3/14/10			LINCOLN	Resolved	Bill is Accurate. CARE Recertification Issue. SmartMeter™ installed 3/10/09. When customer compared bills to last year, usage was down, but the dollar amounts were up. Customer had failed to recertify for CARE rate. SmartMeter was tested 3/15/10 and found to be operating properly. Customer recertified for CARE rate, and an adjustment was made to place the customer back on CARE rates as of the date he was dropped. Inquiry was closed and the customer was satisfied.
17	3/17/10			BAKERSFIELD	Resolved	Meter Communication Issue. Customer first had SmartMeter™ installed 9/12/07. Meter was changed for an upgrade on 8/18/09, but reads were not communicating and the bill was estimated. From 12/19/09 - 2/23/10, the bill was delayed. On 3/15/10, the meter was replaced and the account was billed current with the reads from the meter. The customer has paid the bill.
18	3/18/10			BAKERSFIELD	Open	Under Investigation
19	3/25/10			CASTRO VALLEY	Resolved	Bill is Accurate. Electric SmartMeter™ installed 2/4/09. Electric usage has been slightly higher for the last five months because the customer's husband was injured and has been home full-time since then. A medical baseline application was sent. The customer indicated she did not qualify for CARE. A Pay Plan was set up and the customer was also referred to agencies for potential financial assistance. The customer was offered a meter test, but indicated she didn't think she wanted one, but would call back if she changed her mind. Customer was satisfied with the actions taken.
20	3/26/10			AUBURN	Open	Under Investigation
21	3/29/10			ALAMO	Open	Under Investigation
22	3/31/10			LAFAYETTE	Resolved	Bill is Accurate. SmartMeter™ installed 11/24/09. Usage was in line with historical usage at this premise. On 2/20/10, the SmartMeter was replaced (notes indicate customer's panel may have needed repairs). However, the new meter information was not updated in the customer information system, and the bill for period 2/8/10 - 3/10/10 was estimated, based on historical usage. The customer was on vacation for a week, so expected the bill to be lower than normal. The meter information was updated; the estimated bill was corrected to reflect actual usage, which was a little lower than the previously billed estimate; and the account was billed to current dates.
23	3/31/10			BAKERSFIELD	Resolved	Bill is Accurate. Customer's usage increased significantly in December 2009 and January 2010, which triggered referral for a manual review before generating a bill. Bill was issued in March. Explained SmartMeter was installed in November 2007, so it is not the meter. However, PG&E tested the meter and it passed. Customer has since conserved and is back to normal levels of usage, but PG&E offered an energy audit. PG&E also provided a bill credit for the delayed bill when the customer was unaware of the high usage and resulting high bills she was incurring.

Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 April 22, 2010 -- For the Period April 3, 2010 through April 16, 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
24	4/7/10			BAKERSFIELD	Open	Under Investigation
25	4/7/10			SAN FRANCISCO	Resolved	No SmartMeter™ Device Activated at Time of Complaint. A gas SmartMeter module was installed in 2009, but is not yet activated. Meter is read by meter readers. Customer's gas bill was estimated due to lack of access to the gas meter. PG&E verified the meter read but made mistakes in generating a corrected bill (used the correct read, but an incorrect bill date). PG&E made three attempts to issue a corrected bill, which was confusing for the customer. PG&E arranged for the customer to provide her own meter reads, as she is unable to provide access to PG&E. PG&E also provided a customer satisfaction adjustment for the errors in billing and customer's multiple attempts to get the situation addressed properly.
26	4/8/10			SAN PABLO	Open	Under Investigation
27	4/8/10			OAKLEY	Resolved	Bill is Accurate. SmartMeter™ installed 4/29/09. Informed customer that 2009 usage was similar to 2008; however a 3/1/09 rate increase affected the customer's summer bills. When the customer reviewed their average daily usage instead of the dollar amount, they were satisfied. A meter test was offered, but the customer declined.
28	4/9/10			SAN RAMON	Resolved	No SmartMeter™ Device Installed in Disputed Timeframe. When customer's usage increased in August 2009, thought new SmartMeter was the cause. SmartMeter was installed on 1/8/10. Reviewed appliances with the customer (new electric washer/dryer), advised how to view hourly usage and conduct a circuit breaker test to try to isolate the new load.
29	4/13/10			FRESNO	Open	Under Investigation
30	4/13/10			BAKERSFIELD	Open	Under Investigation
31	4/13/10			BAKERSFIELD	Resolved	Bill is Accurate. Customer questioned why his bills showed "estimated." Advised monthly usage billed is accurate; however, some intermittent intervals within the billing cycle were estimated. Moved account from interval billing to daily anchor read billing. Bill will no longer show as estimated.
32	4/14/10			POLLACK PINES	Resolved	Bill is Accurate. Usage increased in July 2009 and continued through the winter. SmartMeter installed on 9/15/09. An energy audit was conducted on 4/17/10 that identified one appliance that may have drawn excess energy. However, the house is was built in 1959 and internal wiring needed upgrading. PG&E agreed to return when the customer has an electrician check the home's wiring.
33	4/16/10			STOCKTON	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.

23 Open Complaints on Last Report  
 16 Open Complaints Resolved Since the Last Report

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

**Pacific Gas and Electric Company**  
**SmartMeter™ Complaint Report**  
**High-Bill Complaint Report For Customers With SmartMeter™ Devices\***  
April 22, 2010 -- For the Period April 3, 2010 through April 16, 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
					10	New Complaints Since the Last Report
					5	New Complaints Resolved Since the Last Report
					5	New Complaints Open