

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 29, 2010 -- For the Period April 17, 2010 through April 23, 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	Other	Resolved
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	Installer failed to knock	Resolved
13	11/10/09	{Redacted}		Hillsborough	Customer Denies Access	Under Investigation	Open
14	11/10/09	{Redacted}		Vacaville	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	11/24/09	{Redacted}		Kingsburg	Meter/Module	Under Investigation	Open
20	11/25/09	{Redacted}		Richmond	Network Equipment Installation	Under Investigation	Open
21	11/30/09	{Redacted}		MIRAMONTE	Household items affected by SM installation	Under Investigation	Open
22	11/30/09	{Redacted}		Fresno	Household items affected by SM installation	Under Investigation	Open
23	12/2/09	{Redacted}		Redwood City	Household items affected by SM installation	Under Investigation	Open
24	12/2/09	{Redacted}		Fremont	Power Interruption	Under Investigation	Open
25	12/3/09	{Redacted}		Manteca	Household items affected by SM installation	Under Investigation	Open
26	12/3/09	{Redacted}		Stockton	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	12/4/09	{Redacted}		Napa	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	12/7/09	{Redacted}		Napa	Wellington Installer	Under Investigation	Open
31	12/8/09	{Redacted}		PIONEER	Household items affected by SM installation	Under Investigation	Open
32	12/9/09	{Redacted}		Los Altos	Household items affected by SM installation	Under Investigation	Open
33	12/9/09	{Redacted}		Stockton	Power Interruption	Under Investigation	Open
34	12/11/09	{Redacted}		MILLBRAE	Power Interruption	Under Investigation	Open
35	12/11/09	{Redacted}		Plymouth	Meter/Module	Under Investigation	Open
36	12/11/09	{Redacted}		Stockton	Household items affected by SM installation	Under Investigation	Open
37	12/16/09	{Redacted}		Mountain View	Scheduling Problems	Under Investigation	Open
38	12/17/09	{Redacted}		Vacaville	Meter/Module	Under Investigation	Open
39	12/17/09	{Redacted}		Sunnyvale	Meter/Module	Under Investigation	Open
40	12/18/09	{Redacted}		LATHROP	Other	Under Investigation	Open
41	12/22/09	{Redacted}		PINE GROVE	Wellington Installer	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	12/23/09			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
44	12/23/09			Dublin	Meter/Module	Under Investigation	Open
45	12/23/09			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
46	12/23/09			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
47	12/29/09			Livermore	Meter/Module	Under Investigation	Open
48	12/29/09			Pleasanton	Household items affected by SM installation	Under Investigation	Open
49	12/29/09			El Granada	Power Interruption	Under Investigation	Open
50	12/30/09			Los Banos	Network Equipment Installation	Under Investigation	Open
51	12/31/09			Livermore	Household items affected by SM installation	Under Investigation	Open
52	12/31/09			Mountain View	Household items affected by SM installation	Under Investigation	Open
53	1/4/10			Merced	Customer Denies Access	Under Investigation	Open
54	1/4/10			Menlo Park	Customer Denies Access	Under Investigation	Open
55	1/5/10			AUBURN	Power Interruption	Under Investigation	Open
56	1/5/10			Sebastopol	Other	Under Investigation	Open
57	1/7/10			Los Altos	Other	Under Investigation	Open
58	1/8/10			Moraga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
59	1/8/10			Livermore	Household items affected by SM installation	Under Investigation	Open
60	1/11/10			Fairfield	Meter/Module	Under Investigation	Open
61	1/11/10			Vacaville	Meter/Module	Under Investigation	Open
62	1/11/10			Livermore	Household items affected by SM installation	Under Investigation	Open
63	1/11/10			Burlingame	Household items affected by SM installation	Under Investigation	Open
64	1/12/10			Moraga	Household items affected by SM installation	Under Investigation	Open
65	1/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
66	1/12/10			Livermore	Power Interruption	Under Investigation	Open
67	1/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
68	1/13/10			LODI	Meter/Module	Under Investigation	Open
69	1/14/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
70	1/14/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
71	1/14/10			Dublin	Household items affected by SM installation	Under Investigation	Open
72	1/15/10			Napa	Scheduling Problems	Under Investigation	Open
73	1/15/10			CORCORAN	Wellington Installer	Under Investigation	Open
74	1/15/10			Dublin	Household items affected by SM installation	Under Investigation	Open
75	1/15/10			San Ramon	Customer Denies Access	Under Investigation	Open
76	1/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
77	1/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
78	1/19/10			Martinez	Other	Under Investigation	Open
79	1/19/10			Aptos	Other	Under Investigation	Open
80	1/20/10			Cupertino	Power Interruption	Under Investigation	Open
81	1/20/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
82	1/22/10			Fremont	Household items affected by SM installation	Under Investigation	Open
83	1/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
84	1/23/10			Kensington	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	1/25/10			Pinole	SmartMeter Customer Communication	Under Investigation	Open
86	1/26/10			American Canyon	Customer Denies Access	Under Investigation	Open
87	1/26/10			Madera	Wellington Installer	Under Investigation	Open
88	1/26/10			Merced	Customer Denies Access	Under Investigation	Open
89	1/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
90	1/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
91	1/26/10			Livermore	Customer Denies Access	Under Investigation	Open
92	1/26/10			Vallejo	Wellington Installer	Under Investigation	Open
93	1/26/10			MONTARA	Meter/Module	Under Investigation	Open
94	1/26/10			Stockton	Wellington Installer	Under Investigation	Open
95	1/26/10			Pleasanton	Wellington Installer	Under Investigation	Open
96	1/26/10			Livermore	Customer Denies Access	Under Investigation	Open
97	1/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
98	1/26/10			San Jose	Meter/Module	Under Investigation	Open
99	1/27/10			Hillsborough	Customer Denies Access	Under Investigation	Open
100	1/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
101	1/27/10			Redwood City	Meter/Module	Under Investigation	Open
102	1/28/10			Moraga	Wellington Installer	Under Investigation	Open
103	1/28/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
104	1/28/10			San Francisco	Power Interruption	Under Investigation	Open
105	1/28/10			Sunnyvale	Power Interruption	Under Investigation	Open
106	1/28/10			American Canyon	Wellington Installer	Under Investigation	Open
107	1/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
108	1/28/10			San Jose	Wellington Installer	Under Investigation	Open
109	1/28/10			El Sobrante	Wellington Installer	Under Investigation	Open
110	1/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
111	1/29/10			Richmond	Wellington Installer	Under Investigation	Open
112	1/29/10			Stockton	Wellington Installer	Under Investigation	Open
113	1/29/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
114	1/29/10			Sunnyvale	Wellington Installer	Under Investigation	Open
115	1/29/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
116	1/29/10			Madera	Wellington Installer	Under Investigation	Open
117	1/29/10			Rio Vista	Household items affected by SM installation	Under Investigation	Open
118	1/29/10			Kensington	Meter/Module	Under Investigation	Open
119	1/29/10			San Jose	Meter/Module	Under Investigation	Open
120	1/29/10			Pinole	Wellington Installer	Under Investigation	Open
121	1/31/10			Danville	Meter/Module	Under Investigation	Open
122	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
123	1/31/10			Bakersfield	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	2/1/10			Albany	Power Interruption	Motion/Sensor Appliance Malfunctioning	Resolved

