

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

May 6, 2010 – For the Period April 24, 2010 through April 30, 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	9/18/09	{Redacted}		Moraga	SmartMeter Customer Communication	Under Investigation	Open
7	9/29/09	{Redacted}		AHWAHNEE	Meter/Module	Under Investigation	Open
8	10/15/09	{Redacted}		Stockton	Household items affected by SM installation	Under Investigation	Open
9	10/26/09	{Redacted}		Fremont	Other	Under Investigation	Open
10	10/28/09	{Redacted}		Vacaville	Wellington Installer	Under Investigation	Open
11	11/10/09	{Redacted}		Hillsborough	Customer Denies Access	Under Investigation	Open
12	11/10/09	{Redacted}		Vacaville	Customer Denies Access	Under Investigation	Open
13	11/12/09	{Redacted}		Newark	Meter/Module	Under Investigation	Open
14	11/16/09	{Redacted}		Vacaville	Household items affected by SM installation	Under Investigation	Open
15	11/20/09	{Redacted}		Fremont	Meter/Module	Under Investigation	Open
16	11/23/09	{Redacted}		WOODLAND	Meter/Module	Under Investigation	Open
17	11/24/09	{Redacted}		Kingsburg	Meter/Module	Under Investigation	Open
18	11/25/09	{Redacted}		Richmond	Network Equipment Installation	Under Investigation	Open
19	11/30/09	{Redacted}		Fresno	Household items affected by SM installation	Under Investigation	Open
20	11/30/09	{Redacted}		MIRAMONTE	Household items affected by SM installation	Under Investigation	Open
21	12/2/09	{Redacted}		Fremont	Power Interruption	Under Investigation	Open
22	12/2/09	{Redacted}		Redwood City	Household items affected by SM installation	Under Investigation	Open
23	12/3/09	{Redacted}		Manteca	Household items affected by SM installation	Under Investigation	Open
24	12/3/09	{Redacted}		Manteca	Household items affected by SM installation	Under Investigation	Open
25	12/3/09	{Redacted}		Stockton	Household items affected by SM installation	Under Investigation	Open
26	12/4/09	{Redacted}		Hanford	Household items affected by SM installation	Under Investigation	Open
27	12/4/09	{Redacted}		Napa	Household items affected by SM installation	Under Investigation	Open
28	12/7/09	{Redacted}		Napa	Wellington Installer	Under Investigation	Open
29	12/8/09	{Redacted}		PIONEER	Household items affected by SM installation	Under Investigation	Open
30	12/9/09	{Redacted}		Los Altos	Household items affected by SM installation	Under Investigation	Open
31	12/9/09	{Redacted}		Stockton	Power Interruption	Under Investigation	Open
32	12/11/09	{Redacted}		MILLBRAE	Power Interruption	Under Investigation	Open
33	12/11/09	{Redacted}		Plymouth	Meter/Module	Under Investigation	Open
34	12/11/09	{Redacted}		Stockton	Household items affected by SM installation	Under Investigation	Open
35	12/16/09	{Redacted}		Mountain View	Scheduling Problems	Under Investigation	Open
36	12/17/09	{Redacted}		Sunnyvale	Meter/Module	Under Investigation	Open
37	12/17/09	{Redacted}		Vacaville	Meter/Module	Under Investigation	Open
38	12/18/09	{Redacted}		LATHROP	Other	Under Investigation	Open
39	12/22/09	{Redacted}		Fremont	Household items affected by SM installation	Under Investigation	Open
40	12/22/09	{Redacted}		PINE GROVE	Wellington Installer	Under Investigation	Open
41	12/23/09	{Redacted}		Dublin	Meter/Module	Under Investigation	Open
42	12/23/09	{Redacted}		Sunnyvale	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			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
44	12/23/09			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
45	12/29/09			El Granada	Power Interruption	Under Investigation	Open
46	12/29/09			Livermore	Meter/Module	Under Investigation	Open
47	12/29/09			Pleasanton	Household items affected by SM installation	Under Investigation	Open
48	12/30/09			Los Banos	Network Equipment Installation	Under Investigation	Open
49	12/31/09			Livermore	Household items affected by SM installation	Under Investigation	Open
50	12/31/09			Mountain View	Household items affected by SM installation	Under Investigation	Open
51	1/4/10			Menlo Park	Customer Denies Access	Under Investigation	Open
52	1/4/10			Merced	Customer Denies Access	Under Investigation	Open
53	1/5/10			AUBURN	Power Interruption	Under Investigation	Open
54	1/5/10			Sebastopol	Other	Under Investigation	Open
55	1/7/10			Los Altos	Other	Under Investigation	Open
56	1/8/10			Livermore	Household items affected by SM installation	Under Investigation	Open
57	1/11/10			Burlingame	Household items affected by SM installation	Under Investigation	Open
58	1/11/10			Fairfield	Meter/Module	Under Investigation	Open
59	1/11/10			Livermore	Household items affected by SM installation	Under Investigation	Open
60	1/11/10			Vacaville	Meter/Module	Under Investigation	Open
61	1/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
62	1/12/10			Livermore	Power Interruption	Under Investigation	Open
63	1/12/10			Moraga	Household items affected by SM installation	Under Investigation	Open
64	1/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
65	1/13/10			LODI	Meter/Module	Under Investigation	Open
66	1/14/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
67	1/14/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
68	1/14/10			Dublin	Household items affected by SM installation	Under Investigation	Open
69	1/15/10			CORCORAN	Wellington Installer	Under Investigation	Open
70	1/15/10			Dublin	Household items affected by SM installation	Under Investigation	Open
71	1/15/10			Napa	Scheduling Problems	Under Investigation	Open
72	1/15/10			San Ramon	Customer Denies Access	Under Investigation	Open
73	1/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
74	1/19/10			Aptos	Other	Under Investigation	Open
75	1/19/10			Martinez	Other	Under Investigation	Open
76	1/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
77	1/20/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
78	1/20/10			Cupertino	Power Interruption	Under Investigation	Open
79	1/22/10			Fremont	Household items affected by SM installation	Under Investigation	Open
80	1/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
81	1/23/10			Kensington	Household items affected by SM installation	Under Investigation	Open
82	1/25/10			Pinole	SmartMeter Customer Communication	Under Investigation	Open
83	1/26/10			American Canyon	Customer Denies Access	Under Investigation	Open
84	1/26/10			Livermore	Customer Denies Access	Under Investigation	Open

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85	1/26/10			Livermore	Customer Denies Access	Under Investigation	Open
86	1/26/10			Madera	Wellington Installer	Under Investigation	Open
87	1/26/10			Merced	Customer Denies Access	Under Investigation	Open
88	1/26/10			MONTARA	Meter/Module	Under Investigation	Open
89	1/26/10			Pleasanton	Wellington Installer	Under Investigation	Open
90	1/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
91	1/26/10			San Jose	Meter/Module	Under Investigation	Open
92	1/26/10			Stockton	Wellington Installer	Under Investigation	Open
93	1/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
94	1/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
95	1/26/10			Vallejo	Wellington Installer	Under Investigation	Open
96	1/27/10			Hillsborough	Customer Denies Access	Under Investigation	Open
97	1/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
98	1/27/10			Redwood City	Meter/Module	Under Investigation	Open
99	1/28/10			American Canyon	Wellington Installer	Under Investigation	Open
100	1/28/10			El Sobrante	Wellington Installer	Under Investigation	Open
101	1/28/10			Moraga	Wellington Installer	Under Investigation	Open
102	1/28/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
103	1/28/10			San Francisco	Power Interruption	Under Investigation	Open
104	1/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
105	1/28/10			San Jose	Wellington Installer	Under Investigation	Open
106	1/28/10			Sunnyvale	Power Interruption	Under Investigation	Open
107	1/29/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
108	1/29/10			Kensington	Meter/Module	Under Investigation	Open
109	1/29/10			Madera	Wellington Installer	Under Investigation	Open
110	1/29/10			Pinole	Wellington Installer	Under Investigation	Open
111	1/29/10			Richmond	Wellington Installer	Under Investigation	Open
112	1/29/10			Rio Vista	Household items affected by SM installation	Under Investigation	Open
113	1/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
114	1/29/10			San Jose	Meter/Module	Under Investigation	Open
115	1/29/10			Stockton	Wellington Installer	Under Investigation	Open
116	1/29/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
117	1/29/10			Sunnyvale	Wellington Installer	Under Investigation	Open
118	1/31/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
119	1/31/10			Danville	Meter/Module	Under Investigation	Open
120	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
121	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
122	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
123	2/1/10			El Sobrante	Wellington Installer	Under Investigation	Open
124	2/1/10			LA HONDA	Customer Denies Access	Under Investigation	Open
125	2/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
126	2/1/10			Pleasanton	Meter/Module	Under Investigation	Open

