

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 13, 2010 – For the Period May 1, 2010 through May 7, 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}	{Redacted}	Brentwood	Household items affected by SM installation	Under Investigation	Open
2	6/9/09	{Redacted}	{Redacted}	Citrus Heights	Meter/Module	Under Investigation	Open
3	6/25/09	{Redacted}	{Redacted}	PARADISE	Meter/Module	Under Investigation	Open
4	7/1/09	{Redacted}	{Redacted}	Capay	Other	Under Investigation	Open
5	7/2/09	{Redacted}	{Redacted}	Soda Springs	Scheduling Problems	Under Investigation	Open
6	9/18/09	{Redacted}	{Redacted}	Moraga	SmartMeter Customer Communication	Under Investigation	Open
7	9/29/09	{Redacted}	{Redacted}	Ahwahnee	Meter/Module	Under Investigation	Open
8	10/15/09	{Redacted}	{Redacted}	Stockton	Household items affected by SM installation	Under Investigation	Open
9	10/26/09	{Redacted}	{Redacted}	Fremont	Other	Under Investigation	Open
10	10/28/09	{Redacted}	{Redacted}	Vacaville	Wellington Installer	Under Investigation	Open
11	11/10/09	{Redacted}	{Redacted}	Hillsborough	Customer Denies Access	Under Investigation	Open
12	11/10/09	{Redacted}	{Redacted}	Vacaville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
13	11/12/09	{Redacted}	{Redacted}	Newark	Meter/Module	Under Investigation	Open
14	11/16/09	{Redacted}	{Redacted}	Vacaville	Household items affected by SM installation	Under Investigation	Open
15	11/20/09	{Redacted}	{Redacted}	Fremont	Meter/Module	Under Investigation	Open
16	11/23/09	{Redacted}	{Redacted}	WOODLAND	Meter/Module	Under Investigation	Open
17	11/24/09	{Redacted}	{Redacted}	Kingsburg	Meter/Module	Under Investigation	Open
18	11/25/09	{Redacted}	{Redacted}	Richmond	Network Equipment Installation	Under Investigation	Open
19	11/30/09	{Redacted}	{Redacted}	Fresno	Household items affected by SM installation	Under Investigation	Open
20	11/30/09	{Redacted}	{Redacted}	MIRAMONTE	Household items affected by SM installation	Under Investigation	Open
21	12/2/09	{Redacted}	{Redacted}	Fremont	Power Interruption	Under Investigation	Open
22	12/2/09	{Redacted}	{Redacted}	Redwood City	Household items affected by SM installation	Under Investigation	Open
23	12/3/09	{Redacted}	{Redacted}	Manteca	Household items affected by SM installation	Under Investigation	Open
24	12/3/09	{Redacted}	{Redacted}	Manteca	Household items affected by SM installation	Under Investigation	Open
25	12/3/09	{Redacted}	{Redacted}	Stockton	Household items affected by SM installation	Under Investigation	Open
26	12/4/09	{Redacted}	{Redacted}	Hanford	Household items affected by SM installation	Under Investigation	Open
27	12/4/09	{Redacted}	{Redacted}	Napa	Household items affected by SM installation	Under Investigation	Open
28	12/7/09	{Redacted}	{Redacted}	Napa	Wellington Installer	Under Investigation	Open
29	12/8/09	{Redacted}	{Redacted}	PIONEER	Household items affected by SM installation	Under Investigation	Open
30	12/9/09	{Redacted}	{Redacted}	Los Altos	Household items affected by SM installation	Under Investigation	Open
31	12/9/09	{Redacted}	{Redacted}	Stockton	Power Interruption	Under Investigation	Open
32	12/11/09	{Redacted}	{Redacted}	MILLBRAE	Power Interruption	Under Investigation	Open
33	12/11/09	{Redacted}	{Redacted}	Plymouth	Meter/Module	Under Investigation	Open
34	12/11/09	{Redacted}	{Redacted}	Stockton	Household items affected by SM installation	Under Investigation	Open
35	12/16/09	{Redacted}	{Redacted}	Mountain View	Scheduling Problems	Under Investigation	Open
36	12/17/09	{Redacted}	{Redacted}	Sunnyvale	Meter/Module	Under Investigation	Open
37	12/17/09	{Redacted}	{Redacted}	Vacaville	Meter/Module	Under Investigation	Open
38	12/18/09	{Redacted}	{Redacted}	LATHROP	Other	Other	Resolved
39	12/22/09	{Redacted}	{Redacted}	Fremont	Household items affected by SM installation	Under Investigation	Open
40	12/22/09	{Redacted}	{Redacted}	PINE GROVE	Wellington Installer	Under Investigation	Open
41	12/23/09	{Redacted}	{Redacted}	Dublin	Meter/Module	Under Investigation	Open