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127	2/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
128	2/1/10			San Jose	Power Interruption	Under Investigation	Open
129	2/1/10			Vacaville	Meter/Module	Under Investigation	Open
130	2/1/10			San Jose	Power Interruption	Under Investigation	Open
131	2/1/10			El Sobrante	Wellington Installer	Under Investigation	Open
132	2/1/10			LA HONDA	Customer Denies Access	Under Investigation	Open
133	2/1/10			Pleasanton	Meter/Module	Under Investigation	Open
134	2/2/10			San Jose	Household items affected by SM installation	Under Investigation	Open
135	2/3/10			RAYMOND	Wellington Installer	Under Investigation	Open
136	2/3/10			Livermore	Household items affected by SM installation	Under Investigation	Open
137	2/3/10			GRATON	Other	Under Investigation	Open
138	2/3/10			Pleasanton	Meter/Module	Under Investigation	Open
139	2/3/10			CORDELIA	Wellington Installer	Under Investigation	Open
140	2/3/10			Mountain View	Power Interruption	Under Investigation	Open
141	2/4/10			Suisun City	Meter/Module	Under Investigation	Open
142	2/4/10			Fresno	Household items affected by SM installation	Under Investigation	Open
143	2/4/10			San Ramon	Power Interruption	Under Investigation	Open
144	2/5/10			San Ramon	Meter/Module	Under Investigation	Open
145	2/5/10			Pleasanton	Meter/Module	Under Investigation	Open
146	2/5/10			Mountain View	Other	Under Investigation	Open
147	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
148	2/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
149	2/9/10			Cupertino	Wellington Installer	Under Investigation	Open
150	2/10/10			San Ramon	Wellington Installer	Under Investigation	Open
151	2/10/10			Berkeley	Wellington Installer	Under Investigation	Open
152	2/10/10			Cupertino	Scheduling Problems	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			Berkeley	Customer Denies Access	Under Investigation	Open
156	2/10/10			San Jose	Wellington Installer	Under Investigation	Open
157	2/10/10			Cupertino	Power Interruption	Under Investigation	Open
158	2/10/10			Vacaville	Household items affected by SM installation	Under Investigation	Open
159	2/10/10			NORTH FOLK	Wellington Installer	Under Investigation	Open
160	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
161	2/11/10			Livermore	Household items affected by SM installation	Under Investigation	Open
162	2/11/10			Healdsburg	Customer Denies Access	Under Investigation	Open
163	2/11/10			Vallejo	Wellington Installer	Under Investigation	Open
164	2/11/10			Napa	Meter/Module	Under Investigation	Open
165	2/11/10			Sunnyvale	Power Interruption	Under Investigation	Open
166	2/12/10			Berkeley	Wellington Installer	Under Investigation	Open
167	2/12/10			San Ramon	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 Jose	Power Interruption	Under Investigation	Open
170	2/12/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
171	2/13/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
172	2/14/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
173	2/14/10			Sunnyvale	Meter/Module	Under Investigation	Open
174	2/16/10			Berkeley	Wellington Installer	Under Investigation	Open
175	2/16/10			Santa Clara	Meter/Module	Under Investigation	Open
176	2/16/10			Cupertino	Wellington Installer	Under Investigation	Open
177	2/16/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
178	2/16/10			RIPON	Meter/Module	Under Investigation	Open
179	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
180	2/17/10			Berkeley	Meter/Module	Under Investigation	Open
181	2/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
182	2/17/10			San Jose	Customer Denies Access	Under Investigation	Open
183	2/17/10			Newark	Household items affected by SM installation	Under Investigation	Open
184	2/17/10			Forestville	Customer Denies Access	Under Investigation	Open
185	2/17/10			Madera	Wellington Installer	Under Investigation	Open
186	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
187	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
188	2/17/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
189	2/17/10			Sunnyvale	Meter/Module	Under Investigation	Open
190	2/17/10			San Jose	Wellington Installer	Under Investigation	Open
191	2/17/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
192	2/17/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
193	2/17/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
194	2/18/10			Sanger	Scheduling Problems	Under Investigation	Open
195	2/18/10			Los Banos	Other	Under Investigation	Open
196	2/18/10			Somerset	Wellington Installer	Under Investigation	Open
197	2/18/10			Mariposa	Wellington Installer	Under Investigation	Open
198	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
199	2/18/10			Madera	Wellington Installer	Under Investigation	Open
200	2/19/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
201	2/19/10			Pleasanton	Meter/Module	Under Investigation	Open
202	2/19/10			American Canyon	Wellington Installer	Under Investigation	Open
203	2/19/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
204	2/21/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
205	2/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
206	2/21/10			Pleasanton	Meter/Module	Under Investigation	Open
207	2/21/10			Placerville	Customer Denies Access	Under Investigation	Open
208	2/21/10			Cupertino	SmartMeter Customer Communication	Under Investigation	Open
209	2/21/10			San Jose	Customer Denies Access	Under Investigation	Open
210	2/21/10			San Francisco	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
211	2/21/10			San Francisco	Wellington Installer	Under Investigation	Open
212	2/22/10			Vacaville	Meter/Module	Under Investigation	Open
213	2/22/10			San Jose	Household items affected by SM installation	Under Investigation	Open
214	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
215	2/22/10			Placerville	Wellington Installer	Under Investigation	Open
216	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
217	2/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
218	2/22/10			Vallejo	Network Equipment Installation	Under Investigation	Open
219	2/22/10			OCCIDENTAL	Customer Denies Access	Under Investigation	Open
220	2/22/10			San Ramon	Meter/Module	Under Investigation	Open
221	2/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
222	2/22/10			Sunnyvale	Power Interruption	Under Investigation	Open
223	2/23/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
224	2/23/10			Clayton	Household items affected by SM installation	Under Investigation	Open
225	2/23/10			San Jose	Meter/Module	Under Investigation	Open
226	2/23/10			San Pablo	Wellington Installer	Under Investigation	Open
227	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
228	2/23/10			ALTA	Meter/Module	Under Investigation	Open
229	2/23/10			Mariposa	Wellington Installer	Under Investigation	Open
230	2/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
231	2/24/10			Napa	Wellington Installer	Under Investigation	Open
232	2/24/10			Livermore	Other	Under Investigation	Open
233	2/24/10			Pollock Pines	Wellington Installer	Under Investigation	Open
234	2/24/10			San Jose	Meter/Module	Under Investigation	Open
235	2/24/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
236	2/24/10			Merced	Meter/Module	Under Investigation	Open
237	2/24/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
238	2/24/10			San Jose	Wellington Installer	Under Investigation	Open
239	2/24/10			Madera	Wellington Installer	Under Investigation	Open
240	2/25/10			San Pablo	Power Interruption	Under Investigation	Open
241	2/25/10			San Jose	Power Interruption	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	2/26/10			Hercules	Wellington Installer	Under Investigation	Open
245	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
246	2/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
247	2/26/10			San Jose	Power Interruption	Under Investigation	Open
248	2/26/10			AUBURN	SmartMeter Customer Communication	Under Investigation	Open
249	2/26/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
250	2/26/10			San Anselmo	SmartMeter Customer Communication	Under Investigation	Open
251	2/27/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
252	3/1/10			Martinez	Wellington Installer	Under Investigation	Open

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253	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
254	3/1/10			San Jose	Power Interruption	Under Investigation	Open
255	3/1/10			Tracy	Meter/Module	Under Investigation	Open
256	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
257	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
258	3/1/10			San Jose	Meter/Module	Under Investigation	Open
259	3/1/10			Livermore	Meter/Module	Under Investigation	Open
260	3/1/10			Madera	Other	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			Vallejo	Customer Denies Access	Under Investigation	Open
264	3/1/10			Berkeley	Customer Denies Access	Under Investigation	Open
265	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
266	3/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
267	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
268	3/2/10			Kensington	Customer Denies Access	Under Investigation	Open
269	3/2/10			Dinuba	Customer Denies Access	Under Investigation	Open
270	3/2/10			Berkeley	Customer Denies Access	Under Investigation	Open
271	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
272	3/2/10			NEWCASTLE	Household items affected by SM installation	Under Investigation	Open
273	3/3/10			Fresno	Customer Denies Access	Under Investigation	Open
274	3/3/10			San Francisco	Customer Denies Access	Under Investigation	Open
275	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
276	3/3/10			Mountain View	Meter/Module	Under Investigation	Open
277	3/3/10			Sonoma	Customer Denies Access	Under Investigation	Open
278	3/3/10			Rio Vista	Customer Denies Access	Under Investigation	Open
279	3/3/10			San Jose	Power Interruption	Under Investigation	Open
280	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
281	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
282	3/3/10			Squaw Valley	Customer Denies Access	Under Investigation	Open
283	3/4/10			Berkeley	Customer Denies Access	Under Investigation	Open
284	3/4/10			MOCCASIN	Customer Denies Access	Under Investigation	Open
285	3/4/10			Placerville	Customer Denies Access	Under Investigation	Open
286	3/4/10			El Cerrito	Customer Denies Access	Under Investigation	Open
287	3/4/10			El Cerrito	Meter/Module	Under Investigation	Open
288	3/4/10			SAN CARLOS	Customer Denies Access	Under Investigation	Open
289	3/4/10			WOODLAND	Power Interruption	Under Investigation	Open
290	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
291	3/4/10			Tracy	Customer Denies Access	Under Investigation	Open
292	3/4/10			Merced	Customer Denies Access	Under Investigation	Open
293	3/4/10			Danville	Customer Denies Access	Under Investigation	Open
294	3/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open

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Pacific Gas and Electric Company

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
295	3/4/10			Tracy	Household items affected by SM installation	Under Investigation	Open
296	3/5/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
297	3/5/10			El Cerrito	Customer Denies Access	Under Investigation	Open
298	3/5/10			San Jose	Power Interruption	Under Investigation	Open
299	3/5/10			Livermore	Power Interruption	Under Investigation	Open
300	3/5/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
301	3/5/10			Selma	Customer Denies Access	Under Investigation	Open
302	3/5/10			Clovis	Customer Denies Access	Under Investigation	Open
303	3/5/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
304	3/5/10			Danville	Customer Denies Access	Under Investigation	Open
305	3/5/10			Cupertino	Power Interruption	Under Investigation	Open
306	3/7/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
307	3/7/10			Woodlake	Customer Denies Access	Under Investigation	Open
308	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
309	3/7/10			Tracy	Customer Denies Access	Under Investigation	Open
310	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
311	3/7/10			Healdsburg	Customer Denies Access	Under Investigation	Open
312	3/7/10			Hanford	Customer Denies Access	Under Investigation	Open
313	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
314	3/7/10			Loomis	Customer Denies Access	Under Investigation	Open
315	3/7/10			Loomis	Meter/Module	Under Investigation	Open
316	3/7/10			Atwater	Customer Denies Access	Under Investigation	Open
317	3/7/10			Cazadero	Customer Denies Access	Under Investigation	Open
318	3/7/10			Sanger	Customer Denies Access	Under Investigation	Open
319	3/7/10			Somerset	Customer Denies Access	Under Investigation	Open
320	3/7/10			Clovis	Customer Denies Access	Under Investigation	Open
321	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
322	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
323	3/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
324	3/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
325	3/8/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
326	3/8/10			GRANITE BAY	Customer Denies Access	Under Investigation	Open
327	3/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
328	3/8/10			Petaluma	Customer Denies Access	Under Investigation	Open
329	3/8/10			Clovis	Customer Denies Access	Under Investigation	Open
330	3/8/10			San Jose	Power Interruption	Under Investigation	Open
331	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
332	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
333	3/9/10			CLOVERDALE	Customer Denies Access	Under Investigation	Open
334	3/9/10			Danville	Customer Denies Access	Under Investigation	Open
335	3/9/10			Livermore	Meter/Module	Under Investigation	Open
336	3/9/10			San Jose	Meter/Module	Under Investigation	Open