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127	2/1/10			San Jose	Power Interruption	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	2/2/10			San Jose	Household items affected by SM installation	Under Investigation	Open
131	2/3/10			CORDELIA	Wellington Installer	Under Investigation	Open
132	2/3/10			GRATON	Other	Under Investigation	Open
133	2/3/10			Livermore	Household items affected by SM installation	Under Investigation	Open
134	2/3/10			Mountain View	Power Interruption	Under Investigation	Open
135	2/3/10			Pleasanton	Meter/Module	Under Investigation	Open
136	2/3/10			RAYMOND	Wellington Installer	Under Investigation	Open
137	2/4/10			Fresno	Household items affected by SM installation	Under Investigation	Open
138	2/4/10			San Ramon	Power Interruption	Under Investigation	Open
139	2/4/10			Suisun City	Meter/Module	Under Investigation	Open
140	2/5/10			Mountain View	Other	Under Investigation	Open
141	2/5/10			Pleasanton	Meter/Module	Under Investigation	Open
142	2/5/10			San Ramon	Meter/Module	Under Investigation	Open
143	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
144	2/9/10			Cupertino	Wellington Installer	Under Investigation	Open
145	2/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
146	2/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
147	2/10/10			Berkeley	Wellington Installer	Under Investigation	Open
148	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
149	2/10/10			Cupertino	Meter/Module	Under Investigation	Open
150	2/10/10			Cupertino	Power Interruption	Under Investigation	Open
151	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
152	2/10/10			NORTH FOLK	Wellington Installer	Under Investigation	Open
153	2/10/10			Rancho Cordova	Meter/Module	Under Investigation	Open
154	2/10/10			San Jose	Wellington Installer	Under Investigation	Open
155	2/10/10			San Ramon	Wellington Installer	Under Investigation	Open
156	2/10/10			Vacaville	Household items affected by SM installation	Under Investigation	Open
157	2/11/10			Healdsburg	Customer Denies Access	Under Investigation	Open
158	2/11/10			Livermore	Household items affected by SM installation	Under Investigation	Open
159	2/11/10			Napa	Meter/Module	Under Investigation	Open
160	2/11/10			Sunnyvale	Power Interruption	Under Investigation	Open
161	2/11/10			Vallejo	Wellington Installer	Under Investigation	Open
162	2/12/10			Berkeley	Wellington Installer	Under Investigation	Open
163	2/12/10			San Jose	Power Interruption	Under Investigation	Open
164	2/12/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
165	2/12/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
166	2/12/10			San Ramon	Wellington Installer	Under Investigation	Open
167	2/13/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
168	2/14/10			Sunnyvale	Meter/Module	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
169	2/14/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
170	2/16/10			Berkeley	Wellington Installer	Under Investigation	Open
171	2/16/10			Cupertino	Wellington Installer	Under Investigation	Open
172	2/16/10			RIPON	Meter/Module	Under Investigation	Open
173	2/16/10			Santa Clara	Meter/Module	Under Investigation	Open
174	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
175	2/16/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
176	2/17/10			Berkeley	Meter/Module	Under Investigation	Open
177	2/17/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
178	2/17/10			Forestville	Customer Denies Access	Under Investigation	Open
179	2/17/10			Madera	Wellington Installer	Under Investigation	Open
180	2/17/10			Newark	Household items affected by SM installation	Under Investigation	Open
181	2/17/10			San Jose	Customer Denies Access	Under Investigation	Open
182	2/17/10			San Jose	Wellington Installer	Under Investigation	Open
183	2/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
184	2/17/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
185	2/17/10			Sunnyvale	Meter/Module	Under Investigation	Open
186	2/17/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
187	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
188	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
189	2/17/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
190	2/18/10			Los Banos	Other	Under Investigation	Open
191	2/18/10			Madera	Wellington Installer	Under Investigation	Open
192	2/18/10			Mariposa	Wellington Installer	Under Investigation	Open
193	2/18/10			Sanger	Scheduling Problems	Under Investigation	Open
194	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
195	2/18/10			Somerset	Wellington Installer	Under Investigation	Open
196	2/19/10			American Canyon	Wellington Installer	Under Investigation	Open
197	2/19/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
198	2/19/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
199	2/19/10			Pleasanton	Meter/Module	Under Investigation	Open
200	2/21/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
201	2/21/10			Cupertino	SmartMeter Customer Communication	Under Investigation	Open
202	2/21/10			Placerville	Customer Denies Access	Under Investigation	Open
203	2/21/10			Pleasanton	Meter/Module	Under Investigation	Open
204	2/21/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
205	2/21/10			San Francisco	Wellington Installer	Under Investigation	Open
206	2/21/10			San Jose	Customer Denies Access	Under Investigation	Open
207	2/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
208	2/22/10			OCCIDENTAL	Customer Denies Access	Under Investigation	Open
209	2/22/10			Placerville	Wellington Installer	Under Investigation	Open
210	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
211	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
212	2/22/10			San Jose	Household items affected by SM installation	Under Investigation	Open
213	2/22/10			San Ramon	Meter/Module	Under Investigation	Open
214	2/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
215	2/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
216	2/22/10			Sunnyvale	Power Interruption	Under Investigation	Open
217	2/22/10			Vacaville	Meter/Module	Under Investigation	Open
218	2/22/10			Vallejo	Network Equipment Installation	Under Investigation	Open
219	2/23/10			ALTA	Meter/Module	Under Investigation	Open
220	2/23/10			Clayton	Household items affected by SM installation	Under Investigation	Open
221	2/23/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
222	2/23/10			Mariposa	Wellington Installer	Under Investigation	Open
223	2/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
224	2/23/10			San Jose	Meter/Module	Under Investigation	Open
225	2/23/10			San Pablo	Wellington Installer	Under Investigation	Open
226	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
227	2/24/10			Livermore	Other	Under Investigation	Open
228	2/24/10			Madera	Wellington Installer	Under Investigation	Open
229	2/24/10			Merced	Meter/Module	Under Investigation	Open
230	2/24/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
231	2/24/10			Napa	Wellington Installer	Under Investigation	Open
232	2/24/10			Pollock Pines	Wellington Installer	Under Investigation	Open
233	2/24/10			San Jose	Meter/Module	Under Investigation	Open
234	2/24/10			San Jose	Wellington Installer	Under Investigation	Open
235	2/24/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
236	2/25/10			Mountain View	Meter/Module	Under Investigation	Open
237	2/25/10			Richmond	Meter/Module	Under Investigation	Open
238	2/25/10			San Jose	Power Interruption	Under Investigation	Open
239	2/25/10			San Pablo	Power Interruption	Under Investigation	Open
240	2/26/10			AUBURN	SmartMeter Customer Communication	Under Investigation	Open
241	2/26/10			Hercules	Wellington Installer	Under Investigation	Open
242	2/26/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
243	2/26/10			San Anselmo	SmartMeter Customer Communication	Under Investigation	Open
244	2/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
245	2/26/10			San Jose	Power Interruption	Under Investigation	Open
246	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
247	2/27/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
248	3/1/10			Berkeley	Customer Denies Access	Under Investigation	Open
249	3/1/10			El Dorado	Customer Denies Access	Under Investigation	Open
250	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
251	3/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
252	3/1/10			Livermore	Meter/Module	Under Investigation	Open

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253	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
254	3/1/10			Madera	Other	Under Investigation	Open
255	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
256	3/1/10			San Jose	Meter/Module	Under Investigation	Open
257	3/1/10			San Jose	Power Interruption	Under Investigation	Open
258	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
259	3/1/10			Tracy	Meter/Module	Under Investigation	Open
260	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
261	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
262	3/1/10			Vallejo	Customer Denies Access	Under Investigation	Open
263	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
264	3/2/10			Berkeley	Customer Denies Access	Under Investigation	Open
265	3/2/10			Dinuba	Customer Denies Access	Under Investigation	Open
266	3/2/10			Kensington	Customer Denies Access	Under Investigation	Open
267	3/2/10			NEWCASTLE	Household items affected by SM installation	Under Investigation	Open
268	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
269	3/3/10			Fresno	Customer Denies Access	Under Investigation	Open
270	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
271	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
272	3/3/10			Mountain View	Meter/Module	Under Investigation	Open
273	3/3/10			Rio Vista	Customer Denies Access	Under Investigation	Open
274	3/3/10			San Francisco	Customer Denies Access	Under Investigation	Open
275	3/3/10			San Jose	Power Interruption	Under Investigation	Open
276	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
277	3/3/10			Sonoma	Customer Denies Access	Under Investigation	Open
278	3/3/10			Squaw Valley	Customer Denies Access	Under Investigation	Open
279	3/4/10			Berkeley	Customer Denies Access	Under Investigation	Open
280	3/4/10			Danville	Customer Denies Access	Under Investigation	Open
281	3/4/10			El Cerrito	Customer Denies Access	Under Investigation	Open
282	3/4/10			El Cerrito	Meter/Module	Under Investigation	Open
283	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
284	3/4/10			Merced	Customer Denies Access	Under Investigation	Open
285	3/4/10			MOCCASIN	Customer Denies Access	Under Investigation	Open
286	3/4/10			Placerville	Customer Denies Access	Under Investigation	Open
287	3/4/10			San Carlos	Customer Denies Access	Under Investigation	Open
288	3/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
289	3/4/10			Tracy	Customer Denies Access	Under Investigation	Open
290	3/4/10			Tracy	Household items affected by SM installation	Under Investigation	Open
291	3/4/10			WOODLAND	Power Interruption	Under Investigation	Open
292	3/5/10			Clovis	Customer Denies Access	Under Investigation	Open
293	3/5/10			Cupertino	Power Interruption	Under Investigation	Open
294	3/5/10			Danville	Customer Denies Access	Under Investigation	Open

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Pacific Gas and Electric Company