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
42	12/23/09			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
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	Customer does not want a SmartMeter	Resolved
55	1/7/10			Los Altos	Other	Other	Resolved
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			Livermore	Power Interruption	Under Investigation	Open
62	1/12/10			Moraga	Household items affected by SM installation	Under Investigation	Open
63	1/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
64	1/12/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
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	Customer does not want a SmartMeter	Resolved
73	1/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
74	1/19/10			Martinez	Other	Under Investigation	Open
75	1/19/10			Aptos	Other	Other	Resolved
76	1/19/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
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	General inquiry on communication	Resolved

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

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

May 13, 2010 -- For the Period May 1, 2010 through May 7, 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
83	1/26/10			American Canyon	Customer Denies Access	Under Investigation	Open
84	1/26/10			Livermore	Customer Denies Access	Under Investigation	Open
85	1/26/10			Madera	Wellington Installer	Under Investigation	Open
86	1/26/10			MONTARA	Meter/Module	Under Investigation	Open
87	1/26/10			Pleasanton	Wellington Installer	Under Investigation	Open
88	1/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
89	1/26/10			San Jose	Meter/Module	Under Investigation	Open
90	1/26/10			Stockton	Wellington Installer	Under Investigation	Open
91	1/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
92	1/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
93	1/26/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
94	1/26/10			Merced	Customer Denies Access	Customer does not want a SmartMeter	Resolved
95	1/26/10			Vallejo	Wellington Installer	Other	Resolved
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			Madera	Wellington Installer	Under Investigation	Open
109	1/29/10			Pinole	Wellington Installer	Under Investigation	Open
110	1/29/10			Richmond	Wellington Installer	Under Investigation	Open
111	1/29/10			Rio Vista	Household items affected by SM installation	Under Investigation	Open
112	1/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
113	1/29/10			San Jose	Meter/Module	Under Investigation	Open
114	1/29/10			Stockton	Wellington Installer	Under Investigation	Open
115	1/29/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
116	1/29/10			Sunnyvale	Wellington Installer	Under Investigation	Open
117	1/29/10			Kensington	Meter/Module	Meter/Module clearance issues	Resolved
118	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
119	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
120	1/31/10			San Jose	Household items affected by SM installation	Under Investigation	Open
121	1/31/10			Bakersfield	Household items affected by SM installation	Other	Resolved
122	1/31/10			Danville	Meter/Module	Meter/Module clearance issues	Resolved
123	2/1/10			El Sobrante	Wellington Installer	Under Investigation	Open

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
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
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