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337	3/9/10			Madera	Customer Denies Access	Under Investigation	Open
338	3/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
339	3/9/10			Richmond	Customer Denies Access	Under Investigation	Open
340	3/9/10			Richmond	Household items affected by SM installation	Under Investigation	Open
341	3/9/10			Cupertino	Power Interruption	Under Investigation	Open
342	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
343	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
344	3/9/10			SEASIDE	Meter/Module	Under Investigation	Open
345	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
346	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
347	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
348	3/10/10			SAINT HELENA	Customer Denies Access	Under Investigation	Open
349	3/10/10			Los Altos	Power Interruption	Under Investigation	Open
350	3/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
351	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
352	3/10/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
353	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
354	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
355	3/10/10			Mount Aukum	Customer Denies Access	Under Investigation	Open
356	3/10/10			Livermore	Customer Denies Access	Under Investigation	Open
357	3/10/10			Pleasanton	Meter/Module	Under Investigation	Open
358	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
359	3/10/10			Livermore	Meter/Module	Under Investigation	Open
360	3/10/10			San Ramon	Meter/Module	Under Investigation	Open
361	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
362	3/10/10			ANGWIN	Wellington Installer	Under Investigation	Open
363	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
364	3/10/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
365	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
366	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
367	3/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
368	3/10/10			Tracy	Meter/Module	Under Investigation	Open
369	3/10/10			Albany	Wellington Installer	Under Investigation	Open
370	3/10/10			Cupertino	Power Interruption	Under Investigation	Open
371	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open
372	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
373	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
374	3/10/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
375	3/10/10			San Jose	Power Interruption	Under Investigation	Open
376	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
377	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
378	3/10/10			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
379	3/10/10			Livermore	Household items affected by SM installation	Under Investigation	Open
380	3/10/10			LEMOORE	Wellington Installer	Under Investigation	Open
381	3/10/10			Daly City	Customer Denies Access	Under Investigation	Open
382	3/10/10			Martinez	Customer Denies Access	Under Investigation	Open
383	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
384	3/11/10			DOBBINS	Customer Denies Access	Under Investigation	Open
385	3/11/10			Daly City	Customer Denies Access	Under Investigation	Open
386	3/11/10			San Jose	Customer Denies Access	Under Investigation	Open
387	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
388	3/11/10			Richmond	Customer Denies Access	Under Investigation	Open
389	3/11/10			San Ramon	Customer Denies Access	Under Investigation	Open
390	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
391	3/12/10			GRIDLEY	Meter/Module	Under Investigation	Open
392	3/12/10			Santa Clara	Other	Under Investigation	Open
393	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
394	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
395	3/12/10			Fresno	Meter/Module	Under Investigation	Open
396	3/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
397	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
398	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
399	3/12/10			San Francisco	Meter/Module	Under Investigation	Open
400	3/12/10			UNION CITY	Meter/Module	Under Investigation	Open
401	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
402	3/12/10			BENICIA	Wellington Installer	Under Investigation	Open
403	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
404	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
405	3/12/10			YOUNTVILLE	Power Interruption	Under Investigation	Open
406	3/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
407	3/12/10			Los Altos	Meter/Module	Under Investigation	Open
408	3/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
409	3/12/10			San Jose	Wellington Installer	Under Investigation	Open
410	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
411	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
412	3/13/10			American Canyon	Power Interruption	Partial Power Outage	Resolved
413	3/13/10			Cupertino	Customer Denies Access	Under Investigation	Open
414	3/14/10			El Cerrito	Bad Meter / Module Equipment	Under Investigation	Open
415	3/15/10			Redwood City	Wellington Installer	Under Investigation	Open
416	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
417	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
418	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
419	3/15/10			San Jose	Customer Denies Access	Under Investigation	Open
420	3/15/10			MADISON	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
421	3/15/10			Newark	Customer Denies Access	Under Investigation	Open
422	3/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
423	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
424	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
425	3/15/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
426	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
427	3/15/10			LINCOLN	Household items affected by SM installation	Under Investigation	Open
428	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
429	3/16/10			Stockton	Other	Under Investigation	Open
430	3/16/10			Vallejo	Meter/Module	Under Investigation	Open
431	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
432	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
433	3/16/10			San Jose	Customer Denies Access	Under Investigation	Open
434	3/16/10			Placerville	Customer Denies Access	Under Investigation	Open
435	3/16/10			San Jose	Meter/Module	Under Investigation	Open
436	3/16/10			Martinez	Customer Denies Access	Under Investigation	Open
437	3/16/10			Tracy	Meter/Module	Under Investigation	Open
438	3/16/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
439	3/16/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
440	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
441	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
442	3/17/10			Wheatland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
443	3/17/10			Cupertino	Meter/Module	Under Investigation	Open
444	3/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
445	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
446	3/17/10			Sunnyvale	Wellington Installer	Under Investigation	Open
447	3/17/10			San Jose	Customer Denies Access	Under Investigation	Open
448	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
449	3/17/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
450	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
451	3/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
452	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
453	3/17/10			Santa Clara	Meter/Module	Under Investigation	Open
454	3/17/10			Livermore	Customer Denies Access	Under Investigation	Open
455	3/17/10			Cupertino	Customer Denies Access	Under Investigation	Open
456	3/17/10			Bodega Bay	Power Interruption	Under Investigation	Open
457	3/17/10			San Jose	Wellington Installer	Under Investigation	Open
458	3/17/10			Berkeley	Wellington Installer	Under Investigation	Open
459	3/17/10			Livermore	Household items affected by SM installation	Under Investigation	Open
460	3/17/10			Los Altos	Customer Denies Access	Under Investigation	Open
461	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
462	3/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
463	3/17/10			Pleasanton	Wellington Installer	Under Investigation	Open
464	3/18/10			REEDLEY	SmartMeter Customer Communication	Under Investigation	Open
465	3/18/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
466	3/18/10			San Jose	Meter/Module	Under Investigation	Open
467	3/18/10			El Granada	Customer Denies Access	Under Investigation	Open
468	3/18/10			Fremont	Power Interruption	Under Investigation	Open
469	3/18/10			Livermore	Customer Denies Access	Under Investigation	Open
470	3/18/10			San Jose	Customer Denies Access	Under Investigation	Open
471	3/19/10			Kingsburg	Customer Denies Access	Under Investigation	Open
472	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
473	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
474	3/19/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
475	3/19/10			Kensington	Household items affected by SM installation	Under Investigation	Open
476	3/19/10			Sunnyvale	Power Interruption	Under Investigation	Open
477	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
478	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
479	3/19/10			Santa Rosa	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			Sanger	Other	Under Investigation	Open
483	3/20/10			UNION CITY	Customer Denies Access	Under Investigation	Open
484	3/20/10			S. San Francisco	Customer Denies Access	Under Investigation	Open
485	3/21/10			San Jose	Customer Denies Access	Under Investigation	Open
486	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
487	3/21/10			Martinez	Customer Denies Access	Under Investigation	Open
488	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
489	3/22/10			SAINT HELENA	Other	Under Investigation	Open
490	3/22/10			ANTIOCH	Other	Under Investigation	Open
491	3/22/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
492	3/22/10			Martinez	Customer Denies Access	Under Investigation	Open
493	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
494	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
495	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
496	3/22/10			San Jose	Meter/Module	Under Investigation	Open
497	3/22/10			Tracy	Meter/Module	Under Investigation	Open
498	3/22/10			Livermore	Customer Denies Access	Under Investigation	Open
499	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
500	3/22/10			LEMOORE	Customer Denies Access	Under Investigation	Open
501	3/22/10			Los Altos	Customer Denies Access	Under Investigation	Open
502	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
503	3/22/10			Berkeley	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	3/23/10			Lafayette	Customer Denies Access	Under Investigation	Open
506	3/23/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
507	3/23/10			San Jose	Customer Denies Access	Under Investigation	Open
508	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
509	3/23/10			San Jose	Customer Denies Access	Under Investigation	Open
510	3/23/10			Napa	Customer Denies Access	Under Investigation	Open
511	3/23/10			Hercules	Customer Denies Access	Under Investigation	Open
512	3/23/10			Berkeley	Customer Denies Access	Under Investigation	Open
513	3/23/10			El Sobrante	Power Interruption	Under Investigation	Open
514	3/24/10			Berkeley	Wellington Installer	Under Investigation	Open
515	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
516	3/24/10			Clayton	Customer Denies Access	Under Investigation	Open
517	3/24/10			Martinez	Customer Denies Access	Under Investigation	Open
518	3/24/10			Vallejo	Wellington Installer	Under Investigation	Open
519	3/24/10			Tracy	Customer Denies Access	Under Investigation	Open
520	3/25/10			Livermore	Power Interruption	Under Investigation	Open
521	3/25/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
522	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
523	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
524	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
525	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
526	3/25/10			San Jose	Meter/Module	Under Investigation	Open
527	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
528	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
529	3/25/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
530	3/25/10			FIREBAUGH	Wellington Installer	Under Investigation	Open
531	3/25/10			Dublin	Customer Denies Access	Under Investigation	Open
532	3/25/10			Sacramento	SmartMeter Customer Communication	Under Investigation	Open
533	3/25/10			Guerneville	Customer Denies Access	Under Investigation	Open
534	3/25/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
535	3/25/10			San Jose	Other	Under Investigation	Open
536	3/25/10			PINE GROVE	Household items affected by SM installation	Under Investigation	Open
537	3/25/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
538	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
539	3/25/10			BENICIA	Customer Denies Access	Under Investigation	Open
540	3/25/10			Somerset	Customer Denies Access	Under Investigation	Open
541	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
542	3/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
543	3/25/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
544	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
545	3/25/10			Los Altos	Meter/Module	Under Investigation	Open
546	3/25/10			Dixon	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
547	3/25/10			Placerville	Household items affected by SM installation	Under Investigation	Open
548	3/25/10			Richmond	Customer Denies Access	Under Investigation	Open
549	3/25/10			MOSS BEACH	Customer Denies Access	Under Investigation	Open
550	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
551	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
552	3/26/10			San Jose	Customer Denies Access	Under Investigation	Open
553	3/26/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
554	3/26/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
555	3/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
556	3/26/10			San Jose	Customer Denies Access	Under Investigation	Open
557	3/26/10			SANTA CRUZ	Meter/Module	Under Investigation	Open
558	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
559	3/26/10			Vallejo	Wellington Installer	Under Investigation	Open
560	3/26/10			Livermore	Household items affected by SM installation	Under Investigation	Open
561	3/26/10			Milpitas	Customer Denies Access	Under Investigation	Open
562	3/26/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
563	3/26/10			Mariposa	Household items affected by SM installation	Under Investigation	Open
564	3/26/10			Petaluma	Customer Denies Access	Under Investigation	Open
565	3/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
566	3/26/10			Vacaville	Meter/Module	Under Investigation	Open
567	3/26/10			Calistoga	Wellington Installer	Under Investigation	Open
568	3/27/10			San Jose	Customer Denies Access	Under Investigation	Open
569	3/27/10			San Jose	Network Equipment Installation	Under Investigation	Open
570	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
571	3/27/10			San Pablo	Customer Denies Access	Under Investigation	Open
572	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
573	3/27/10			Pinole	Wellington Installer	Under Investigation	Open
574	3/27/10			Sunnyvale	Meter/Module	Under Investigation	Open
575	3/27/10			Sonoma	Customer Denies Access	Under Investigation	Open
576	3/27/10			Somerset	Customer Denies Access	Under Investigation	Open
577	3/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
578	3/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
579	3/28/10			Yuba City	Meter/Module	Under Investigation	Open
580	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
581	3/28/10			Tracy	Customer Denies Access	Under Investigation	Open
582	3/28/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
583	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
584	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
585	3/29/10			Redding	Customer Denies Access	Under Investigation	Open
586	3/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
587	3/29/10			Tracy	Customer Denies Access	Under Investigation	Open
588	3/29/10			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
589	3/29/10			AROMAS	Customer Denies Access	Under Investigation	Open
590	3/29/10			Cupertino	Meter/Module	Under Investigation	Open
591	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
592	3/29/10			Tracy	Meter/Module	Under Investigation	Open
593	3/29/10			Martinez	Customer Denies Access	Under Investigation	Open
594	3/29/10			Cotati	Customer Denies Access	Under Investigation	Open
595	3/29/10			El Dorado	Customer Denies Access	Under Investigation	Open
596	3/29/10			Oakhurst	Customer Denies Access	Under Investigation	Open
597	3/29/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
598	3/29/10			Stockton	Meter/Module	Under Investigation	Open
599	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
600	3/29/10			Redwood City	Customer Denies Access	Under Investigation	Open
601	3/29/10			San Jose	Customer Denies Access	Under Investigation	Open
602	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
603	3/29/10			El Dorado Hills	Household items affected by SM installation	Under Investigation	Open
604	3/29/10			WINTERS	Household items affected by SM installation	Under Investigation	Open
605	3/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
606	3/29/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
607	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
608	3/29/10			Vallejo	Customer Denies Access	Under Investigation	Open
609	3/29/10			Sonoma	Customer Denies Access	Under Investigation	Open
610	3/29/10			San Jose	Meter/Module	Under Investigation	Open
611	3/30/10			Santa Clara	Customer Denies Access	Under Investigation	Open
612	3/30/10			S. San Francisco	Meter/Module	Under Investigation	Open
613	3/30/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
614	3/30/10			Santa Rosa	Wellington Installer	Under Investigation	Open
615	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
616	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
617	3/30/10			Los Altos	Meter/Module	Under Investigation	Open
618	3/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
619	3/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
620	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
621	3/30/10			Santa Clara	Customer Denies Access	Under Investigation	Open
622	3/30/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
623	3/30/10			Dublin	Meter/Module	Under Investigation	Open
624	3/30/10			Orosi	Customer Denies Access	Under Investigation	Open
625	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
626	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
627	3/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
628	3/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
629	3/30/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
630	3/30/10			Sunnyvale	Power Interruption	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
631	3/30/10			Napa	Other	Under Investigation	Open
632	3/30/10			Clayton	Customer Denies Access	Under Investigation	Open
633	3/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
634	3/30/10			Cupertino	Wellington Installer	Under Investigation	Open
635	3/30/10			Healdsburg	Customer Denies Access	Under Investigation	Open
636	3/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
637	3/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
638	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
639	3/30/10			Merced	Customer Denies Access	Under Investigation	Open
640	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
641	3/30/10			San Jose	Household items affected by SM installation	Under Investigation	Open
642	3/31/10			Guerneville	Customer Denies Access	Under Investigation	Open
643	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
644	3/31/10			Petaluma	Customer Denies Access	Under Investigation	Open
645	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
646	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
647	3/31/10			Berkeley	Customer Denies Access	Under Investigation	Open
648	3/31/10			MIDPINES	Customer Denies Access	Under Investigation	Open
649	3/31/10			Pinole	Customer Denies Access	Under Investigation	Open
650	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
651	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
652	3/31/10			Berkeley	Customer Denies Access	Under Investigation	Open
653	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
654	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
655	3/31/10			Santa Rosa	Meter/Module	Under Investigation	Open
656	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
657	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
658	3/31/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
659	3/31/10			San Jose	Power Interruption	Under Investigation	Open
660	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
661	3/31/10			Milpitas	Customer Denies Access	Under Investigation	Open
662	3/31/10			Marysville	Wellington Installer	Under Investigation	Open
663	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
664	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
665	3/31/10			Napa	Other	Under Investigation	Open
666	3/31/10			Fremont	Customer Denies Access	Under Investigation	Open
667	3/31/10			Tracy	Scheduling Problems	Under Investigation	Open
668	3/31/10			San Jose	Power Interruption	Under Investigation	Open
669	4/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
670	4/1/10			Calistoga	Wellington Installer	Under Investigation	Open
671	4/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
672	4/1/10			Napa	Power Interruption	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
673	4/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
674	4/1/10			San Jose	Meter/Module	Under Investigation	Open
675	4/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
676	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
677	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
678	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
679	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
680	4/1/10			Tracy	Meter/Module	Under Investigation	Open
681	4/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
682	4/1/10			Lafayette	Scheduling Problems	Under Investigation	Open
683	4/1/10			San Ramon	Customer Denies Access	Under Investigation	Open
684	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
685	4/1/10			Madera	Power Interruption	Under Investigation	Open
686	4/1/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
687	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
688	4/1/10			Richmond	Customer Denies Access	Under Investigation	Open
689	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
690	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
691	4/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
692	4/1/10			Hayward	Household items affected by SM installation	Under Investigation	Open
693	4/1/10			Petaluma	Customer Denies Access	Under Investigation	Open
694	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
695	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
696	4/1/10			Danville	Customer Denies Access	Under Investigation	Open
697	4/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
698	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
699	4/1/10			Sonoma	Customer Denies Access	Under Investigation	Open
700	4/2/10			Yuba City	Customer Denies Access	Under Investigation	Open
701	4/2/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
702	4/2/10			Forestville	Customer Denies Access	Under Investigation	Open
703	4/2/10			Richmond	Scheduling Problems	Under Investigation	Open
704	4/2/10			San Jose	Customer Denies Access	Under Investigation	Open
705	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
706	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
707	4/2/10			San Jose	Meter/Module	Under Investigation	Open
708	4/2/10			Richmond	Customer Denies Access	Under Investigation	Open
709	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
710	4/2/10			Petaluma	Customer Denies Access	Under Investigation	Open
711	4/2/10			Danville	Customer Denies Access	Under Investigation	Open
712	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
713	4/2/10			Vallejo	Other	Under Investigation	Open
714	4/2/10			Mountain View	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
715	4/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
716	4/2/10			Brentwood	Customer Denies Access	Under Investigation	Open
717	4/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
718	4/3/10			Sunnyvale	Other	Under Investigation	Open
719	4/3/10			LATHROP	Meter/Module	Under Investigation	Open
720	4/3/10			Milpitas	Customer Denies Access	Under Investigation	Open
721	4/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
722	4/5/10			San Ramon	Household items affected by SM installation	Other	Resolved
723	4/5/10			Danville	Customer Denies Access	Under Investigation	Open
724	4/5/10			CAMPBELL	Household items affected by SM installation	Under Investigation	Open
725	4/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
726	4/5/10			Santa Rosa	Wellington Installer	Under Investigation	Open
727	4/5/10			Fowler	Customer Denies Access	Under Investigation	Open
728	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
729	4/5/10			San Jose	Household items affected by SM installation	Under Investigation	Open
730	4/5/10			Fremont	Household items affected by SM installation	Under Investigation	Open
731	4/5/10			San Jose	Household items affected by SM installation	Under Investigation	Open
732	4/5/10			Richmond	Customer Denies Access	Under Investigation	Open
733	4/5/10			Vacaville	Other	Under Investigation	Open
734	4/5/10			San Jose	Household items affected by SM installation	Under Investigation	Open
735	4/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
736	4/5/10			Sonoma	Customer Denies Access	Under Investigation	Open
737	4/5/10			San Jose	Customer Denies Access	Under Investigation	Open
738	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
739	4/5/10			KENWOOD	Customer Denies Access	Under Investigation	Open
740	4/5/10			San Jose	Household items affected by SM installation	Under Investigation	Open
741	4/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
742	4/5/10			Redding	Wellington Installer	Under Investigation	Open
743	4/5/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
744	4/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
745	4/5/10			Berkeley	Meter/Module	Under Investigation	Open
746	4/5/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
747	4/5/10			Tracy	Household items affected by SM installation	Under Investigation	Open
748	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
749	4/5/10			Pinole	Other	Under Investigation	Open
750	4/6/10			WINDSOR	Customer Denies Access	Under Investigation	Open
751	4/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
752	4/6/10			Santa Clara	Other	Under Investigation	Open
753	4/6/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
754	4/6/10			Castro Valley	Household items affected by SM installation	Under Investigation	Open
755	4/6/10			VERNALIS	Customer Denies Access	Under Investigation	Open
756	4/6/10			San Jose	Power Interruption	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
757	4/6/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
758	4/6/10			GEYSERVILLE	Customer Denies Access	Under Investigation	Open
759	4/6/10			Berkeley	Wellington Installer	Under Investigation	Open
760	4/6/10			Vallejo	Customer Denies Access	Under Investigation	Open
761	4/6/10			Fairfield	Customer Denies Access	Under Investigation	Open