SmartMeter™ Complaint Report

SmartMeter™ Installation Complaint Report

May 6, 2010 -- For the Period April 24, 2010 through April 30, 2010

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

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
337	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
338	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
339	3/9/10			San Jose	Meter/Module	Under Investigation	Open
340	3/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
341	3/9/10			Seaside	Meter/Module	Under Investigation	Open
342	3/10/10			Albany	Wellington Installer	Under Investigation	Open
343	3/10/10			ANGWIN	Wellington Installer	Under Investigation	Open
344	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
345	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open
346	3/10/10			Cupertino	Power Interruption	Under Investigation	Open
347	3/10/10			Daly City	Customer Denies Access	Under Investigation	Open
348	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
349	3/10/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
350	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open
351	3/10/10			Livermore	Customer Denies Access	Under Investigation	Open
352	3/10/10			Livermore	Household items affected by SM installation	Under Investigation	Open
353	3/10/10			Livermore	Meter/Module	Under Investigation	Open
354	3/10/10			Los Altos	Power Interruption	Under Investigation	Open
355	3/10/10			Martinez	Customer Denies Access	Under Investigation	Open
356	3/10/10			Mount Aukum	Customer Denies Access	Under Investigation	Open
357	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
358	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
359	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
360	3/10/10			Pleasanton	Meter/Module	Under Investigation	Open
361	3/10/10			SAINT HELENA	Customer Denies Access	Under Investigation	Open
362	3/10/10			San Jose	Customer Denies Access	Under Investigation	Open
363	3/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
364	3/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
365	3/10/10			San Jose	Power Interruption	Under Investigation	Open
366	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
367	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
368	3/10/10			San Ramon	Meter/Module	Under Investigation	Open
369	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
370	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
371	3/10/10			Santa Rosa	Customer Denies Access	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			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
375	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
376	3/10/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
377	3/10/10			Tracy	Meter/Module	Under Investigation	Open
378	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
379	3/11/10			Daly City	Customer Denies Access	Under Investigation	Open
380	3/11/10			DOBBINS	Customer Denies Access	Under Investigation	Open
381	3/11/10			Richmond	Customer Denies Access	Under Investigation	Open
382	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
383	3/11/10			San Jose	Customer Denies Access	Under Investigation	Open
384	3/11/10			San Ramon	Customer Denies Access	Under Investigation	Open
385	3/12/10			Benicia	Wellington Installer	Under Investigation	Open
386	3/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
387	3/12/10			Fresno	Meter/Module	Under Investigation	Open
388	3/12/10			GRIDLEY	Meter/Module	Under Investigation	Open
389	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
390	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
391	3/12/10			Los Altos	Meter/Module	Under Investigation	Open
392	3/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
393	3/12/10			San Francisco	Meter/Module	Under Investigation	Open
394	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
395	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
396	3/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
397	3/12/10			San Jose	Wellington Installer	Under Investigation	Open
398	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
399	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
400	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
401	3/12/10			Santa Clara	Other	Under Investigation	Open
402	3/12/10			Union City	Meter/Module	Under Investigation	Open
403	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
404	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
405	3/12/10			YOUNTVILLE	Power Interruption	Under Investigation	Open
406	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
407	3/13/10			Cupertino	Customer Denies Access	Under Investigation	Open
408	3/14/10			El Cerrito	Bad Meter / Module Equipment	Under Investigation	Open
409	3/15/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
410	3/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
411	3/15/10			LINCOLN	Household items affected by SM installation	Under Investigation	Open
412	3/15/10			MADISON	Household items affected by SM installation	Under Investigation	Open
413	3/15/10			Newark	Customer Denies Access	Under Investigation	Open
414	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
415	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
416	3/15/10			Redwood City	Wellington Installer	Under Investigation	Open
417	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
418	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
419	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
420	3/15/10			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
421	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
422	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
423	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
424	3/16/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
425	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
426	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
427	3/16/10			Martinez	Customer Denies Access	Under Investigation	Open
428	3/16/10			Placerville	Customer Denies Access	Under Investigation	Open
429	3/16/10			San Jose	Customer Denies Access	Under Investigation	Open
430	3/16/10			San Jose	Meter/Module	Under Investigation	Open
431	3/16/10			Stockton	Other	Under Investigation	Open
432	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
433	3/16/10			Tracy	Meter/Module	Under Investigation	Open
434	3/16/10			Vallejo	Meter/Module	Under Investigation	Open
435	3/16/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
436	3/17/10			Berkeley	Wellington Installer	Under Investigation	Open
437	3/17/10			Bodega Bay	Power Interruption	Under Investigation	Open
438	3/17/10			Cupertino	Customer Denies Access	Under Investigation	Open
439	3/17/10			Cupertino	Meter/Module	Under Investigation	Open
440	3/17/10			Livermore	Customer Denies Access	Under Investigation	Open
441	3/17/10			Livermore	Household items affected by SM installation	Under Investigation	Open
442	3/17/10			Los Altos	Customer Denies Access	Under Investigation	Open
443	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
444	3/17/10			Pleasanton	Wellington Installer	Under Investigation	Open
445	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
446	3/17/10			San Jose	Customer Denies Access	Under Investigation	Open
447	3/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
448	3/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
449	3/17/10			San Jose	Wellington Installer	Under Investigation	Open
450	3/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
451	3/17/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
452	3/17/10			Santa Clara	Meter/Module	Under Investigation	Open
453	3/17/10			Sunnyvale	Wellington Installer	Under Investigation	Open
454	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
455	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
456	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
457	3/18/10			El Granada	Customer Denies Access	Customer does not want a SmartMeter	Resolved
458	3/18/10			Fremont	Power Interruption	Under Investigation	Open
459	3/18/10			Livermore	Customer Denies Access	Under Investigation	Open
460	3/18/10			Reedley	SmartMeter Customer Communication	Under Investigation	Open
461	3/18/10			San Jose	Customer Denies Access	Under Investigation	Open
462	3/18/10			San Jose	Meter/Module	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
463	3/18/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
464	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
465	3/19/10			Kensington	Household items affected by SM installation	Under Investigation	Open
466	3/19/10			Kingsburg	Customer Denies Access	Customer does not want a SmartMeter	Resolved
467	3/19/10			San Jose	Customer Denies Access	Under Investigation	Open
468	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
469	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
470	3/19/10			Sanger	Other	Under Investigation	Open
471	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
472	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
473	3/19/10			Sunnyvale	Power Interruption	Under Investigation	Open
474	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
475	3/19/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
476	3/20/10			S. San Francisco	Customer Denies Access	Under Investigation	Open
477	3/20/10			Union City	Customer Denies Access	Under Investigation	Open
478	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
479	3/21/10			Martinez	Customer Denies Access	Under Investigation	Open
480	3/21/10			San Jose	Customer Denies Access	Under Investigation	Open
481	3/22/10			Antioch	Other	Under Investigation	Open
482	3/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
483	3/22/10			Lemoore	Customer Denies Access	Under Investigation	Open
484	3/22/10			Livermore	Customer Denies Access	Under Investigation	Open
485	3/22/10			Los Altos	Customer Denies Access	Under Investigation	Open
486	3/22/10			Martinez	Customer Denies Access	Under Investigation	Open
487	3/22/10			SAINT HELENA	Other	Under Investigation	Open
488	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
489	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
490	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
491	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
492	3/22/10			San Jose	Meter/Module	Under Investigation	Open
493	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
494	3/22/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
495	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
496	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
497	3/22/10			Tracy	Meter/Module	Under Investigation	Open
498	3/23/10			Berkeley	Customer Denies Access	Under Investigation	Open
499	3/23/10			El Sobrante	Power Interruption	Under Investigation	Open
500	3/23/10			Hercules	Customer Denies Access	Under Investigation	Open
501	3/23/10			Lafayette	Customer Denies Access	Under Investigation	Open
502	3/23/10			Napa	Customer Denies Access	Under Investigation	Open
503	3/23/10			San Jose	Customer Denies Access	Under Investigation	Open
504	3/23/10			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			San Ramon	Household items affected by SM installation	Under Investigation	Open
506	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
507	3/24/10			Berkeley	Wellington Installer	Under Investigation	Open
508	3/24/10			Clayton	Customer Denies Access	Under Investigation	Open
509	3/24/10			Martinez	Customer Denies Access	Under Investigation	Open
510	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
511	3/24/10			Tracy	Customer Denies Access	Under Investigation	Open
512	3/24/10			Vallejo	Wellington Installer	Under Investigation	Open
513	3/25/10			Benicia	Customer Denies Access	Under Investigation	Open
514	3/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
515	3/25/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
516	3/25/10			Dixon	Customer Denies Access	Under Investigation	Open
517	3/25/10			Dublin	Customer Denies Access	Under Investigation	Open
518	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
519	3/25/10			FIREBAUGH	Wellington Installer	Under Investigation	Open
520	3/25/10			Guerneville	Customer Denies Access	Under Investigation	Open
521	3/25/10			Livermore	Power Interruption	Under Investigation	Open
522	3/25/10			Los Altos	Meter/Module	Under Investigation	Open
523	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
524	3/25/10			MOSS BEACH	Customer Denies Access	Under Investigation	Open
525	3/25/10			PINE GROVE	Household items affected by SM installation	Under Investigation	Open
526	3/25/10			Placerville	Household items affected by SM installation	Under Investigation	Open
527	3/25/10			Richmond	Customer Denies Access	Under Investigation	Open
528	3/25/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
529	3/25/10			Sacramento	SmartMeter Customer Communication	Under Investigation	Open
530	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
531	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
532	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
533	3/25/10			San Jose	Meter/Module	Under Investigation	Open
534	3/25/10			San Jose	Other	Under Investigation	Open
535	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
536	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
537	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
538	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
539	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
540	3/25/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
541	3/25/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
542	3/25/10			Somerset	Customer Denies Access	Under Investigation	Open
543	3/25/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
544	3/26/10			Calistoga	Wellington Installer	Under Investigation	Open
545	3/26/10			Livermore	Household items affected by SM installation	Under Investigation	Open
546	3/26/10			Mariposa	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
547	3/26/10			Milpitas	Customer Denies Access	Under Investigation	Open
548	3/26/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
549	3/26/10			Petaluma	Customer Denies Access	Under Investigation	Open
550	3/26/10			Rohnert Park	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			San Jose	Customer Denies Access	Under Investigation	Open
554	3/26/10			Santa Cruz	Meter/Module	Under Investigation	Open
555	3/26/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
556	3/26/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
557	3/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
558	3/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
559	3/26/10			Vacaville	Meter/Module	Under Investigation	Open
560	3/26/10			Vallejo	Wellington Installer	Under Investigation	Open
561	3/27/10			Pinole	Wellington Installer	Under Investigation	Open
562	3/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
563	3/27/10			San Jose	Customer Denies Access	Under Investigation	Open
564	3/27/10			San Jose	Network Equipment Installation	Under Investigation	Open
565	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
566	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
567	3/27/10			San Pablo	Customer Denies Access	Under Investigation	Open
568	3/27/10			Somerset	Customer Denies Access	Under Investigation	Open
569	3/27/10			Sonoma	Customer Denies Access	Under Investigation	Open
570	3/27/10			Sunnyvale	Meter/Module	Under Investigation	Open
571	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
572	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
573	3/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
574	3/28/10			Tracy	Customer Denies Access	Under Investigation	Open
575	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
576	3/28/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
577	3/28/10			Yuba City	Meter/Module	Under Investigation	Open
578	3/29/10			AROMAS	Customer Denies Access	Under Investigation	Open
579	3/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
580	3/29/10			Cotati	Customer Denies Access	Under Investigation	Open
581	3/29/10			Cupertino	Meter/Module	Under Investigation	Open
582	3/29/10			El Dorado	Customer Denies Access	Under Investigation	Open
583	3/29/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
584	3/29/10			El Dorado Hills	Household items affected by SM installation	Under Investigation	Open
585	3/29/10			Martinez	Customer Denies Access	Under Investigation	Open
586	3/29/10			Oakhurst	Customer Denies Access	Under Investigation	Open
587	3/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
588	3/29/10			Redding	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			Redwood City	Customer Denies Access	Under Investigation	Open
590	3/29/10			San Jose	Customer Denies Access	Under Investigation	Open
591	3/29/10			San Jose	Customer Denies Access	Under Investigation	Open
592	3/29/10			San Jose	Meter/Module	Under Investigation	Open
593	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
594	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
595	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
596	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
597	3/29/10			Sonoma	Customer Denies Access	Under Investigation	Open
598	3/29/10			Stockton	Meter/Module	Under Investigation	Open
599	3/29/10			Tracy	Customer Denies Access	Under Investigation	Open
600	3/29/10			Tracy	Meter/Module	Under Investigation	Open
601	3/29/10			Vallejo	Customer Denies Access	Under Investigation	Open
602	3/29/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
603	3/29/10			WINTERS	Household items affected by SM installation	Under Investigation	Open
604	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
605	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
606	3/30/10			Clayton	Customer Denies Access	Under Investigation	Open
607	3/30/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
608	3/30/10			Cupertino	Wellington Installer	Under Investigation	Open
609	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
610	3/30/10			Dublin	Meter/Module	Under Investigation	Open
611	3/30/10			Healdsburg	Customer Denies Access	Under Investigation	Open
612	3/30/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
613	3/30/10			Los Altos	Meter/Module	Under Investigation	Open
614	3/30/10			Merced	Customer Denies Access	Under Investigation	Open
615	3/30/10			Napa	Other	Under Investigation	Open
616	3/30/10			Orosi	Customer Denies Access	Under Investigation	Open
617	3/30/10			S. San Francisco	Meter/Module	Under Investigation	Open
618	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
619	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
620	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
621	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
622	3/30/10			San Jose	Household items affected by SM installation	Under Investigation	Open
623	3/30/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
624	3/30/10			Santa Clara	Customer Denies Access	Under Investigation	Open
625	3/30/10			Santa Clara	Customer Denies Access	Under Investigation	Open
626	3/30/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
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			Santa Rosa	Wellington Installer	Under Investigation	Open
630	3/30/10			Sonoma	Customer Denies Access	Under Investigation	Open

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631	3/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
632	3/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
633	3/30/10			Sunnyvale	Power Interruption	Under Investigation	Open
634	3/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
635	3/31/10			Berkeley	Customer Denies Access	Under Investigation	Open
636	3/31/10			Berkeley	Customer Denies Access	Under Investigation	Open
637	3/31/10			Fremont	Customer Denies Access	Under Investigation	Open
638	3/31/10			Guerneville	Customer Denies Access	Under Investigation	Open
639	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
640	3/31/10			Marysville	Wellington Installer	Under Investigation	Open
641	3/31/10			MIDPINES	Customer Denies Access	Customer does not want a SmartMeter	Resolved
642	3/31/10			Milpitas	Customer Denies Access	Under Investigation	Open
643	3/31/10			Napa	Other	Under Investigation	Open
644	3/31/10			Petaluma	Customer Denies Access	Under Investigation	Open
645	3/31/10			Pinole	Customer Denies Access	Under Investigation	Open
646	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
647	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
648	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
649	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
650	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
651	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
652	3/31/10			San Jose	Power Interruption	Under Investigation	Open
653	3/31/10			San Jose	Power Interruption	Under Investigation	Open
654	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
655	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
656	3/31/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
657	3/31/10			Santa Rosa	Meter/Module	Under Investigation	Open
658	3/31/10			Tracy	Scheduling Problems	Under Investigation	Open
659	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
660	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
661	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
662	4/1/10			Calistoga	Wellington Installer	Under Investigation	Open
663	4/1/10			Danville	Customer Denies Access	Under Investigation	Open
664	4/1/10			Hayward	Household items affected by SM installation	Under Investigation	Open
665	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
666	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
667	4/1/10			Lafayette	Scheduling Problems	Under Investigation	Open
668	4/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
669	4/1/10			Madera	Power Interruption	Under Investigation	Open
670	4/1/10			Napa	Power Interruption	Under Investigation	Open
671	4/1/10			Petaluma	Customer Denies Access	Under Investigation	Open
672	4/1/10			Richmond	Customer Denies Access	Under Investigation	Open