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 13, 2010 – For the Period May 1, 2010 through May 7, 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
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
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			Cupertino	Household items affected by SM installation	Under Investigation	Open
177	2/17/10			Forestville	Customer Denies Access	Under Investigation	Open
178	2/17/10			Madera	Wellington Installer	Under Investigation	Open
179	2/17/10			Newark	Household items affected by SM installation	Under Investigation	Open
180	2/17/10			San Jose	Wellington Installer	Under Investigation	Open
181	2/17/10			Sunnyvale	Meter/Module	Under Investigation	Open
182	2/17/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
183	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
184	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
185	2/17/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
186	2/17/10			Berkeley	Meter/Module	Meter/Module clearance issues	Resolved
187	2/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
188	2/17/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
189	2/17/10			Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
190	2/18/10			Madera	Wellington Installer	Under Investigation	Open
191	2/18/10			Mariposa	Wellington Installer	Under Investigation	Open
192	2/18/10			Sanger	Scheduling Problems	Under Investigation	Open
193	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
194	2/18/10			Somerset	Wellington Installer	Under Investigation	Open
195	2/18/10			Los Banos	Other	Other	Resolved
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			Placerville	Customer Denies Access	Under Investigation	Open
201	2/21/10			Pleasanton	Meter/Module	Under Investigation	Open
202	2/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
203	2/21/10			Berkeley	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
204	2/21/10			Cupertino	SmartMeter Customer Communication	Other	Resolved
205	2/21/10			San Francisco	Household items affected by SM installation	Damaged Other Household Appliances	Resolved

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
206	2/21/10			San Francisco	Wellington Installer	Safety Concern	Resolved
207	2/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
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
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			San Jose	Power Interruption	Under Investigation	Open
238	2/25/10			San Pablo	Power Interruption	Under Investigation	Open
239	2/25/10			Richmond	Meter/Module	Other	Resolved
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

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 13, 2010 -- For the Period May 1, 2010 through May 7, 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
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			Fresno	Wellington Installer	Under Investigation	Open
250	3/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
251	3/1/10			Livermore	Meter/Module	Under Investigation	Open
252	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
253	3/1/10			Madera	Other	Under Investigation	Open
254	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
255	3/1/10			San Jose	Meter/Module	Under Investigation	Open
256	3/1/10			San Jose	Power Interruption	Under Investigation	Open
257	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
258	3/1/10			Tracy	Meter/Module	Under Investigation	Open
259	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
260	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
261	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
262	3/1/10			El Dorado	Customer Denies Access	Customer Denies Wellington Access	Resolved
263	3/1/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
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			Glen Ellen	Scheduling Problems	Under Investigation	Open
270	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
271	3/3/10			Mountain View	Meter/Module	Under Investigation	Open
272	3/3/10			San Jose	Power Interruption	Under Investigation	Open
273	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
274	3/3/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
275	3/3/10			Rio Vista	Customer Denies Access	Customer does not want a SmartMeter	Resolved
276	3/3/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
277	3/3/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
278	3/3/10			Squaw Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
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