762	4/6/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
763	4/6/10			Pleasanton	Customer Denies Access	Under Investigation	Open
764	4/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
765	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
766	4/6/10			San Jose	Power Interruption	Under Investigation	Open
767	4/6/10			Sunnyvale	Scheduling Problems	Under Investigation	Open
768	4/6/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
769	4/6/10			Richmond	Customer Denies Access	Under Investigation	Open
770	4/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
771	4/6/10			Cupertino	Customer Denies Access	Under Investigation	Open
772	4/6/10			VERNALIS	Customer Denies Access	Under Investigation	Open
773	4/6/10			Tracy	Customer Denies Access	Under Investigation	Open
774	4/6/10			Tracy	Other	Under Investigation	Open
775	4/6/10			Berkeley	Customer Denies Access	Under Investigation	Open
776	4/6/10			San Jose	Meter/Module	Under Investigation	Open
777	4/6/10			MILL VALLEY	Other	Under Investigation	Open
778	4/6/10			Forestville	Customer Denies Access	Under Investigation	Open
779	4/6/10			Hanford	Customer Denies Access	Under Investigation	Open
780	4/6/10			LEMOORE	Customer Denies Access	Under Investigation	Open
781	4/6/10			SAN RAFAEL	Customer Denies Access	Under Investigation	Open
782	4/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
783	4/6/10			Danville	Household items affected by SM installation	Under Investigation	Open
784	4/6/10			Hercules	Customer Denies Access	Under Investigation	Open
785	4/7/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
786	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
787	4/7/10			Berkeley	Other	Under Investigation	Open
788	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
789	4/7/10			NVERNESS	Customer Denies Access	Under Investigation	Open
790	4/7/10			El Dorado Hills	Household items affected by SM installation	Under Investigation	Open
791	4/7/10			Sunnyvale	Other	Under Investigation	Open
792	4/7/10			Guerneville	Customer Denies Access	Under Investigation	Open
793	4/7/10			GRATON	Customer Denies Access	Under Investigation	Open
794	4/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
795	4/7/10			Richmond	Other	Under Investigation	Open
796	4/7/10			Richmond	Customer Denies Access	Under Investigation	Open
797	4/7/10			San Ramon	Other	Under Investigation	Open
798	4/7/10			Berkeley	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
799	4/7/10			Livermore	Customer Denies Access	Under Investigation	Open
800	4/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
801	4/7/10			GRATON	Customer Denies Access	Under Investigation	Open
802	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
803	4/7/10			Richmond	Scheduling Problems	Under Investigation	Open
804	4/7/10			Concord	Meter/Module	Under Investigation	Open
805	4/7/10			Pinole	Power Interruption	Under Investigation	Open
806	4/7/10			Dublin	Household items affected by SM installation	Under Investigation	Open
807	4/7/10			Sanger	Customer Denies Access	Under Investigation	Open
808	4/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
809	4/7/10			Forestville	Customer Denies Access	Under Investigation	Open
810	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
811	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
812	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
813	4/7/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
814	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
815	4/8/10			Sebastopol	Customer Denies Access	Under Investigation	Open
816	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
817	4/8/10			Los Banos	Customer Denies Access	Under Investigation	Open
818	4/8/10			Guerneville	Customer Denies Access	Under Investigation	Open
819	4/8/10			Cupertino	Customer Denies Access	Under Investigation	Open
820	4/8/10			Ukiah	Other	Under Investigation	Open
821	4/8/10			Napa	Customer Denies Access	Under Investigation	Open
822	4/8/10			Livermore	Meter/Module	Under Investigation	Open
823	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
824	4/8/10			Berkeley	Other	Under Investigation	Open
825	4/8/10			Tracy	Household items affected by SM installation	Under Investigation	Open
826	4/8/10			Pleasanton	Customer Denies Access	Under Investigation	Open
827	4/8/10			Richmond	Household items affected by SM installation	Under Investigation	Open
828	4/8/10			Napa	Household items affected by SM installation	Under Investigation	Open
829	4/8/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
830	4/8/10			Redding	Customer Denies Access	Under Investigation	Open
831	4/8/10			San Jose	Meter/Module	Under Investigation	Open
832	4/8/10			San Jose	Other	Under Investigation	Open
833	4/8/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
834	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
835	4/8/10			San Jose	Customer Denies Access	Under Investigation	Open
836	4/8/10			San Jose	Customer Denies Access	Under Investigation	Open
837	4/8/10			Yuba City	Household items affected by SM installation	Under Investigation	Open
838	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
839	4/8/10			Napa	Household items affected by SM installation	Under Investigation	Open
840	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
841	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
842	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
843	4/8/10			Richmond	Meter/Module	Under Investigation	Open
844	4/8/10			Fresno	Customer Denies Access	Under Investigation	Open
845	4/8/10			BENICIA	Household items affected by SM installation	Under Investigation	Open
846	4/8/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
847	4/8/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
848	4/8/10			Petaluma	Power Interruption	Under Investigation	Open
849	4/8/10			Menlo Park	Meter/Module	Under Investigation	Open
850	4/9/10			TIBURON	Customer Denies Access	Under Investigation	Open
851	4/9/10			Milpitas	Customer Denies Access	Under Investigation	Open
852	4/9/10			Richmond	Wellington Installer	Under Investigation	Open
853	4/9/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
854	4/9/10			San Anselmo	Bad Meter / Module Equipment	Under Investigation	Open
855	4/9/10			ANGWIN	Other	Under Investigation	Open
856	4/9/10			El Dorado Hills	Other	Under Investigation	Open
857	4/9/10			Napa	Customer Denies Access	Under Investigation	Open
858	4/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
859	4/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
860	4/9/10			REEDLEY	Customer Denies Access	Under Investigation	Open
861	4/9/10			Richmond	Power Interruption	Under Investigation	Open
862	4/9/10			ALAMEDA	Other	Under Investigation	Open
863	4/9/10			Tracy	Household items affected by SM installation	Under Investigation	Open
864	4/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
865	4/9/10			Santa Rosa	Other	Under Investigation	Open
866	4/9/10			Sebastopol	Customer Denies Access	Under Investigation	Open
867	4/10/10			Aptos	Household items affected by SM installation	Under Investigation	Open
868	4/11/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
869	4/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
870	4/12/10			San Pablo	Customer Denies Access	Under Investigation	Open
871	4/12/10			Santa Rosa	Wellington Installer	Under Investigation	Open
872	4/12/10			San Jose	Meter/Module	Under Investigation	Open
873	4/12/10			Wheatland	Customer Denies Access	Under Investigation	Open
874	4/12/10			Marysville	Customer Denies Access	Under Investigation	Open
875	4/12/10			Sebastopol	Customer Denies Access	Under Investigation	Open
876	4/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
877	4/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
878	4/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
879	4/12/10			Alamo	Customer Denies Access	Under Investigation	Open
880	4/12/10			San Jose	Customer Denies Access	Under Investigation	Open
881	4/12/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
882	4/12/10			Guerneville	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
883	4/12/10			Fairfield	Customer Denies Access	Under Investigation	Open
884	4/12/10			El Cerrito	Other	Under Investigation	Open
885	4/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
886	4/12/10			Berkeley	Meter/Module	Under Investigation	Open
887	4/12/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
888	4/12/10			Pinole	Meter/Module	Under Investigation	Open
889	4/12/10			Richmond	Other	Under Investigation	Open
890	4/12/10			Richmond	Other	Under Investigation	Open
891	4/12/10			Redwood City	Customer Denies Access	Under Investigation	Open
892	4/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
893	4/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
894	4/13/10			MIDPINES	Customer Denies Access	Customer does not want a SmartMeter	Resolved
895	4/13/10			Hercules	Power Interruption	Under Investigation	Open
896	4/13/10			Hercules	Power Interruption	Under Investigation	Open
897	4/13/10			Hercules	Power Interruption	Under Investigation	Open
898	4/13/10			Monterey	Customer Denies Access	Under Investigation	Open
899	4/13/10			San Ramon	Other	Under Investigation	Open
900	4/13/10			OCCIDENTAL	Customer Denies Access	Under Investigation	Open
901	4/13/10			Chowchilla	Bad Meter / Module Equipment	Under Investigation	Open
902	4/13/10			San Jose	Meter/Module	Under Investigation	Open
903	4/13/10			Merced	Power Interruption	Under Investigation	Open
904	4/13/10			San Jose	Power Interruption	Under Investigation	Open
905	4/13/10			San Jose	Power Interruption	Under Investigation	Open
906	4/13/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
907	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
908	4/13/10			Forestville	Customer Denies Access	Under Investigation	Open
909	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
910	4/13/10			San Jose	Customer Denies Access	Under Investigation	Open
911	4/13/10			Sebastopol	Customer Denies Access	Under Investigation	Open
912	4/13/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
913	4/13/10			Yuba City	Other	Under Investigation	Open
914	4/13/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
915	4/13/10			Vallejo	Customer Denies Access	Under Investigation	Open
916	4/13/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
917	4/13/10			ANGWIN	Customer Denies Access	Under Investigation	Open
918	4/13/10			Placerville	Customer Denies Access	Under Investigation	Open
919	4/13/10			Yuba City	Other	Under Investigation	Open
920	4/13/10			El Cerrito	Power Interruption	Under Investigation	Open
921	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
922	4/13/10			San Jose	Household items affected by SM installation	Under Investigation	Open
923	4/13/10			Richmond	Household items affected by SM installation	Under Investigation	Open
924	4/14/10			LIVE OAK	Power Interruption	Partial Power Outage	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
925	4/14/10			San Anselmo	Customer Denies Access	Under Investigation	Open
926	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
927	4/14/10			San Ramon	Power Interruption	Under Investigation	Open
928	4/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
929	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
930	4/14/10			Petaluma	Power Interruption	Under Investigation	Open
931	4/14/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
932	4/14/10			Petaluma	Household items affected by SM installation	Under Investigation	Open
933	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
934	4/14/10			Tracy	Power Interruption	Under Investigation	Open
935	4/14/10			Redding	Customer Denies Access	Under Investigation	Open
936	4/14/10			San Jose	Household items affected by SM installation	Under Investigation	Open
937	4/14/10			Tracy	Customer Denies Access	Under Investigation	Open
938	4/14/10			PLUMAS LAKE	Customer Denies Access	Under Investigation	Open
939	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
940	4/14/10			SAN MATEO	Household items affected by SM installation	Under Investigation	Open
941	4/14/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
942	4/14/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
943	4/14/10			KENWOOD	Customer Denies Access	Under Investigation	Open
944	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
945	4/14/10			ORINDA	Other	Under Investigation	Open
946	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
947	4/14/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
948	4/14/10			Bakersfield	Meter/Module	Under Investigation	Open
949	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
950	4/14/10			BEAR VALLEY	Meter/Module	Under Investigation	Open
951	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
952	4/14/10			Sebastopol	Customer Denies Access	Under Investigation	Open
953	4/14/10			San Jose	Household items affected by SM installation	Under Investigation	Open
954	4/14/10			San Jose	Other	Under Investigation	Open
955	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
956	4/14/10			Fowler	Customer Denies Access	Under Investigation	Open
957	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
958	4/14/10			Madera	Wellington Installer	Under Investigation	Open
959	4/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
960	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
961	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
962	4/14/10			El Cerrito	Customer Denies Access	Under Investigation	Open
963	4/14/10			San Jose	Wellington Installer	Under Investigation	Open
964	4/14/10			Bakersfield	Power Interruption	Under Investigation	Open
965	4/14/10			Napa	Power Interruption	Under Investigation	Open
966	4/15/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
967	4/15/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
968	4/15/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
969	4/15/10			San Jose	Other	Under Investigation	Open
970	4/15/10			Tracy	Meter/Module	Under Investigation	Open
971	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
972	4/15/10			Forestville	Customer Denies Access	Under Investigation	Open
973	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
974	4/15/10			Santa Rosa	Other	Under Investigation	Open
975	4/15/10			Yuba City	Household items affected by SM installation	Under Investigation	Open
976	4/15/10			El Dorado Hills	Household items affected by SM installation	Under Investigation	Open
977	4/15/10			San Francisco	Customer Denies Access	Under Investigation	Open
978	4/15/10			Forestville	Customer Denies Access	Under Investigation	Open
979	4/15/10			ANTIOCH	Meter/Module	Under Investigation	Open
980	4/15/10			Tracy	Household items affected by SM installation	Under Investigation	Open
981	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
982	4/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
983	4/15/10			Yuba City	Customer Denies Access	Under Investigation	Open
984	4/15/10			Vallejo	Power Interruption	Under Investigation	Open
985	4/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
986	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
987	4/15/10			Richmond	Customer Denies Access	Under Investigation	Open
988	4/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
989	4/15/10			San Jose	Other	Under Investigation	Open
990	4/15/10			Tracy	Customer Denies Access	Under Investigation	Open
991	4/15/10			Forestville	Customer Denies Access	Under Investigation	Open
992	4/15/10			Hanford	Meter/Module	Under Investigation	Open
993	4/15/10			El Dorado Hills	Household items affected by SM installation	Under Investigation	Open
994	4/15/10			Soda Springs	Meter/Module	Under Investigation	Open
995	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
996	4/15/10			Madera	Other	Under Investigation	Open
997	4/15/10			Napa	Customer Denies Access	Under Investigation	Open
998	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
999	4/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1000	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1001	4/15/10			ANGWIN	Customer Denies Access	Under Investigation	Open
1002	4/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1003	4/15/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
1004	4/15/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
1005	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
1006	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1007	4/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1008	4/15/10			Tracy	Power Interruption	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1009	4/15/10			Pittsburg	Other	Under Investigation	Open
1010	4/15/10			Richmond	Power Interruption	Under Investigation	Open
1011	4/15/10			Fremont	Customer Denies Access	Under Investigation	Open
1012	4/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1013	4/15/10			Berkeley	Other	Under Investigation	Open
1014	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
1015	4/15/10			San Francisco	Meter/Module	Under Investigation	Open
1016	4/15/10			Vallejo	Customer Denies Access	Under Investigation	Open
1017	4/16/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1018	4/16/10			San Jose	Wellington Installer	Installer failed to knock	Resolved
1019	4/16/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1020	4/16/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1021	4/16/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1022	4/16/10			ATHERTON	Meter/Module	Meter blocking access to breaker box	Resolved
1023	4/16/10			Madera	Meter/Module	Under Investigation	Open
1024	4/16/10			NOVATO	Meter/Module	Under Investigation	Open
1025	4/16/10			San Jose	Customer Denies Access	Under Investigation	Open
1026	4/16/10			El Dorado	Household items affected by SM installation	Under Investigation	Open
1027	4/16/10			Pinole	Customer Denies Access	Under Investigation	Open
1028	4/16/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1029	4/16/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1030	4/16/10			Milpitas	Customer Denies Access	Under Investigation	Open
1031	4/16/10			Madera	Power Interruption	Under Investigation	Open
1032	4/16/10			LIVE OAK	Household items affected by SM installation	Under Investigation	Open
1033	4/16/10			Vallejo	Customer Denies Access	Under Investigation	Open
1034	4/16/10			Petaluma	Customer Denies Access	Under Investigation	Open
1035	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
1036	4/16/10			SANTA CRUZ	Customer Denies Access	Under Investigation	Open
1037	4/16/10			Healdsburg	Wellington Installer	Under Investigation	Open
1038	4/16/10			Forestville	Customer Denies Access	Under Investigation	Open
1039	4/16/10			Berkeley	Power Interruption	Under Investigation	Open
1040	4/16/10			El Dorado Hills	Household items affected by SM installation	Under Investigation	Open
1041	4/17/10			Vallejo	Power Interruption	Partial Power Outage	Resolved
1042	4/17/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1043	4/17/10			Martinez	Meter/Module	Meter/Module clearance issues	Resolved
1044	4/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1045	4/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1046	4/17/10			Petaluma	Customer Denies Access	Under Investigation	Open
1047	4/18/10			Vallejo	Meter/Module	Other	Resolved
1048	4/18/10			Vacaville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1049	4/18/10			Camino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1050	4/19/10			San Ramon	Power Interruption	Other	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1051	4/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1052	4/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1053	4/19/10			El Dorado Hills	Power Interruption	Flickering Lights	Resolved
1054	4/19/10			Walnut Creek	Power Interruption	Under Investigation	Open
1055	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1056	4/19/10			Mokelumne Hill	Power Interruption	Under Investigation	Open
1057	4/19/10			Sacramento	Meter/Module	Under Investigation	Open
1058	4/19/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1059	4/19/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
1060	4/19/10			Forestville	Customer Denies Access	Under Investigation	Open
1061	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1062	4/19/10			El Sobrante	Customer Denies Access	Under Investigation	Open
1063	4/19/10			Richmond	Meter/Module	Under Investigation	Open
1064	4/19/10			Tracy	Customer Denies Access	Under Investigation	Open
1065	4/19/10			Madera	Wellington Installer	Under Investigation	Open
1066	4/19/10			Forestville	Customer Denies Access	Under Investigation	Open
1067	4/19/10			Forestville	Customer Denies Access	Under Investigation	Open
1068	4/19/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1069	4/19/10			Cupertino	Meter/Module	Under Investigation	Open
1070	4/19/10			Santa Rosa	Meter/Module	Under Investigation	Open
1071	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1072	4/19/10			Pinole	Customer Denies Access	Under Investigation	Open
1073	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1074	4/19/10			Tracy	Customer Denies Access	Under Investigation	Open
1075	4/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1076	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1077	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1078	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1079	4/19/10			Calistoga	Meter/Module	Under Investigation	Open
1080	4/19/10			Stockton	Wellington Installer	Under Investigation	Open
1081	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
1082	4/19/10			Cupertino	Power Interruption	Under Investigation	Open
1083	4/19/10			Milpitas	Other	Under Investigation	Open
1084	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1085	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1086	4/19/10			Milpitas	Customer Denies Access	Under Investigation	Open
1087	4/19/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
1088	4/19/10			Dos Palos	Customer Denies Access	Under Investigation	Open
1089	4/19/10			Berkeley	Meter/Module	Under Investigation	Open
1090	4/19/10			Sunnyvale	Other	Under Investigation	Open
1091	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1092	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1093	4/19/10			Milpitas	Power Interruption	Under Investigation	Open
1094	4/19/10			Pittsburg	Household items affected by SM installation	Under Investigation	Open
1095	4/19/10			Richmond	Household items affected by SM installation	Under Investigation	Open
1096	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
1097	4/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
1098	4/19/10			Los Altos	Customer Denies Access	Under Investigation	Open
1099	4/19/10			San Jose	Wellington Installer	Under Investigation	Open
1100	4/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
1101	4/19/10			Santa Clara	Household items affected by SM installation	Under Investigation	Open
1102	4/19/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1103	4/20/10			Concord	Meter/Module	Other	Resolved
1104	4/20/10			Yuba City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1105	4/20/10			Oakley	Meter/Module	Meter/Module clearance issues	Resolved
1106	4/20/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1107	4/20/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1108	4/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
1109	4/20/10			Glenn	Wellington Installer	Under Investigation	Open
1110	4/20/10			Daly City	Meter/Module	Under Investigation	Open
1111	4/20/10			Berkeley	Other	Under Investigation	Open
1112	4/20/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
1113	4/20/10			Hercules	Other	Under Investigation	Open
1114	4/20/10			Richmond	Customer Denies Access	Under Investigation	Open
1115	4/20/10			San Francisco	Other	Under Investigation	Open
1116	4/20/10			Mountain View	Wellington Installer	Under Investigation	Open
1117	4/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
1118	4/20/10			Walnut Creek	Other	Under Investigation	Open
1119	4/20/10			San Jose	Customer Denies Access	Under Investigation	Open
1120	4/20/10			Acampo	Other	Under Investigation	Open
1121	4/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1122	4/20/10			Berkeley	Power Interruption	Under Investigation	Open
1123	4/20/10			San Jose	Power Interruption	Under Investigation	Open
1124	4/20/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1125	4/20/10			San Pablo	Household items affected by SM installation	Under Investigation	Open
1126	4/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
1127	4/20/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1128	4/20/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
1129	4/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1130	4/20/10			San Jose	Meter/Module	Under Investigation	Open
1131	4/20/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
1132	4/20/10			Redding	Customer Denies Access	Under Investigation	Open
1133	4/20/10			Berkeley	Power Interruption	Under Investigation	Open
1134	4/20/10			Hopland	Network Equipment Installation	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1135	4/21/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1136	4/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1137	4/21/10			Los Banos	Power Interruption	Other	Resolved
1138	4/21/10			Berkeley	Power Interruption	Under Investigation	Open
1139	4/21/10			Sacramento	Meter/Module	Under Investigation	Open
1140	4/21/10			Merced	Household items affected by SM installation	Under Investigation	Open
1141	4/21/10			Santa Clara	Meter/Module	Under Investigation	Open
1142	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
1143	4/21/10			Richmond	Meter/Module	Under Investigation	Open
1144	4/21/10			Mountain View	Meter/Module	Under Investigation	Open
1145	4/21/10			Sonoma	Customer Denies Access	Under Investigation	Open
1146	4/21/10			Forestville	Customer Denies Access	Under Investigation	Open
1147	4/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1148	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
1149	4/21/10			San Jose	Wellington Installer	Under Investigation	Open
1150	4/21/10			Berkeley	Other	Under Investigation	Open
1151	4/21/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1152	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
1153	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
1154	4/21/10			Mariposa	Customer Denies Access	Under Investigation	Open
1155	4/21/10			Los Banos	Other	Under Investigation	Open
1156	4/21/10			Redwood City	Meter/Module	Under Investigation	Open
1157	4/21/10			San Francisco	Meter/Module	Under Investigation	Open
1158	4/21/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1159	4/21/10			Santa Clara	Wellington Installer	Under Investigation	Open
1160	4/21/10			El Dorado Hills	Household items affected by SM installation	Under Investigation	Open
1161	4/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1162	4/21/10			Fortuna	Household items affected by SM installation	Under Investigation	Open
1163	4/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1164	4/21/10			Santa Rosa	Power Interruption	Under Investigation	Open
1165	4/21/10			Danville	Customer Denies Access	Under Investigation	Open
1166	4/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1167	4/22/10			Tracy	Meter/Module	Meter blocking access to breaker box	Resolved
1168	4/22/10			San Bruno	Power Interruption	Other	Resolved
1169	4/22/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1170	4/22/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1171	4/22/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1172	4/22/10			Sebastopol	Other	Under Investigation	Open
1173	4/22/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
1174	4/22/10			Glen Ellen	Power Interruption	Under Investigation	Open
1175	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
1176	4/22/10			San Francisco	Household items affected by SM installation	Under Investigation	Open