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673	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
674	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
675	4/1/10			San Jose	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			San Jose	Customer Denies Access	Under Investigation	Open
679	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
680	4/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
681	4/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
682	4/1/10			San Jose	Meter/Module	Under Investigation	Open
683	4/1/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
684	4/1/10			San Ramon	Customer Denies Access	Under Investigation	Open
685	4/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
686	4/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
687	4/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
688	4/1/10			Sonoma	Customer Denies Access	Under Investigation	Open
689	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
690	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
691	4/1/10			Tracy	Meter/Module	Under Investigation	Open
692	4/2/10			Brentwood	Customer Denies Access	Under Investigation	Open
693	4/2/10			Danville	Customer Denies Access	Under Investigation	Open
694	4/2/10			Forestville	Customer Denies Access	Under Investigation	Open
695	4/2/10			Mountain View	Customer Denies Access	Under Investigation	Open
696	4/2/10			Petaluma	Customer Denies Access	Under Investigation	Open
697	4/2/10			Richmond	Customer Denies Access	Under Investigation	Open
698	4/2/10			Richmond	Scheduling Problems	Under Investigation	Open
699	4/2/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
700	4/2/10			San Jose	Customer Denies Access	Under Investigation	Open
701	4/2/10			San Jose	Meter/Module	Under Investigation	Open
702	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
703	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
704	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
705	4/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
706	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
707	4/2/10			Vallejo	Other	Under Investigation	Open
708	4/2/10			Yuba City	Customer Denies Access	Under Investigation	Open
709	4/3/10			LATHROP	Meter/Module	Under Investigation	Open
710	4/3/10			Milpitas	Customer Denies Access	Under Investigation	Open
711	4/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
712	4/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
713	4/3/10			Sunnyvale	Other	Under Investigation	Open
714	4/5/10			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
715	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
716	4/5/10			Berkeley	Meter/Module	Under Investigation	Open
717	4/5/10			Campbell	Household items affected by SM installation	Under Investigation	Open
718	4/5/10			Danville	Customer Denies Access	Under Investigation	Open
719	4/5/10			Fowler	Customer Denies Access	Under Investigation	Open
720	4/5/10			Fremont	Household items affected by SM installation	Under Investigation	Open
721	4/5/10			KENWOOD	Customer Denies Access	Under Investigation	Open
722	4/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
723	4/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
724	4/5/10			Pinole	Other	Under Investigation	Open
725	4/5/10			Redding	Wellington Installer	Under Investigation	Open
726	4/5/10			Richmond	Customer Denies Access	Under Investigation	Open
727	4/5/10			San Jose	Customer Denies Access	Under Investigation	Open
728	4/5/10			San Jose	Household items affected by SM installation	Under Investigation	Open
729	4/5/10			San Jose	Household items affected by SM installation	Under Investigation	Open
730	4/5/10			San Jose	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			San Jose	Wellington Installer	Under Investigation	Open
733	4/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
734	4/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
735	4/5/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
736	4/5/10			Santa Rosa	Wellington Installer	Under Investigation	Open
737	4/5/10			Sonoma	Customer Denies Access	Under Investigation	Open
738	4/5/10			Tracy	Household items affected by SM installation	Under Investigation	Open
739	4/5/10			Vacaville	Other	Under Investigation	Open
740	4/5/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
741	4/6/10			Berkeley	Customer Denies Access	Under Investigation	Open
742	4/6/10			Berkeley	Wellington Installer	Under Investigation	Open
743	4/6/10			Castro Valley	Household items affected by SM installation	Under Investigation	Open
744	4/6/10			Cupertino	Customer Denies Access	Under Investigation	Open
745	4/6/10			Danville	Household items affected by SM installation	Under Investigation	Open
746	4/6/10			Fairfield	Customer Denies Access	Under Investigation	Open
747	4/6/10			Forestville	Customer Denies Access	Under Investigation	Open
748	4/6/10			GEYSERVILLE	Customer Denies Access	Under Investigation	Open
749	4/6/10			Hanford	Customer Denies Access	Under Investigation	Open
750	4/6/10			Hercules	Customer Denies Access	Under Investigation	Open
751	4/6/10			Lemoore	Customer Denies Access	Under Investigation	Open
752	4/6/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
753	4/6/10			MILL VALLEY	Other	Under Investigation	Open
754	4/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
755	4/6/10			Pleasanton	Customer Denies Access	Under Investigation	Open
756	4/6/10			Pollock Pines	Customer Denies Access	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			Richmond	Customer Denies Access	Under Investigation	Open
758	4/6/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
759	4/6/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
760	4/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
761	4/6/10			San Jose	Meter/Module	Under Investigation	Open
762	4/6/10			San Jose	Power Interruption	Under Investigation	Open
763	4/6/10			San Jose	Power Interruption	Under Investigation	Open
764	4/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
765	4/6/10			Santa Clara	Other	Under Investigation	Open
766	4/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
767	4/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
768	4/6/10			Sunnyvale	Scheduling Problems	Under Investigation	Open
769	4/6/10			Tracy	Customer Denies Access	Under Investigation	Open
770	4/6/10			Tracy	Other	Under Investigation	Open
771	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
772	4/6/10			Vallejo	Customer Denies Access	Under Investigation	Open
773	4/6/10			VERNALIS	Customer Denies Access	Under Investigation	Open
774	4/6/10			VERNALIS	Customer Denies Access	Under Investigation	Open
775	4/6/10			WINDSOR	Customer Denies Access	Under Investigation	Open
776	4/7/10			Berkeley	Customer Denies Access	Under Investigation	Open
777	4/7/10			Berkeley	Other	Under Investigation	Open
778	4/7/10			Concord	Meter/Module	Under Investigation	Open
779	4/7/10			Dublin	Household items affected by SM installation	Under Investigation	Open
780	4/7/10			El Dorado Hills	Household items affected by SM installation	Under Investigation	Open
781	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
782	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
783	4/7/10			Forestville	Customer Denies Access	Under Investigation	Open
784	4/7/10			GRATON	Customer Denies Access	Under Investigation	Open
785	4/7/10			GRATON	Customer Denies Access	Under Investigation	Open
786	4/7/10			Guerneville	Customer Denies Access	Under Investigation	Open
787	4/7/10			NVERNESS	Customer Denies Access	Under Investigation	Open
788	4/7/10			Livermore	Customer Denies Access	Under Investigation	Open
789	4/7/10			Pinole	Power Interruption	Under Investigation	Open
790	4/7/10			Richmond	Customer Denies Access	Under Investigation	Open
791	4/7/10			Richmond	Other	Under Investigation	Open
792	4/7/10			Richmond	Scheduling Problems	Under Investigation	Open
793	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
794	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
795	4/7/10			San Ramon	Other	Under Investigation	Open
796	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
797	4/7/10			Sanger	Customer Denies Access	Under Investigation	Open
798	4/7/10			Santa Clara	Wellington Installer	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			Santa Rosa	Customer Denies Access	Under Investigation	Open
800	4/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
801	4/7/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
802	4/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
803	4/7/10			Sunnyvale	Other	Under Investigation	Open
804	4/8/10			Benicia	Household items affected by SM installation	Under Investigation	Open
805	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
806	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
807	4/8/10			Berkeley	Other	Under Investigation	Open
808	4/8/10			Cupertino	Customer Denies Access	Under Investigation	Open
809	4/8/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
810	4/8/10			Fresno	Customer Denies Access	Under Investigation	Open
811	4/8/10			Guerneville	Customer Denies Access	Under Investigation	Open
812	4/8/10			Livermore	Meter/Module	Under Investigation	Open
813	4/8/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
814	4/8/10			Los Banos	Customer Denies Access	Under Investigation	Open
815	4/8/10			Menlo Park	Meter/Module	Meter/Module creating a hazard	Resolved
816	4/8/10			Napa	Customer Denies Access	Under Investigation	Open
817	4/8/10			Napa	Household items affected by SM installation	Under Investigation	Open
818	4/8/10			Napa	Household items affected by SM installation	Under Investigation	Open
819	4/8/10			Petaluma	Power Interruption	Under Investigation	Open
820	4/8/10			Pleasanton	Customer Denies Access	Under Investigation	Open
821	4/8/10			Redding	Customer Denies Access	Under Investigation	Open
822	4/8/10			Richmond	Household items affected by SM installation	Under Investigation	Open
823	4/8/10			Richmond	Meter/Module	Under Investigation	Open
824	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
825	4/8/10			San Jose	Customer Denies Access	Under Investigation	Open
826	4/8/10			San Jose	Customer Denies Access	Under Investigation	Open
827	4/8/10			San Jose	Meter/Module	Under Investigation	Open
828	4/8/10			San Jose	Other	Under Investigation	Open
829	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
830	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
831	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
832	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
833	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
834	4/8/10			Sebastopol	Customer Denies Access	Under Investigation	Open
835	4/8/10			Tracy	Household items affected by SM installation	Under Investigation	Open
836	4/8/10			Ukiah	Other	Under Investigation	Open
837	4/8/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
838	4/8/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
839	4/8/10			Yuba City	Household items affected by SM installation	Under Investigation	Open
840	4/9/10			Alameda	Other	Under Investigation	Open

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841	4/9/10			ANGWIN	Other	Under Investigation	Open
842	4/9/10			El Dorado Hills	Other	Under Investigation	Open
843	4/9/10			Milpitas	Customer Denies Access	Under Investigation	Open
844	4/9/10			Napa	Customer Denies Access	Under Investigation	Open
845	4/9/10			Reedley	Customer Denies Access	Under Investigation	Open
846	4/9/10			Richmond	Power Interruption	Under Investigation	Open
847	4/9/10			Richmond	Wellington Installer	Under Investigation	Open
848	4/9/10			San Anselmo	Bad Meter / Module Equipment	Under Investigation	Open
849	4/9/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
850	4/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
851	4/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
852	4/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
853	4/9/10			Santa Rosa	Other	Under Investigation	Open
854	4/9/10			Sebastopol	Customer Denies Access	Under Investigation	Open
855	4/9/10			TIBURON	Customer Denies Access	Under Investigation	Open
856	4/9/10			Tracy	Household items affected by SM installation	Under Investigation	Open
857	4/10/10			Aptos	Household items affected by SM installation	Under Investigation	Open
858	4/11/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
859	4/12/10			Alamo	Customer Denies Access	Under Investigation	Open
860	4/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
861	4/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
862	4/12/10			Berkeley	Meter/Module	Under Investigation	Open
863	4/12/10			El Cerrito	Other	Under Investigation	Open
864	4/12/10			Fairfield	Customer Denies Access	Under Investigation	Open
865	4/12/10			Guerneville	Customer Denies Access	Under Investigation	Open
866	4/12/10			Marysville	Customer Denies Access	Under Investigation	Open
867	4/12/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
868	4/12/10			Pinole	Meter/Module	Under Investigation	Open
869	4/12/10			Redwood City	Customer Denies Access	Under Investigation	Open
870	4/12/10			Richmond	Other	Under Investigation	Open
871	4/12/10			Richmond	Other	Under Investigation	Open
872	4/12/10			San Jose	Customer Denies Access	Under Investigation	Open
873	4/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
874	4/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
875	4/12/10			San Jose	Meter/Module	Under Investigation	Open
876	4/12/10			San Pablo	Customer Denies Access	Under Investigation	Open
877	4/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
878	4/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
879	4/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
880	4/12/10			Santa Rosa	Wellington Installer	Under Investigation	Open
881	4/12/10			Sebastopol	Customer Denies Access	Under Investigation	Open
882	4/12/10			Vallejo	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
883	4/12/10			Wheatland	Customer Denies Access	Under Investigation	Open
884	4/13/10			ANGWIN	Customer Denies Access	Under Investigation	Open
885	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
886	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
887	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
888	4/13/10			Chowchilla	Bad Meter / Module Equipment	Under Investigation	Open
889	4/13/10			El Cerrito	Power Interruption	Under Investigation	Open
890	4/13/10			Forestville	Customer Denies Access	Under Investigation	Open
891	4/13/10			Hercules	Power Interruption	Under Investigation	Open
892	4/13/10			Hercules	Power Interruption	Under Investigation	Open
893	4/13/10			Hercules	Power Interruption	Under Investigation	Open
894	4/13/10			Merced	Power Interruption	Under Investigation	Open
895	4/13/10			Monterey	Customer Denies Access	Under Investigation	Open
896	4/13/10			OCCIDENTAL	Customer Denies Access	Under Investigation	Open
897	4/13/10			Placerville	Customer Denies Access	Under Investigation	Open
898	4/13/10			Richmond	Household items affected by SM installation	Under Investigation	Open
899	4/13/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
900	4/13/10			San Jose	Customer Denies Access	Under Investigation	Open
901	4/13/10			San Jose	Household items affected by SM installation	Under Investigation	Open
902	4/13/10			San Jose	Meter/Module	Under Investigation	Open
903	4/13/10			San Jose	Power Interruption	Under Investigation	Open
904	4/13/10			San Jose	Power Interruption	Under Investigation	Open
905	4/13/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
906	4/13/10			San Ramon	Other	Under Investigation	Open
907	4/13/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
908	4/13/10			Sebastopol	Customer Denies Access	Under Investigation	Open
909	4/13/10			Vallejo	Customer Denies Access	Under Investigation	Open
910	4/13/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
911	4/13/10			Yuba City	Other	Under Investigation	Open
912	4/13/10			Yuba City	Other	Under Investigation	Open
913	4/14/10			Bakersfield	Meter/Module	Under Investigation	Open
914	4/14/10			Bakersfield	Power Interruption	Under Investigation	Open
915	4/14/10			BEAR VALLEY	Meter/Module	Under Investigation	Open
916	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
917	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
918	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
919	4/14/10			El Cerrito	Customer Denies Access	Under Investigation	Open
920	4/14/10			Fowler	Customer Denies Access	Under Investigation	Open
921	4/14/10			KENWOOD	Customer Denies Access	Under Investigation	Open
922	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
923	4/14/10			Madera	Wellington Installer	Under Investigation	Open
924	4/14/10			Napa	Power Interruption	Under Investigation	Open

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SmartMeter™ Complaint Report

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

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
967	4/15/10			Forestville	Customer Denies Access	Under Investigation	Open
968	4/15/10			Fremont	Customer Denies Access	Under Investigation	Open
969	4/15/10			Hanford	Meter/Module	Under Investigation	Open
970	4/15/10			Madera	Other	Under Investigation	Open
971	4/15/10			Napa	Customer Denies Access	Under Investigation	Open
972	4/15/10			Pittsburg	Other	Under Investigation	Open
973	4/15/10			Richmond	Customer Denies Access	Under Investigation	Open
974	4/15/10			Richmond	Power Interruption	Under Investigation	Open
975	4/15/10			San Francisco	Customer Denies Access	Under Investigation	Open
976	4/15/10			San Francisco	Meter/Module	Under Investigation	Open
977	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
978	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
979	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
980	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
981	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
982	4/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
983	4/15/10			San Jose	Other	Under Investigation	Open
984	4/15/10			San Jose	Other	Under Investigation	Open
985	4/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
986	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
987	4/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
988	4/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
989	4/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
990	4/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
991	4/15/10			Santa Rosa	Other	Under Investigation	Open
992	4/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
993	4/15/10			Soda Springs	Meter/Module	Under Investigation	Open
994	4/15/10			Tracy	Customer Denies Access	Under Investigation	Open
995	4/15/10			Tracy	Household items affected by SM installation	Under Investigation	Open
996	4/15/10			Tracy	Meter/Module	Under Investigation	Open
997	4/15/10			Tracy	Power Interruption	Under Investigation	Open
998	4/15/10			Vallejo	Customer Denies Access	Under Investigation	Open
999	4/15/10			Vallejo	Power Interruption	Under Investigation	Open
1000	4/15/10			Yuba City	Customer Denies Access	Under Investigation	Open
1001	4/15/10			Yuba City	Household items affected by SM installation	Under Investigation	Open
1002	4/16/10			Berkeley	Power Interruption	Under Investigation	Open
1003	4/16/10			El Dorado	Household items affected by SM installation	Under Investigation	Open
1004	4/16/10			El Dorado Hills	Household items affected by SM installation	Under Investigation	Open
1005	4/16/10			Forestville	Customer Denies Access	Under Investigation	Open
1006	4/16/10			Healdsburg	Wellington Installer	Under Investigation	Open
1007	4/16/10			LIVE OAK	Household items affected by SM installation	Under Investigation	Open
1008	4/16/10			Madera	Meter/Module	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1009	4/16/10			Madera	Power Interruption	Under Investigation	Open
1010	4/16/10			Milpitas	Customer Denies Access	Under Investigation	Open
1011	4/16/10			NOVATO	Meter/Module	Under Investigation	Open
1012	4/16/10			Petaluma	Customer Denies Access	Under Investigation	Open
1013	4/16/10			Pinole	Customer Denies Access	Under Investigation	Open
1014	4/16/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1015	4/16/10			San Jose	Customer Denies Access	Under Investigation	Open
1016	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
1017	4/16/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1018	4/16/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1019	4/16/10			Vallejo	Customer Denies Access	Under Investigation	Open
1020	4/17/10			Petaluma	Customer Denies Access	Under Investigation	Open
1021	4/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1022	4/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1023	4/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
1024	4/19/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1025	4/19/10			Berkeley	Meter/Module	Under Investigation	Open
1026	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
1027	4/19/10			Calistoga	Meter/Module	Under Investigation	Open
1028	4/19/10			Cupertino	Meter/Module	Under Investigation	Open
1029	4/19/10			Cupertino	Power Interruption	Under Investigation	Open
1030	4/19/10			Dos Palos	Customer Denies Access	Under Investigation	Open
1031	4/19/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
1032	4/19/10			El Sobrante	Customer Denies Access	Under Investigation	Open
1033	4/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1034	4/19/10			Forestville	Customer Denies Access	Under Investigation	Open
1035	4/19/10			Forestville	Customer Denies Access	Under Investigation	Open
1036	4/19/10			Forestville	Customer Denies Access	Under Investigation	Open
1037	4/19/10			Los Altos	Customer Denies Access	Under Investigation	Open
1038	4/19/10			Madera	Wellington Installer	Under Investigation	Open
1039	4/19/10			Milpitas	Customer Denies Access	Under Investigation	Open
1040	4/19/10			Milpitas	Other	Under Investigation	Open
1041	4/19/10			Milpitas	Power Interruption	Under Investigation	Open
1042	4/19/10			Mokelumne Hill	Power Interruption	Under Investigation	Open
1043	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1044	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1045	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1046	4/19/10			Pinole	Customer Denies Access	Under Investigation	Open
1047	4/19/10			Pittsburg	Household items affected by SM installation	Under Investigation	Open
1048	4/19/10			Richmond	Household items affected by SM installation	Under Investigation	Open
1049	4/19/10			Richmond	Meter/Module	Under Investigation	Open
1050	4/19/10			Rohnert Park	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1051	4/19/10			Sacramento	Meter/Module	Under Investigation	Open
1052	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1053	4/19/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1054	4/19/10			San Jose	Wellington Installer	Under Investigation	Open
1055	4/19/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
1056	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
1057	4/19/10			Santa Clara	Household items affected by SM installation	Other	Resolved
1058	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1059	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1060	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1061	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1062	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1063	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1064	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1065	4/19/10			Santa Rosa	Meter/Module	Under Investigation	Open
1066	4/19/10			Stockton	Wellington Installer	Under Investigation	Open
1067	4/19/10			Sunnyvale	Other	Under Investigation	Open
1068	4/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
1069	4/19/10			Tracy	Customer Denies Access	Under Investigation	Open
1070	4/19/10			Tracy	Customer Denies Access	Under Investigation	Open
1071	4/19/10			Walnut Creek	Power Interruption	Other	Resolved
1072	4/20/10			Acampo	Other	Under Investigation	Open
1073	4/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
1074	4/20/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1075	4/20/10			Berkeley	Other	Under Investigation	Open
1076	4/20/10			Berkeley	Power Interruption	Under Investigation	Open
1077	4/20/10			Berkeley	Power Interruption	Under Investigation	Open
1078	4/20/10			Daly City	Meter/Module	Under Investigation	Open
1079	4/20/10			Glenn	Wellington Installer	Under Investigation	Open
1080	4/20/10			Hercules	Other	Under Investigation	Open
1081	4/20/10			Hopland	Network Equipment Installation	Under Investigation	Open
1082	4/20/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
1083	4/20/10			Mountain View	Wellington Installer	Under Investigation	Open
1084	4/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1085	4/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
1086	4/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
1087	4/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1088	4/20/10			Redding	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1089	4/20/10			Richmond	Customer Denies Access	Under Investigation	Open
1090	4/20/10			San Francisco	Other	Under Investigation	Open
1091	4/20/10			San Jose	Customer Denies Access	Under Investigation	Open
1092	4/20/10			San Jose	Household items affected by SM installation	Under Investigation	Open

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1093	4/20/10			San Jose	Meter/Module	Under Investigation	Open
1094	4/20/10			San Jose	Power Interruption	Under Investigation	Open
1095	4/20/10			San Pablo	Household items affected by SM installation	Under Investigation	Open
1096	4/20/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
1097	4/20/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1098	4/20/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
1099	4/20/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1100	4/20/10			Walnut Creek	Other	Under Investigation	Open
1101	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
1102	4/21/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1103	4/21/10			Berkeley	Other	Under Investigation	Open
1104	4/21/10			Berkeley	Power Interruption	Under Investigation	Open
1105	4/21/10			Danville	Customer Denies Access	Under Investigation	Open
1106	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
1107	4/21/10			El Dorado Hills	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1108	4/21/10			Forestville	Customer Denies Access	Under Investigation	Open
1109	4/21/10			Fortuna	Household items affected by SM installation	Under Investigation	Open
1110	4/21/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1111	4/21/10			Los Banos	Other	Under Investigation	Open
1112	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
1113	4/21/10			Mariposa	Customer Denies Access	Under Investigation	Open
1114	4/21/10			Merced	Household items affected by SM installation	Under Investigation	Open
1115	4/21/10			Mountain View	Meter/Module	Under Investigation	Open
1116	4/21/10			Redwood City	Meter/Module	Other	Resolved
1117	4/21/10			Richmond	Meter/Module	Under Investigation	Open
1118	4/21/10			Sacramento	Meter/Module	Under Investigation	Open
1119	4/21/10			San Francisco	Meter/Module	Meter/Module clearance issues	Resolved
1120	4/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1121	4/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1122	4/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1123	4/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1124	4/21/10			San Jose	Wellington Installer	Under Investigation	Open
1125	4/21/10			Santa Clara	Meter/Module	Meter/Module creating a hazard	Resolved
1126	4/21/10			Santa Clara	Wellington Installer	Under Investigation	Open
1127	4/21/10			Santa Rosa	Power Interruption	Under Investigation	Open
1128	4/21/10			Sonoma	Customer Denies Access	Under Investigation	Open
1129	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
1130	4/22/10			Alamo	Other	Under Investigation	Open
1131	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
1132	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
1133	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
1134	4/22/10			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
1135	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
1136	4/22/10			Bolinas	Customer Denies Access	Under Investigation	Open
1137	4/22/10			Colfax	Power Interruption	Under Investigation	Open
1138	4/22/10			Copperopolis	Meter/Module	Under Investigation	Open
1139	4/22/10			Copperopolis	Meter/Module	Under Investigation	Open
1140	4/22/10			Cotati	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1141	4/22/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1142	4/22/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1143	4/22/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
1144	4/22/10			El Sobrante	Power Interruption	Under Investigation	Open
1145	4/22/10			Forestville	Customer Denies Access	Under Investigation	Open
1146	4/22/10			Fresno	Meter/Module	Under Investigation	Open
1147	4/22/10			Glen Ellen	Power Interruption	Under Investigation	Open
1148	4/22/10			Los Banos	Customer Denies Access	Under Investigation	Open
1149	4/22/10			Madera	Customer Denies Access	Under Investigation	Open
1150	4/22/10			Madera	Household items affected by SM installation	Under Investigation	Open
1151	4/22/10			Mountain View	Meter/Module	Under Investigation	Open
1152	4/22/10			Pacifica	Power Interruption	Under Investigation	Open
1153	4/22/10			Petaluma	Customer Denies Access	Under Investigation	Open
1154	4/22/10			Pinole	Meter/Module	Under Investigation	Open
1155	4/22/10			Placerville	Household items affected by SM installation	Other	Resolved
1156	4/22/10			Redding	Meter/Module	Meter/Module clearance issues	Resolved
1157	4/22/10			San Francisco	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1158	4/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1159	4/22/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
1160	4/22/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1161	4/22/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1162	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1163	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1164	4/22/10			Sebastopol	Other	Under Investigation	Open
1165	4/22/10			Sonoma	Customer Denies Access	Under Investigation	Open
1166	4/22/10			Tracy	Customer Denies Access	Under Investigation	Open
1167	4/22/10			Tracy	Customer Denies Access	Under Investigation	Open
1168	4/22/10			Tracy	Customer Denies Access	Under Investigation	Open
1169	4/22/10			Vallejo	Customer Denies Access	Under Investigation	Open
1170	4/22/10			Vallejo	Other	Under Investigation	Open
1171	4/22/10			Willits	Customer Denies Access	Under Investigation	Open
1172	4/22/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1173	4/23/10			Berkeley	Other	Under Investigation	Open
1174	4/23/10			Berkeley	Other	Under Investigation	Open
1175	4/23/10			Berkeley	Other	Under Investigation	Open
1176	4/23/10			Berkeley	Power Interruption	Under Investigation	Open