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1177	4/22/10			Fresno	Meter/Module	Under Investigation	Open
1178	4/22/10			Bolinas	Customer Denies Access	Under Investigation	Open
1179	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1180	4/22/10			Los Banos	Customer Denies Access	Under Investigation	Open
1181	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1182	4/22/10			Tracy	Customer Denies Access	Under Investigation	Open
1183	4/22/10			Pinole	Meter/Module	Under Investigation	Open
1184	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1185	4/22/10			Vallejo	Customer Denies Access	Under Investigation	Open
1186	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1187	4/22/10			Yuba City	Customer Denies Access	Under Investigation	Open
1188	4/22/10			Forestville	Customer Denies Access	Under Investigation	Open
1189	4/22/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1190	4/22/10			Tracy	Customer Denies Access	Under Investigation	Open
1191	4/22/10			Willits	Customer Denies Access	Under Investigation	Open
1192	4/22/10			Vallejo	Other	Under Investigation	Open
1193	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
1194	4/22/10			Petaluma	Customer Denies Access	Under Investigation	Open
1195	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
1196	4/22/10			Alamo	Other	Under Investigation	Open
1197	4/22/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1198	4/22/10			Sonoma	Customer Denies Access	Under Investigation	Open
1199	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
1200	4/22/10			Pacifica	Power Interruption	Under Investigation	Open
1201	4/22/10			Redding	Meter/Module	Under Investigation	Open
1202	4/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1203	4/22/10			Madera	Customer Denies Access	Under Investigation	Open
1204	4/22/10			Copperopolis	Meter/Module	Under Investigation	Open
1205	4/22/10			Copperopolis	Meter/Module	Under Investigation	Open
1206	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
1207	4/22/10			Colfax	Power Interruption	Under Investigation	Open
1208	4/22/10			Tracy	Customer Denies Access	Under Investigation	Open
1209	4/22/10			Placerville	Household items affected by SM installation	Under Investigation	Open
1210	4/22/10			Madera	Household items affected by SM installation	Under Investigation	Open
1211	4/22/10			El Sobrante	Power Interruption	Under Investigation	Open
1212	4/22/10			Cotati	Customer Denies Access	Under Investigation	Open
1213	4/22/10			Mountain View	Meter/Module	Under Investigation	Open
1214	4/22/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
1215	4/23/10			Olivehurst	Power Interruption	Breaker keeps tripping	Resolved
1216	4/23/10			Mariposa	Power Interruption	Breaker keeps tripping	Resolved
1217	4/23/10			Mendota	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1218	4/23/10			Redding	Meter/Module	Meter/Module clearance issues	Resolved

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 29, 2010 -- For the Period April 17, 2010 through April 23, 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
1219	4/23/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1220	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
1221	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
1222	4/23/10			Glen Ellen	Customer Denies Access	Under Investigation	Open
1223	4/23/10			Tracy	Customer Denies Access	Under Investigation	Open
1224	4/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1225	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
1226	4/23/10			Forestville	Customer Denies Access	Under Investigation	Open
1227	4/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1228	4/23/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1229	4/23/10			Placerville	Customer Denies Access	Under Investigation	Open
1230	4/23/10			Calistoga	Power Interruption	Under Investigation	Open
1231	4/23/10			Berkeley	Other	Under Investigation	Open
1232	4/23/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
1233	4/23/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
1234	4/23/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
1235	4/23/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
1236	4/23/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
1237	4/23/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
1238	4/23/10			San Ramon	Customer Denies Access	Under Investigation	Open
1239	4/23/10			Selma	Wellington Installer	Under Investigation	Open
1240	4/23/10			Berkeley	Other	Under Investigation	Open
1241	4/23/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
1242	4/23/10			San Jose	Meter/Module	Under Investigation	Open
1243	4/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1244	4/23/10			Berkeley	Other	Under Investigation	Open
1245	4/23/10			El Dorado Hills	Other	Under Investigation	Open
1246	4/23/10			San Jose	Meter/Module	Under Investigation	Open
1247	4/23/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1248	4/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1249	4/23/10			Stockton	Customer Denies Access	Under Investigation	Open
1250	4/23/10			El Sobrante	Power Interruption	Under Investigation	Open
1251	4/23/10			Forestville	Customer Denies Access	Under Investigation	Open
1252	4/23/10			Mendota	Household items affected by SM installation	Under Investigation	Open
1253	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
1254	4/23/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
1255	4/23/10			Fresno	Meter/Module	Under Investigation	Open
1256	4/23/10			Yuba City	Household items affected by SM installation	Under Investigation	Open
1257	4/23/10			Madera	Wellington Installer	Under Investigation	Open
1258	4/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1259	4/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1260	4/23/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open