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1177	4/23/10			Calistoga	Power Interruption	Under Investigation	Open
1178	4/23/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
1179	4/23/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
1180	4/23/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
1181	4/23/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
1182	4/23/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
1183	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
1184	4/23/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
1185	4/23/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1186	4/23/10			El Dorado Hills	Other	Under Investigation	Open
1187	4/23/10			El Sobrante	Power Interruption	Under Investigation	Open
1188	4/23/10			Escalon	Meter/Module	Under Investigation	Open
1189	4/23/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1190	4/23/10			Forestville	Customer Denies Access	Under Investigation	Open
1191	4/23/10			Fresno	Meter/Module	Meter blocking access to breaker box	Resolved
1192	4/23/10			Glen Ellen	Customer Denies Access	Under Investigation	Open
1193	4/23/10			Madera	Wellington Installer	Under Investigation	Open
1194	4/23/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1195	4/23/10			Mendota	Household items affected by SM installation	Under Investigation	Open
1196	4/23/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
1197	4/23/10			Monterey	Customer Denies Access	Under Investigation	Open
1198	4/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1199	4/23/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1200	4/23/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1201	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
1202	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
1203	4/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1204	4/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1205	4/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1206	4/23/10			San Jose	Meter/Module	Meter/Module clearance issues	Resolved
1207	4/23/10			San Jose	Meter/Module	Under Investigation	Open
1208	4/23/10			San Ramon	Customer Denies Access	Under Investigation	Open
1209	4/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1210	4/23/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1211	4/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1212	4/23/10			Selma	Wellington Installer	Under Investigation	Open
1213	4/23/10			Stockton	Customer Denies Access	Under Investigation	Open
1214	4/23/10			Sunnyvale	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1215	4/23/10			Tracy	Customer Denies Access	Under Investigation	Open
1216	4/23/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1217	4/23/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1218	4/23/10			Ukiah	Meter/Module	Under Investigation	Open

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Color Key	
Resolved Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1219	4/23/10			Yuba City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1220	4/23/10			Yuba City	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1221	4/25/10			Cloverdale	Customer Denies Access	Under Investigation	Open
1222	4/25/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1223	4/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1224	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
1225	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
1226	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
1227	4/26/10			Berkeley	Meter/Module	Under Investigation	Open
1228	4/26/10			Bolinas	Customer Denies Access	Under Investigation	Open
1229	4/26/10			Brentwood	Power Interruption	Breaker keeps tripping	Resolved
1230	4/26/10			Calistoga	Meter/Module	Under Investigation	Open
1231	4/26/10			Campbell	Wellington Installer	Under Investigation	Open
1232	4/26/10			Clayton	Customer Denies Access	Under Investigation	Open
1233	4/26/10			Clayton	Customer Denies Access	Under Investigation	Open
1234	4/26/10			Cloverdale	Customer Denies Access	Under Investigation	Open
1235	4/26/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1236	4/26/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1237	4/26/10			Livermore	Meter/Module	Under Investigation	Open
1238	4/26/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1239	4/26/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1240	4/26/10			Madera	Household items affected by SM installation	Under Investigation	Open
1241	4/26/10			Madera	Scheduling Problems	Under Investigation	Open
1242	4/26/10			Madera	Wellington Installer	Under Investigation	Open
1243	4/26/10			Napa	Wellington Installer	Under Investigation	Open
1244	4/26/10			Oakhurst	Customer Denies Access	Under Investigation	Open
1245	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1246	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1247	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1248	4/26/10			Oakland	Meter/Module	Under Investigation	Open
1249	4/26/10			Orinda	Meter/Module	Under Investigation	Open
1250	4/26/10			Petaluma	Customer Denies Access	Under Investigation	Open
1251	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
1252	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
1253	4/26/10			Richmond	Scheduling Problems	Under Investigation	Open
1254	4/26/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
1255	4/26/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1256	4/26/10			San Carlos	Customer Denies Access	Under Investigation	Open
1257	4/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1258	4/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1259	4/26/10			San Jose	Power Interruption	Under Investigation	Open
1260	4/26/10			San Jose	Scheduling Problems	Other	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1261	4/26/10			San Leandro	Other	Under Investigation	Open
1262	4/26/10			San Ramon	Customer Denies Access	Under Investigation	Open
1263	4/26/10			San Ramon	Wellington Installer	Under Investigation	Open
1264	4/26/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1265	4/26/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1266	4/26/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1267	4/26/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1268	4/26/10			Seaside	Meter/Module	Under Investigation	Open
1269	4/26/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1270	4/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1271	4/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1272	4/26/10			Sonoma	Customer Denies Access	Under Investigation	Open
1273	4/26/10			Sonoma	Customer Denies Access	Under Investigation	Open
1274	4/26/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1275	4/26/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1276	4/26/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
1277	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1278	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1279	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1280	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1281	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1282	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1283	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1284	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1285	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1286	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1287	4/27/10			Bakersfield	Power Interruption	Under Investigation	Open
1288	4/27/10			Belmont	SmartMeter Customer Communication	Under Investigation	Open
1289	4/27/10			Belmont	SmartMeter Customer Communication	Under Investigation	Open
1290	4/27/10			Benicia	Other	Under Investigation	Open
1291	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1292	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1293	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1294	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1295	4/27/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1296	4/27/10			Berkeley	Other	Under Investigation	Open
1297	4/27/10			Clovis	Household items affected by SM installation	Under Investigation	Open
1298	4/27/10			Coarsegold	Customer Denies Access	Under Investigation	Open
1299	4/27/10			Cupertino	Customer Denies Access	Under Investigation	Open
1300	4/27/10			Cupertino	Meter/Module	Meter/Module clearance issues	Resolved
1301	4/27/10			El Cerrito	Meter/Module	Under Investigation	Open
1302	4/27/10			El Cerrito	Power Interruption	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1303	4/27/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1304	4/27/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1305	4/27/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1306	4/27/10			Fresno	Other	Under Investigation	Open
1307	4/27/10			Healdsburg	Other	Under Investigation	Open
1308	4/27/10			Jenner	Other	Under Investigation	Open
1309	4/27/10			Kingsburg	Customer Denies Access	Under Investigation	Open
1310	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
1311	4/27/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1312	4/27/10			Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
1313	4/27/10			Madera	Customer Denies Access	Under Investigation	Open
1314	4/27/10			Manteca	Household items affected by SM installation	Under Investigation	Open
1315	4/27/10			Marysville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1316	4/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1317	4/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1318	4/27/10			Orinda	Customer Denies Access	Under Investigation	Open
1319	4/27/10			Pittsburg	Other	Under Investigation	Open
1320	4/27/10			Placerville	Other	Other	Resolved
1321	4/27/10			Pleasanton	Other	Under Investigation	Open
1322	4/27/10			Red Bluff	Household items affected by SM installation	Under Investigation	Open
1323	4/27/10			Redding	Meter/Module	Meter/Module clearance issues	Resolved
1324	4/27/10			Reedley	Customer Denies Access	Under Investigation	Open
1325	4/27/10			Reedley	Customer Denies Access	Under Investigation	Open
1326	4/27/10			Reedley	Customer Denies Access	Under Investigation	Open
1327	4/27/10			Reedley	Customer Denies Access	Under Investigation	Open
1328	4/27/10			Reedley	Customer Denies Access	Under Investigation	Open
1329	4/27/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1330	4/27/10			Richmond	Customer Denies Access	Under Investigation	Open
1331	4/27/10			Richmond	Customer Denies Access	Under Investigation	Open
1332	4/27/10			Richmond	Meter/Module	Under Investigation	Open
1333	4/27/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1334	4/27/10			Sacramento	Other	Other	Resolved
1335	4/27/10			San Carlos	SmartMeter Customer Communication	Under Investigation	Open
1336	4/27/10			San Jose	Customer Denies Access	Under Investigation	Open
1337	4/27/10			San Jose	Power Interruption	Under Investigation	Open
1338	4/27/10			San Jose	Scheduling Problems	Other	Resolved
1339	4/27/10			San Leandro	Other	Under Investigation	Open
1340	4/27/10			San Ramon	Customer Denies Access	Under Investigation	Open
1341	4/27/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1342	4/27/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1343	4/27/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1344	4/27/10			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
1345	4/27/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
1346	4/27/10			Santa Rosa	Other	Under Investigation	Open
1347	4/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1348	4/27/10			Saratoga	Customer Denies Access	Under Investigation	Open
1349	4/27/10			Saratoga	Customer Denies Access	Under Investigation	Open
1350	4/27/10			Saratoga	Customer Denies Access	Under Investigation	Open
1351	4/27/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1352	4/27/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1353	4/27/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1354	4/27/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
1355	4/27/10			Yuba City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1356	4/27/10			Yuba City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1357	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
1358	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
1359	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
1360	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
1361	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
1362	4/28/10			Alamo	Customer Denies Access	Under Investigation	Open
1363	4/28/10			Antioch	Meter/Module	Under Investigation	Open
1364	4/28/10			Atwater	Household items affected by SM installation	Under Investigation	Open
1365	4/28/10			Bakersfield	Power Interruption	Under Investigation	Open
1366	4/28/10			Berkeley	Customer Denies Access	Under Investigation	Open
1367	4/28/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1368	4/28/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Resolved
1369	4/28/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1370	4/28/10			Cupertino	Customer Denies Access	Under Investigation	Open
1371	4/28/10			Forestville	Household items affected by SM installation	Under Investigation	Open
1372	4/28/10			Hayward	SmartMeter Customer Communication	Under Investigation	Open
1373	4/28/10			Hercules	Household items affected by SM installation	Under Investigation	Open
1374	4/28/10			Lafayette	SmartMeter Customer Communication	Under Investigation	Open
1375	4/28/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1376	4/28/10			Marysville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1377	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1378	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1379	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1380	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1381	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1382	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1383	4/28/10			Oakley	Other	Under Investigation	Open
1384	4/28/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1385	4/28/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1386	4/28/10			Petaluma	Customer Denies Access	Under Investigation	Open