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Pacific Gas and Electric Company

SmartMeter™ Complaint Report

SmartMeter™ Installation Complaint Report

April 29, 2010 -- For the Period April 17, 2010 through April 23, 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
1261	4/23/10			Monterey	Customer Denies Access	Under Investigation	Open
1262	4/23/10			Escalon	Meter/Module	Under Investigation	Open
1263	4/23/10			Marysville	Customer Denies Access	Under Investigation	Open
1264	4/23/10			Yuba City	Customer Denies Access	Under Investigation	Open
1265	4/23/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1266	4/23/10			Berkeley	Power Interruption	Under Investigation	Open

1,040	Open Complaints on Last Report
21	Open Complaints Resolved Since the Last Report
226	New Complaints Since the Last Report
25	New Complaints Resolved Since the Last Report
201	New Complaints Open

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

April 29, 2010 -- For the Period April 17, 2010 through April 23, 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	Other	Resolved
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	Installer failed to knock	Resolved
13	11/10/09	{Redacted}		Hillsborough	Customer Denies Access	Under Investigation	Open
14	11/10/09	{Redacted}		Vacaville	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	11/24/09	{Redacted}		Kingsburg	Meter/Module	Under Investigation	Open
20	11/25/09	{Redacted}		Richmond	Network Equipment Installation	Under Investigation	Open
21	11/30/09	{Redacted}		MIRAMONTE	Household items affected by SM installation	Under Investigation	Open
22	11/30/09	{Redacted}		Fresno	Household items affected by SM installation	Under Investigation	Open
23	12/2/09	{Redacted}		Redwood City	Household items affected by SM installation	Under Investigation	Open
24	12/2/09	{Redacted}		Fremont	Power Interruption	Under Investigation	Open
25	12/3/09	{Redacted}		Manteca	Household items affected by SM installation	Under Investigation	Open
26	12/3/09	{Redacted}		Stockton	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	12/4/09	{Redacted}		Napa	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	12/7/09	{Redacted}		Napa	Wellington Installer	Under Investigation	Open
31	12/8/09	{Redacted}		PIONEER	Household items affected by SM installation	Under Investigation	Open
32	12/9/09	{Redacted}		Los Altos	Household items affected by SM installation	Under Investigation	Open
33	12/9/09	{Redacted}		Stockton	Power Interruption	Under Investigation	Open
34	12/11/09	{Redacted}		MILLBRAE	Power Interruption	Under Investigation	Open
35	12/11/09	{Redacted}		Plymouth	Meter/Module	Under Investigation	Open
36	12/11/09	{Redacted}		Stockton	Household items affected by SM installation	Under Investigation	Open
37	12/16/09	{Redacted}		Mountain View	Scheduling Problems	Under Investigation	Open
38	12/17/09	{Redacted}		Vacaville	Meter/Module	Under Investigation	Open
39	12/17/09	{Redacted}		Sunnyvale	Meter/Module	Under Investigation	Open
40	12/18/09	{Redacted}		LATHROP	Other	Under Investigation	Open
41	12/22/09	{Redacted}		PINE GROVE	Wellington Installer	Under Investigation	Open
42	12/22/09	{Redacted}		Fremont	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 29, 2010 -- For the Period April 17, 2010 through April 23, 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
43	12/23/09			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
44	12/23/09			Dublin	Meter/Module	Under Investigation	Open
45	12/23/09			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
46	12/23/09			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
47	12/29/09			Livermore	Meter/Module	Under Investigation	Open
48	12/29/09			Pleasanton	Household items affected by SM installation	Under Investigation	Open
49	12/29/09			El Granada	Power Interruption	Under Investigation	Open
50	12/30/09			Los Banos	Network Equipment Installation	Under Investigation	Open
51	12/31/09			Livermore	Household items affected by SM installation	Under Investigation	Open
52	12/31/09			Mountain View	Household items affected by SM installation	Under Investigation	Open
53	1/4/10			Merced	Customer Denies Access	Under Investigation	Open
54	1/4/10			Menlo Park	Customer Denies Access	Under Investigation	Open
55	1/5/10			AUBURN	Power Interruption	Under Investigation	Open
56	1/5/10			Sebastopol	Other	Under Investigation	Open
57	1/7/10			Los Altos	Other	Under Investigation	Open
58	1/8/10			Moraga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
59	1/8/10			Livermore	Household items affected by SM installation	Under Investigation	Open
60	1/11/10			Fairfield	Meter/Module	Under Investigation	Open
61	1/11/10			Vacaville	Meter/Module	Under Investigation	Open
62	1/11/10			Livermore	Household items affected by SM installation	Under Investigation	Open
63	1/11/10			Burlingame	Household items affected by SM installation	Under Investigation	Open
64	1/12/10			Moraga	Household items affected by SM installation	Under Investigation	Open
65	1/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
66	1/12/10			Livermore	Power Interruption	Under Investigation	Open
67	1/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
68	1/13/10			LODI	Meter/Module	Under Investigation	Open
69	1/14/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
70	1/14/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
71	1/14/10			Dublin	Household items affected by SM installation	Under Investigation	Open
72	1/15/10			Napa	Scheduling Problems	Under Investigation	Open
73	1/15/10			CORCORAN	Wellington Installer	Under Investigation	Open
74	1/15/10			Dublin	Household items affected by SM installation	Under Investigation	Open
75	1/15/10			San Ramon	Customer Denies Access	Under Investigation	Open
76	1/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
77	1/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
78	1/19/10			Martinez	Other	Under Investigation	Open
79	1/19/10			Aptos	Other	Under Investigation	Open
80	1/20/10			Cupertino	Power Interruption	Under Investigation	Open
81	1/20/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
82	1/22/10			Fremont	Household items affected by SM installation	Under Investigation	Open
83	1/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
84	1/23/10			Kensington	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 29, 2010 -- For the Period April 17, 2010 through April 23, 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
85	1/25/10			Pinole	SmartMeter Customer Communication	Under Investigation	Open
86	1/26/10			American Canyon	Customer Denies Access	Under Investigation	Open
87	1/26/10			Madera	Wellington Installer	Under Investigation	Open
88	1/26/10			Merced	Customer Denies Access	Under Investigation	Open
89	1/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
90	1/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
91	1/26/10			Livermore	Customer Denies Access	Under Investigation	Open
92	1/26/10			Vallejo	Wellington Installer	Under Investigation	Open
93	1/26/10			MONTARA	Meter/Module	Under Investigation	Open
94	1/26/10			Stockton	Wellington Installer	Under Investigation	Open
95	1/26/10			Pleasanton	Wellington Installer	Under Investigation	Open
96	1/26/10			Livermore	Customer Denies Access	Under Investigation	Open
97	1/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
98	1/26/10			San Jose	Meter/Module	Under Investigation	Open
99	1/27/10			Hillsborough	Customer Denies Access	Under Investigation	Open
100	1/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
101	1/27/10			Redwood City	Meter/Module	Under Investigation	Open
102	1/28/10			Moraga	Wellington Installer	Under Investigation	Open
103	1/28/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
104	1/28/10			San Francisco	Power Interruption	Under Investigation	Open
105	1/28/10			Sunnyvale	Power Interruption	Under Investigation	Open
106	1/28/10			American Canyon	Wellington Installer	Under Investigation	Open
107	1/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
108	1/28/10			San Jose	Wellington Installer	Under Investigation	Open
109	1/28/10			El Sobrante	Wellington Installer	Under Investigation	Open
110	1/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
111	1/29/10			Richmond	Wellington Installer	Under Investigation	Open
112	1/29/10			Stockton	Wellington Installer	Under Investigation	Open
113	1/29/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
114	1/29/10			Sunnyvale	Wellington Installer	Under Investigation	Open
115	1/29/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
116	1/29/10			Madera	Wellington Installer	Under Investigation	Open
117	1/29/10			Rio Vista	Household items affected by SM installation	Under Investigation	Open
118	1/29/10			Kensington	Meter/Module	Under Investigation	Open
119	1/29/10			San Jose	Meter/Module	Under Investigation	Open
120	1/29/10			Pinole	Wellington Installer	Under Investigation	Open
121	1/31/10			Danville	Meter/Module	Under Investigation	Open
122	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
123	1/31/10			Bakersfield	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	2/1/10			Albany	Power Interruption	Motion/Sensor Appliance Malfunctioning	Resolved

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Pacific Gas and Electric Company

SmartMeter™ Complaint Report

SmartMeter™ Installation Complaint Report

April 29, 2010 -- For the Period April 17, 2010 through April 23, 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
127	2/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
128	2/1/10			San Jose	Power Interruption	Under Investigation	Open
129	2/1/10			Vacaville	Meter/Module	Under Investigation	Open
130	2/1/10			San Jose	Power Interruption	Under Investigation	Open
131	2/1/10			El Sobrante	Wellington Installer	Under Investigation	Open
132	2/1/10			LA HONDA	Customer Denies Access	Under Investigation	Open
133	2/1/10			Pleasanton	Meter/Module	Under Investigation	Open
134	2/2/10			San Jose	Household items affected by SM installation	Under Investigation	Open
135	2/3/10			RAYMOND	Wellington Installer	Under Investigation	Open
136	2/3/10			Livermore	Household items affected by SM installation	Under Investigation	Open
137	2/3/10			GRATON	Other	Under Investigation	Open
138	2/3/10			Pleasanton	Meter/Module	Under Investigation	Open
139	2/3/10			CORDELIA	Wellington Installer	Under Investigation	Open
140	2/3/10			Mountain View	Power Interruption	Under Investigation	Open
141	2/4/10			Suisun City	Meter/Module	Under Investigation	Open
142	2/4/10			Fresno	Household items affected by SM installation	Under Investigation	Open
143	2/4/10			San Ramon	Power Interruption	Under Investigation	Open
144	2/5/10			San Ramon	Meter/Module	Under Investigation	Open
145	2/5/10			Pleasanton	Meter/Module	Under Investigation	Open
146	2/5/10			Mountain View	Other	Under Investigation	Open
147	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
148	2/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
149	2/9/10			Cupertino	Wellington Installer	Under Investigation	Open
150	2/10/10			San Ramon	Wellington Installer	Under Investigation	Open
151	2/10/10			Berkeley	Wellington Installer	Under Investigation	Open
152	2/10/10			Cupertino	Scheduling Problems	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			Berkeley	Customer Denies Access	Under Investigation	Open
156	2/10/10			San Jose	Wellington Installer	Under Investigation	Open
157	2/10/10			Cupertino	Power Interruption	Under Investigation	Open
158	2/10/10			Vacaville	Household items affected by SM installation	Under Investigation	Open
159	2/10/10			NORTH FOLK	Wellington Installer	Under Investigation	Open
160	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
161	2/11/10			Livermore	Household items affected by SM installation	Under Investigation	Open
162	2/11/10			Healdsburg	Customer Denies Access	Under Investigation	Open
163	2/11/10			Vallejo	Wellington Installer	Under Investigation	Open
164	2/11/10			Napa	Meter/Module	Under Investigation	Open
165	2/11/10			Sunnyvale	Power Interruption	Under Investigation	Open
166	2/12/10			Berkeley	Wellington Installer	Under Investigation	Open
167	2/12/10			San Ramon	Wellington Installer	Under Investigation	Open
168	2/12/10			San Ramon	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 29, 2010 -- For the Period April 17, 2010 through April 23, 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
169	2/12/10			San Jose	Power Interruption	Under Investigation	Open
170	2/12/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
171	2/13/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
172	2/14/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
173	2/14/10			Sunnyvale	Meter/Module	Under Investigation	Open
174	2/16/10			Berkeley	Wellington Installer	Under Investigation	Open
175	2/16/10			Santa Clara	Meter/Module	Under Investigation	Open
176	2/16/10			Cupertino	Wellington Installer	Under Investigation	Open
177	2/16/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
178	2/16/10			RIPON	Meter/Module	Under Investigation	Open
179	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
180	2/17/10			Berkeley	Meter/Module	Under Investigation	Open
181	2/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
182	2/17/10			San Jose	Customer Denies Access	Under Investigation	Open
183	2/17/10			Newark	Household items affected by SM installation	Under Investigation	Open
184	2/17/10			Forestville	Customer Denies Access	Under Investigation	Open
185	2/17/10			Madera	Wellington Installer	Under Investigation	Open
186	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
187	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
188	2/17/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
189	2/17/10			Sunnyvale	Meter/Module	Under Investigation	Open
190	2/17/10			San Jose	Wellington Installer	Under Investigation	Open
191	2/17/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
192	2/17/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
193	2/17/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
194	2/18/10			Sanger	Scheduling Problems	Under Investigation	Open
195	2/18/10			Los Banos	Other	Under Investigation	Open
196	2/18/10			Somerset	Wellington Installer	Under Investigation	Open
197	2/18/10			Mariposa	Wellington Installer	Under Investigation	Open
198	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
199	2/18/10			Madera	Wellington Installer	Under Investigation	Open
200	2/19/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
201	2/19/10			Pleasanton	Meter/Module	Under Investigation	Open
202	2/19/10			American Canyon	Wellington Installer	Under Investigation	Open
203	2/19/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
204	2/21/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
205	2/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
206	2/21/10			Pleasanton	Meter/Module	Under Investigation	Open
207	2/21/10			Placerville	Customer Denies Access	Under Investigation	Open
208	2/21/10			Cupertino	SmartMeter Customer Communication	Under Investigation	Open
209	2/21/10			San Jose	Customer Denies Access	Under Investigation	Open
210	2/21/10			San Francisco	Household items affected by SM installation	Under Investigation	Open

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

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 April 29, 2010 -- For the Period April 17, 2010 through April 23, 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	2/17/10	{Redacted}		FOSTER CITY	Open	Under Investigation
2	3/2/10	{Redacted}		BAKERSFIELD	Resolved	Bill is Accurate. Customer unhappy with rates. Declined meter test and energy audit. Identified on the phone with her that she has two extra freezers; does not want to discontinue use of any appliance. Discussed CARE and Medical Baseline. Customer aware of both; says not eligible. Is on SmartRate and has shifted usage to off-peak hours. Sent information regarding E6 time of use rate for her consideration.
3	3/11/10	{Redacted}		AMERICAN CANYON	Open	Under Investigation
4	3/12/10	{Redacted}		BAKERSFIELD	Open	Under Investigation
5	3/18/10	{Redacted}		BAKERSFIELD	Open	Under Investigation
6	3/26/10	{Redacted}		AUBURN	Open	Under Investigation
7	3/29/10	{Redacted}		ALAMO	Open	Under Investigation
8	4/7/10	{Redacted}		BAKERSFIELD	Open	Under Investigation
9	4/8/10	{Redacted}		SAN PABLO	Open	Under Investigation
10	4/13/10	{Redacted}		FRESNO	Open	Under Investigation
11	4/13/10	{Redacted}		BAKERSFIELD	Open	Under Investigation
12	4/16/10	{Redacted}		STOCKTON	Open	Under Investigation
13	4/19/10	{Redacted}		BAKERSFIELD	Open	Under Investigation
14	4/22/10	{Redacted}		ANTIOCH	Resolved	Bill is Accurate, But Delayed. SmartMeter installed 6/10/09. Usage in line from June December. In January, usage for the prior month (December 2009) exceeded the daily high usage threshold that PG&E uses as an internal control to flag potential usage errors and help avoid a customer billing impact. As a result of the internal flag, PG&E did not generate a timely bill for the December period. PG&E investigated the December 2009 usage and discovered use of electric space heaters likely caused the usage that was recorded in December 2009 which delayed the bill. Accordingly, in March 2010, PG&E billed the customer for period 12/18/09 - 2/19/10, followed by their current bill for period 2/19/10 - 3/23/10. Customer discontinued use of heaters after he received the bill. PG&E credited his account with an inability to conserve adjustment for \$1,200.44 for the high usage during the period the bill was delayed.
15	4/22/10	{Redacted}		FREMONT	Open	Under Investigation
16	4/23/10	{Redacted}		VALLEY SPRINGS	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.

12 Open Complaints on Last Report
 1 Open Complaints Resolved Since the Last Report
 4 New Complaints Since the Last Report
 1 New Complaints Resolved Since the Last Report
 3 New Complaints Open

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 29, 2010 -- For the Period April 17, 2010 through April 23, 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	2/17/10	{Redacted}		FOSTER CITY	Open	Under Investigation
2	3/2/10	{Redacted}		BAKERSFIELD	Resolved	Bill is Accurate. Customer unhappy with rates. Declined meter test and energy audit. Identified on the phone with her that she has two extra freezers; does not want to discontinue use of any appliance. Discussed CARE and Medical Baseline. Customer aware of both; says not eligible. Is on SmartRate and has shifted usage to off-peak hours. Sent information regarding E6 time of use rate for her consideration.
3	3/11/10	{Redacted}		AMERICAN CANYON	Open	Under Investigation
4	3/12/10	{Redacted}		BAKERSFIELD	Open	Under Investigation
5	3/18/10	{Redacted}		BAKERSFIELD	Open	Under Investigation
6	3/26/10	{Redacted}		AUBURN	Open	Under Investigation
7	3/29/10	{Redacted}		ALAMO	Open	Under Investigation
8	4/7/10	{Redacted}		BAKERSFIELD	Open	Under Investigation
9	4/8/10	{Redacted}		SAN PABLO	Open	Under Investigation
10	4/13/10	{Redacted}		FRESNO	Open	Under Investigation
11	4/13/10	{Redacted}		BAKERSFIELD	Open	Under Investigation
12	4/16/10	{Redacted}		STOCKTON	Open	Under Investigation
13	4/19/10	{Redacted}		BAKERSFIELD	Open	Under Investigation
14	4/22/10	{Redacted}		ANTIOCH	Resolved	Bill is Accurate, But Delayed. SmartMeter installed 6/10/09. Usage in line from June - December. In January, usage for the prior month (December 2009) exceeded the daily high usage threshold that PG&E uses as an internal control to flag potential usage errors and help avoid a customer billing impact. As a result of the internal flag, PG&E did not generate a timely bill for the December period. PG&E investigated the December 2009 usage and discovered use of electric space heaters likely caused the usage that was recorded in December 2009 which delayed the bill. Accordingly, in March 2010, PG&E billed the customer for period 12/18/09 - 2/19/10, followed by their current bill for period 2/19/10 - 3/23/10. Customer discontinued use of heaters after he received the bill. PG&E credited his account with an inability to conserve adjustment for \$1,200.44 for the high usage during the period the bill was delayed.
15	4/22/10	{Redacted}		FREMONT	Open	Under Investigation
16	4/23/10	{Redacted}		VALLEY SPRINGS	Open	Under Investigation

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1 Open Complaints Resolved Since the Last Report
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