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1387	4/28/10			Petaluma	Customer Denies Access	Under Investigation	Open
1388	4/28/10			Petaluma	Customer Denies Access	Under Investigation	Open
1389	4/28/10			Petaluma	Customer Denies Access	Under Investigation	Open
1390	4/28/10			Pinole	Customer Denies Access	Under Investigation	Open
1391	4/28/10			Redding	Customer Denies Access	Customer Denies Wellington Access	Resolved
1392	4/28/10			Richmond	Customer Denies Access	Under Investigation	Open
1393	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
1394	4/28/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1395	4/28/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1396	4/28/10			Roseville	Meter/Module	Meter/Module clearance issues	Resolved
1397	4/28/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1398	4/28/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1399	4/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1400	4/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1401	4/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1402	4/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1403	4/28/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1404	4/28/10			San Ramon	Meter/Module	Other	Resolved
1405	4/28/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1406	4/28/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1407	4/28/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1408	4/28/10			Tracy	Customer Denies Access	Under Investigation	Open
1409	4/28/10			Yuba City	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1410	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
1411	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
1412	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
1413	4/29/10			American Cnyn	Other	Under Investigation	Open
1414	4/29/10			Berkeley	Other	Other	Resolved
1415	4/29/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1416	4/29/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1417	4/29/10			Cameron Park	Customer Denies Access	Under Investigation	Open
1418	4/29/10			Camino	Customer Denies Access	Under Investigation	Open
1419	4/29/10			Camino	Customer Denies Access	Under Investigation	Open
1420	4/29/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1421	4/29/10			Danville	Customer Denies Access	Under Investigation	Open
1422	4/29/10			Danville	Other	Under Investigation	Open
1423	4/29/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1424	4/29/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1425	4/29/10			El Dorado Hills	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1426	4/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
1427	4/29/10			Fairfield	Customer Denies Access	Customer Denies Wellington Access	Resolved
1428	4/29/10			Forestville	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1429	4/29/10			Livermore	Other	Under Investigation	Open
1430	4/29/10			Los Banos	Meter/Module	Meter/Module clearance issues	Resolved
1431	4/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1432	4/29/10			Madera	Wellington Installer	Under Investigation	Open
1433	4/29/10			Marysville	Power Interruption	Under Investigation	Open
1434	4/29/10			Mountain House	Other	Under Investigation	Open
1435	4/29/10			Napa	Meter/Module	Under Investigation	Open
1436	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1437	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1438	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1439	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1440	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1441	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1442	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1443	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1444	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1445	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1446	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1447	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1448	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1449	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1450	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1451	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1452	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1453	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1454	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1455	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1456	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1457	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1458	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1459	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1460	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1461	4/29/10			Oakland	Wellington Installer	Under Investigation	Open
1462	4/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1463	4/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1464	4/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1465	4/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1466	4/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1467	4/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1468	4/29/10			Pinole	Household items affected by SM installation	Under Investigation	Open
1469	4/29/10			Placerville	Customer Denies Access	Under Investigation	Open
1470	4/29/10			Red Bluff	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
1471	4/29/10			Redding	Meter/Module	Under Investigation	Open
1472	4/29/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1473	4/29/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1474	4/29/10			San Jose	Customer Denies Access	Under Investigation	Open
1475	4/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1476	4/29/10			San Pablo	Customer Denies Access	Under Investigation	Open
1477	4/29/10			Santa Rosa	Power Interruption	Under Investigation	Open
1478	4/29/10			Santa Rosa	Scheduling Problems	Under Investigation	Open
1479	4/29/10			Santa Rosa	Scheduling Problems	Under Investigation	Open
1480	4/29/10			Stockton	Meter/Module	Under Investigation	Open
1481	4/29/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
1482	4/29/10			Woodside	Meter/Module	Under Investigation	Open
1483	4/29/10			Yuba City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1484	4/29/10			Yuba City	Customer Denies Access	Under Investigation	Open
1485	4/29/10			Yuba City	Customer Denies Access	Under Investigation	Open
1486	4/30/10			Alameda	Customer Denies Access	Under Investigation	Open
1487	4/30/10			Benicia	Household items affected by SM installation	Under Investigation	Open
1488	4/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
1489	4/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
1490	4/30/10			Berkeley	Other	Under Investigation	Open
1491	4/30/10			Berkeley	Other	Under Investigation	Open
1492	4/30/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1493	4/30/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1494	4/30/10			Camino	Customer Denies Access	Under Investigation	Open
1495	4/30/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1496	4/30/10			Concord	Other	Under Investigation	Open
1497	4/30/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
1498	4/30/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1499	4/30/10			Forestville	Customer Denies Access	Under Investigation	Open
1500	4/30/10			Forestville	Other	Under Investigation	Open
1501	4/30/10			Forestville	Other	Under Investigation	Open
1502	4/30/10			Fresno	Meter/Module	Under Investigation	Open
1503	4/30/10			Fresno	Power Interruption	Under Investigation	Open
1504	4/30/10			Kyburz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1505	4/30/10			Livermore	Customer Denies Access	Under Investigation	Open
1506	4/30/10			Livermore	Household items affected by SM installation	Damaged Television	Resolved
1507	4/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1508	4/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1509	4/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1510	4/30/10			Madera	Customer Denies Access	Under Investigation	Open
1511	4/30/10			Madera	Power Interruption	Under Investigation	Open
1512	4/30/10			Marysville	Customer Denies Access	Under Investigation	Open

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

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Color Key	
Resolved Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1513	4/30/10			Napa	Customer Denies Access	Under Investigation	Open
1514	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1515	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1516	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1517	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1518	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1519	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1520	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1521	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1522	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1523	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1524	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1525	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1526	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1527	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1528	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1529	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1530	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1531	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1532	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1533	4/30/10			Oakland	Other	Other	Resolved
1534	4/30/10			Petaluma	Customer Denies Access	Under Investigation	Open
1535	4/30/10			Petaluma	Customer Denies Access	Under Investigation	Open
1536	4/30/10			Petaluma	Customer Denies Access	Under Investigation	Open
1537	4/30/10			Petaluma	Customer Denies Access	Under Investigation	Open
1538	4/30/10			Petaluma	Household items affected by SM installation	Under Investigation	Open
1539	4/30/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1540	4/30/10			Placerville	Customer Denies Access	Under Investigation	Open
1541	4/30/10			Richmond	Customer Denies Access	Under Investigation	Open
1542	4/30/10			Richmond	Household items affected by SM installation	Damaged Television	Resolved
1543	4/30/10			Richmond	Other	Under Investigation	Open
1544	4/30/10			Richmond	Power Interruption	Under Investigation	Open
1545	4/30/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
1546	4/30/10			Richmond	Wellington Installer	Under Investigation	Open
1547	4/30/10			S San Francisco	Meter/Module	Under Investigation	Open
1548	4/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1549	4/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1550	4/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1551	4/30/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1552	4/30/10			San Jose	Other	Under Investigation	Open
1553	4/30/10			San Pablo	Customer Denies Access	Under Investigation	Open
1554	4/30/10			Santa Cruz	Meter/Module	Under Investigation	Open

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Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1555	4/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1556	4/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1557	4/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1558	4/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
1559	4/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
1560	4/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1561	4/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1562	4/30/10			Union City	Other	Other	Resolved
1563	4/30/10			Valley Springs	Power Interruption	Under Investigation	Open
1564	4/30/10			Yuba City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1565	4/30/10			Yuba City	Customer Denies Access	Under Investigation	Open

1,220 Open Complaints on Last Report
29 Open Complaints Resolved Since the Last Report
345 New Complaints Since the Last Report
69 New Complaints Resolved Since the Last Report
276 New Complaints Open

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Pacific Gas and Electric Company

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Color Key	
Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
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	9/18/09	{Redacted}		Moraga	SmartMeter Customer Communication	Under Investigation	Open
7	9/29/09	{Redacted}		AHWAHNEE	Meter/Module	Under Investigation	Open
8	10/15/09	{Redacted}		Stockton	Household items affected by SM installation	Under Investigation	Open
9	10/26/09	{Redacted}		Fremont	Other	Under Investigation	Open
10	10/28/09	{Redacted}		Vacaville	Wellington Installer	Under Investigation	Open
11	11/10/09	{Redacted}		Hillsborough	Customer Denies Access	Under Investigation	Open
12	11/10/09	{Redacted}		Vacaville	Customer Denies Access	Under Investigation	Open
13	11/12/09	{Redacted}		Newark	Meter/Module	Under Investigation	Open
14	11/16/09	{Redacted}		Vacaville	Household items affected by SM installation	Under Investigation	Open
15	11/20/09	{Redacted}		Fremont	Meter/Module	Under Investigation	Open
16	11/23/09	{Redacted}		WOODLAND	Meter/Module	Under Investigation	Open
17	11/24/09	{Redacted}		Kingsburg	Meter/Module	Under Investigation	Open
18	11/25/09	{Redacted}		Richmond	Network Equipment Installation	Under Investigation	Open
19	11/30/09	{Redacted}		Fresno	Household items affected by SM installation	Under Investigation	Open
20	11/30/09	{Redacted}		MIRAMONTE	Household items affected by SM installation	Under Investigation	Open
21	12/2/09	{Redacted}		Fremont	Power Interruption	Under Investigation	Open
22	12/2/09	{Redacted}		Redwood City	Household items affected by SM installation	Under Investigation	Open
23	12/3/09	{Redacted}		Manteca	Household items affected by SM installation	Under Investigation	Open
24	12/3/09	{Redacted}		Manteca	Household items affected by SM installation	Under Investigation	Open
25	12/3/09	{Redacted}		Stockton	Household items affected by SM installation	Under Investigation	Open
26	12/4/09	{Redacted}		Hanford	Household items affected by SM installation	Under Investigation	Open
27	12/4/09	{Redacted}		Napa	Household items affected by SM installation	Under Investigation	Open
28	12/7/09	{Redacted}		Napa	Wellington Installer	Under Investigation	Open
29	12/8/09	{Redacted}		PIONEER	Household items affected by SM installation	Under Investigation	Open
30	12/9/09	{Redacted}		Los Altos	Household items affected by SM installation	Under Investigation	Open
31	12/9/09	{Redacted}		Stockton	Power Interruption	Under Investigation	Open
32	12/11/09	{Redacted}		MILLBRAE	Power Interruption	Under Investigation	Open
33	12/11/09	{Redacted}		Plymouth	Meter/Module	Under Investigation	Open
34	12/11/09	{Redacted}		Stockton	Household items affected by SM installation	Under Investigation	Open
35	12/16/09	{Redacted}		Mountain View	Scheduling Problems	Under Investigation	Open
36	12/17/09	{Redacted}		Sunnyvale	Meter/Module	Under Investigation	Open
37	12/17/09	{Redacted}		Vacaville	Meter/Module	Under Investigation	Open
38	12/18/09	{Redacted}		LATHROP	Other	Under Investigation	Open
39	12/22/09	{Redacted}		Fremont	Household items affected by SM installation	Under Investigation	Open
40	12/22/09	{Redacted}		PINE GROVE	Wellington Installer	Under Investigation	Open
41	12/23/09	{Redacted}		Dublin	Meter/Module	Under Investigation	Open
42	12/23/09	{Redacted}		Sunnyvale	Household items affected by SM installation	Under Investigation	Open

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Color Key	
Resolved Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
43	12/23/09			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
44	12/23/09			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
45	12/29/09			El Granada	Power Interruption	Under Investigation	Open
46	12/29/09			Livermore	Meter/Module	Under Investigation	Open
47	12/29/09			Pleasanton	Household items affected by SM installation	Under Investigation	Open
48	12/30/09			Los Banos	Network Equipment Installation	Under Investigation	Open
49	12/31/09			Livermore	Household items affected by SM installation	Under Investigation	Open
50	12/31/09			Mountain View	Household items affected by SM installation	Under Investigation	Open
51	1/4/10			Menlo Park	Customer Denies Access	Under Investigation	Open
52	1/4/10			Merced	Customer Denies Access	Under Investigation	Open
53	1/5/10			AUBURN	Power Interruption	Under Investigation	Open
54	1/5/10			Sebastopol	Other	Under Investigation	Open
55	1/7/10			Los Altos	Other	Under Investigation	Open
56	1/8/10			Livermore	Household items affected by SM installation	Under Investigation	Open
57	1/11/10			Burlingame	Household items affected by SM installation	Under Investigation	Open
58	1/11/10			Fairfield	Meter/Module	Under Investigation	Open
59	1/11/10			Livermore	Household items affected by SM installation	Under Investigation	Open
60	1/11/10			Vacaville	Meter/Module	Under Investigation	Open
61	1/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
62	1/12/10			Livermore	Power Interruption	Under Investigation	Open
63	1/12/10			Moraga	Household items affected by SM installation	Under Investigation	Open
64	1/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
65	1/13/10			LODI	Meter/Module	Under Investigation	Open
66	1/14/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
67	1/14/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
68	1/14/10			Dublin	Household items affected by SM installation	Under Investigation	Open
69	1/15/10			CORCORAN	Wellington Installer	Under Investigation	Open
70	1/15/10			Dublin	Household items affected by SM installation	Under Investigation	Open
71	1/15/10			Napa	Scheduling Problems	Under Investigation	Open
72	1/15/10			San Ramon	Customer Denies Access	Under Investigation	Open
73	1/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
74	1/19/10			Aptos	Other	Under Investigation	Open
75	1/19/10			Martinez	Other	Under Investigation	Open
76	1/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
77	1/20/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
78	1/20/10			Cupertino	Power Interruption	Under Investigation	Open
79	1/22/10			Fremont	Household items affected by SM installation	Under Investigation	Open
80	1/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
81	1/23/10			Kensington	Household items affected by SM installation	Under Investigation	Open
82	1/25/10			Pinole	SmartMeter Customer Communication	Under Investigation	Open
83	1/26/10			American Canyon	Customer Denies Access	Under Investigation	Open
84	1/26/10			Livermore	Customer Denies Access	Under Investigation	Open

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Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
85	1/26/10			Livermore	Customer Denies Access	Under Investigation	Open
86	1/26/10			Madera	Wellington Installer	Under Investigation	Open
87	1/26/10			Merced	Customer Denies Access	Under Investigation	Open
88	1/26/10			MONTARA	Meter/Module	Under Investigation	Open
89	1/26/10			Pleasanton	Wellington Installer	Under Investigation	Open
90	1/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
91	1/26/10			San Jose	Meter/Module	Under Investigation	Open
92	1/26/10			Stockton	Wellington Installer	Under Investigation	Open
93	1/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
94	1/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
95	1/26/10			Vallejo	Wellington Installer	Under Investigation	Open
96	1/27/10			Hillsborough	Customer Denies Access	Under Investigation	Open
97	1/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
98	1/27/10			Redwood City	Meter/Module	Under Investigation	Open
99	1/28/10			American Canyon	Wellington Installer	Under Investigation	Open
100	1/28/10			El Sobrante	Wellington Installer	Under Investigation	Open
101	1/28/10			Moraga	Wellington Installer	Under Investigation	Open
102	1/28/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
103	1/28/10			San Francisco	Power Interruption	Under Investigation	Open
104	1/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
105	1/28/10			San Jose	Wellington Installer	Under Investigation	Open
106	1/28/10			Sunnyvale	Power Interruption	Under Investigation	Open
107	1/29/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
108	1/29/10			Kensington	Meter/Module	Under Investigation	Open
109	1/29/10			Madera	Wellington Installer	Under Investigation	Open
110	1/29/10			Pinole	Wellington Installer	Under Investigation	Open
111	1/29/10			Richmond	Wellington Installer	Under Investigation	Open
112	1/29/10			Rio Vista	Household items affected by SM installation	Under Investigation	Open
113	1/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
114	1/29/10			San Jose	Meter/Module	Under Investigation	Open
115	1/29/10			Stockton	Wellington Installer	Under Investigation	Open
116	1/29/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
117	1/29/10			Sunnyvale	Wellington Installer	Under Investigation	Open
118	1/31/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
119	1/31/10			Danville	Meter/Module	Under Investigation	Open
120	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
121	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
122	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
123	2/1/10			El Sobrante	Wellington Installer	Under Investigation	Open
124	2/1/10			LA HONDA	Customer Denies Access	Under Investigation	Open
125	2/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
126	2/1/10			Pleasanton	Meter/Module	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
127	2/1/10			San Jose	Power Interruption	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	2/2/10			San Jose	Household items affected by SM installation	Under Investigation	Open
131	2/3/10			CORDELIA	Wellington Installer	Under Investigation	Open
132	2/3/10			GRATON	Other	Under Investigation	Open
133	2/3/10			Livermore	Household items affected by SM installation	Under Investigation	Open
134	2/3/10			Mountain View	Power Interruption	Under Investigation	Open
135	2/3/10			Pleasanton	Meter/Module	Under Investigation	Open
136	2/3/10			RAYMOND	Wellington Installer	Under Investigation	Open
137	2/4/10			Fresno	Household items affected by SM installation	Under Investigation	Open
138	2/4/10			San Ramon	Power Interruption	Under Investigation	Open
139	2/4/10			Suisun City	Meter/Module	Under Investigation	Open
140	2/5/10			Mountain View	Other	Under Investigation	Open
141	2/5/10			Pleasanton	Meter/Module	Under Investigation	Open
142	2/5/10			San Ramon	Meter/Module	Under Investigation	Open
143	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
144	2/9/10			Cupertino	Wellington Installer	Under Investigation	Open
145	2/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
146	2/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
147	2/10/10			Berkeley	Wellington Installer	Under Investigation	Open
148	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
149	2/10/10			Cupertino	Meter/Module	Under Investigation	Open
150	2/10/10			Cupertino	Power Interruption	Under Investigation	Open
151	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
152	2/10/10			NORTH FOLK	Wellington Installer	Under Investigation	Open
153	2/10/10			Rancho Cordova	Meter/Module	Under Investigation	Open
154	2/10/10			San Jose	Wellington Installer	Under Investigation	Open
155	2/10/10			San Ramon	Wellington Installer	Under Investigation	Open
156	2/10/10			Vacaville	Household items affected by SM installation	Under Investigation	Open
157	2/11/10			Healdsburg	Customer Denies Access	Under Investigation	Open
158	2/11/10			Livermore	Household items affected by SM installation	Under Investigation	Open
159	2/11/10			Napa	Meter/Module	Under Investigation	Open
160	2/11/10			Sunnyvale	Power Interruption	Under Investigation	Open
161	2/11/10			Vallejo	Wellington Installer	Under Investigation	Open
162	2/12/10			Berkeley	Wellington Installer	Under Investigation	Open
163	2/12/10			San Jose	Power Interruption	Under Investigation	Open
164	2/12/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
165	2/12/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
166	2/12/10			San Ramon	Wellington Installer	Under Investigation	Open
167	2/13/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
168	2/14/10			Sunnyvale	Meter/Module	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
169	2/14/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
170	2/16/10			Berkeley	Wellington Installer	Under Investigation	Open
171	2/16/10			Cupertino	Wellington Installer	Under Investigation	Open
172	2/16/10			RIPON	Meter/Module	Under Investigation	Open
173	2/16/10			Santa Clara	Meter/Module	Under Investigation	Open
174	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
175	2/16/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
176	2/17/10			Berkeley	Meter/Module	Under Investigation	Open
177	2/17/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
178	2/17/10			Forestville	Customer Denies Access	Under Investigation	Open
179	2/17/10			Madera	Wellington Installer	Under Investigation	Open
180	2/17/10			Newark	Household items affected by SM installation	Under Investigation	Open
181	2/17/10			San Jose	Customer Denies Access	Under Investigation	Open
182	2/17/10			San Jose	Wellington Installer	Under Investigation	Open
183	2/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
184	2/17/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
185	2/17/10			Sunnyvale	Meter/Module	Under Investigation	Open
186	2/17/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
187	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
188	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
189	2/17/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
190	2/18/10			Los Banos	Other	Under Investigation	Open
191	2/18/10			Madera	Wellington Installer	Under Investigation	Open
192	2/18/10			Mariposa	Wellington Installer	Under Investigation	Open
193	2/18/10			Sanger	Scheduling Problems	Under Investigation	Open
194	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
195	2/18/10			Somerset	Wellington Installer	Under Investigation	Open
196	2/19/10			American Canyon	Wellington Installer	Under Investigation	Open
197	2/19/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
198	2/19/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
199	2/19/10			Pleasanton	Meter/Module	Under Investigation	Open
200	2/21/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
201	2/21/10			Cupertino	SmartMeter Customer Communication	Under Investigation	Open
202	2/21/10			Placerville	Customer Denies Access	Under Investigation	Open
203	2/21/10			Pleasanton	Meter/Module	Under Investigation	Open
204	2/21/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
205	2/21/10			San Francisco	Wellington Installer	Under Investigation	Open
206	2/21/10			San Jose	Customer Denies Access	Under Investigation	Open
207	2/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
208	2/22/10			OCCIDENTAL	Customer Denies Access	Under Investigation	Open
209	2/22/10			Placerville	Wellington Installer	Under Investigation	Open
210	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 May 6, 2010 -- For the Period April 24, 2010 through April 30, 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	3/11/10			AMERICAN CANYON	Open	Under Investigation
3	3/12/10			BAKERSFIELD	Resolved	Bill is Accurate. SmartMeter installed 3/10/08. Meter was tested on 1/16/09 with customer present. On 2/12/09, customer agreed to turn off spa and portable heaters for 24 hours; usage dropped from 42 kwh to 26 kwh. Customer not satisfied. Meter was upgraded on 9/18/09. Customer disputes estimated interval usage shown on usage history during a power outage on 4/20/09. Once power restored, cumulative usage was prorated among the previous intervals; bill was correct.
4	3/18/10			BAKERSFIELD	Open	Under Investigation
5	3/26/10			AUBURN	Resolved	Bill is Accurate. SmartMeter installed 7/23/09. Customer operates a residential living facility. Energy audit completed on 4/2/10, which customer was very satisfied with. Replaced lights with compact fluorescent lights and bought a new washer. Customer also advised of Balanced Payment Plan (BPP) and joined BPP payment option.
6	3/29/10			ALAMO	Open	Under Investigation
7	4/7/10			BAKERSFIELD	Open	Under Investigation
8	4/8/10			SAN PABLO	Open	Under Investigation
9	4/13/10			FRESNO	Resolved	Bill is Accurate. SmartMeter installed 3/16/09. First four bills through 7/18/09 registered less usage than historical. In August 2009, usage increased. Customer thought the meter was replaced in July 2009. Informed customer that meter was installed several months before and her usage levels were lower than prior year's. Identified daughter moved in and they use air-conditioning in summer. Meter was tested on 4/26/10 and passed. Customer was provided with CARE application.
10	4/13/10			BAKERSFIELD	Open	Under Investigation
11	4/16/10			STOCKTON	Open	Under Investigation
12	4/19/10			BAKERSFIELD	Open	Under Investigation
13	4/22/10			FREMONT	Open	Under Investigation
14	4/23/10			VALLEY SPRINGS	Open	Under Investigation
15	4/26/10			GRANITE BAY	Open	Under Investigation
16	4/27/10			FREMONT	Resolved	Bill is Accurate. SmartMeter installed 10/20/09. Meter was tested on 2/4/10 and passed. Usage is slightly higher than last winter, but notes indicate space heaters were in use. Customer still believes meter is inaccurate, but declined a second meter test and requested to be considered for side-by-side testing.
17	4/27/10			OAKHURST	Open	Under Investigation
18	4/28/10			BAKERSFIELD	Open	Under Investigation

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19	4/29/10			FORESTHILL	Open	Under Investigation
20	4/30/10			DALY CITY	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.

- 14 Open Complaints on Last Report
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- 6 New Complaints Since the Last Report
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