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 13, 2010 – For the Period May 1, 2010 through May 7, 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
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
295	3/5/10			El Cerrito	Customer Denies Access	Under Investigation	Open
296	3/5/10			Livermore	Power Interruption	Under Investigation	Open
297	3/5/10			San Jose	Power Interruption	Under Investigation	Open
298	3/5/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
299	3/5/10			Half Moon Bay	Customer Denies Access	Customer does not want a SmartMeter	Resolved
300	3/5/10			Selma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
301	3/5/10			Shingle Springs	Customer Denies Access	Customer does not want a SmartMeter	Resolved
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			Petaluma	Customer Denies Access	Under Investigation	Open
320	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
321	3/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
322	3/8/10			San Jose	Power Interruption	Under Investigation	Open
323	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
324	3/8/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
325	3/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
326	3/8/10			GRANITE BAY	Customer Denies Access	Customer does not want a SmartMeter	Resolved
327	3/8/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
328	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
329	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
330	3/9/10			Cupertino	Power Interruption	Under Investigation	Open
331	3/9/10			Danville	Customer Denies Access	Under Investigation	Open
332	3/9/10			Livermore	Meter/Module	Under Investigation	Open
333	3/9/10			Madera	Customer Denies Access	Under Investigation	Open
334	3/9/10			Richmond	Customer Denies Access	Under Investigation	Open
335	3/9/10			Richmond	Household items affected by SM installation	Under Investigation	Open
336	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
337	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
338	3/9/10			San Jose	Meter/Module	Under Investigation	Open
339	3/9/10			Seaside	Meter/Module	Under Investigation	Open
340	3/9/10			Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
341	3/9/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
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			Mountain View	Customer Denies Access	Under Investigation	Open
357	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
358	3/10/10			Pleasanton	Meter/Module	Under Investigation	Open
359	3/10/10			San Jose	Customer Denies Access	Under Investigation	Open
360	3/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
361	3/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
362	3/10/10			San Jose	Power Interruption	Under Investigation	Open
363	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
364	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
365	3/10/10			San Ramon	Meter/Module	Under Investigation	Open
366	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
367	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
368	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
369	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
370	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
371	3/10/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
372	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
373	3/10/10			Tracy	Meter/Module	Under Investigation	Open
374	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
375	3/10/10			Mount Aukum	Customer Denies Access	Other	Resolved
376	3/10/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
377	3/10/10			Saint Helena	Customer Denies Access	Customer does not want a SmartMeter	Resolved
378	3/10/10			Sunnyvale	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
379	3/11/10			Daly City	Customer Denies Access	Under Investigation	Open
380	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
381	3/11/10			San Jose	Customer Denies Access	Under Investigation	Open
382	3/11/10			San Ramon	Customer Denies Access	Under Investigation	Open
383	3/11/10			DOBBINS	Customer Denies Access	Customer does not want a SmartMeter	Resolved
384	3/11/10			Richmond	Customer Denies Access	Other	Resolved
385	3/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
386	3/12/10			GRIDLEY	Meter/Module	Under Investigation	Open
387	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
388	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
389	3/12/10			Los Altos	Meter/Module	Under Investigation	Open
390	3/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
391	3/12/10			San Francisco	Meter/Module	Under Investigation	Open
392	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
393	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
394	3/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
395	3/12/10			San Jose	Wellington Installer	Under Investigation	Open
396	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
397	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
398	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
399	3/12/10			Santa Clara	Other	Under Investigation	Open
400	3/12/10			Union City	Meter/Module	Under Investigation	Open
401	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
402	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
403	3/12/10			YOUNTVILLE	Power Interruption	Under Investigation	Open
404	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
405	3/12/10			Benicia	Wellington Installer	Damaged Other Household Appliances	Resolved
406	3/12/10			Fresno	Meter/Module	Meter/Module clearance issues	Resolved
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

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

May 13, 2010 -- For the Period May 1, 2010 through May 7, 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
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			Placerville	Customer Denies Access	Under Investigation	Open
414	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
415	3/15/10			Redwood City	Wellington Installer	Under Investigation	Open
416	3/15/10			Richmond	Customer Denies Access	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			San Jose	Customer Denies Access	Under Investigation	Open
420	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
421	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
422	3/15/10			Newark	Customer Denies Access	Customer does not want a SmartMeter	Resolved
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			Walnut Creek	Customer Denies Access	Under Investigation	Open
435	3/16/10			Vallejo	Meter/Module	Meter/Module clearance issues	Resolved
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

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 13, 2010 -- For the Period May 1, 2010 through May 7, 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
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			Fremont	Power Interruption	Under Investigation	Open
458	3/18/10			Livermore	Customer Denies Access	Under Investigation	Open
459	3/18/10			San Jose	Customer Denies Access	Under Investigation	Open
460	3/18/10			San Jose	Meter/Module	Under Investigation	Open
461	3/18/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
462	3/18/10			Reedley	SmartMeter Customer Communication	Other	Resolved
463	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
464	3/19/10			Kensington	Household items affected by SM installation	Under Investigation	Open
465	3/19/10			San Jose	Customer Denies Access	Under Investigation	Open
466	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
467	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
468	3/19/10			Sanger	Other	Under Investigation	Open
469	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
470	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
471	3/19/10			Sunnyvale	Power Interruption	Under Investigation	Open
472	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
473	3/19/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
474	3/20/10			Union City	Customer Denies Access	Under Investigation	Open
475	3/20/10			S. San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
476	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
477	3/21/10			Martinez	Customer Denies Access	Under Investigation	Open
478	3/21/10			San Jose	Customer Denies Access	Under Investigation	Open
479	3/22/10			Antioch	Other	Under Investigation	Open
480	3/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
481	3/22/10			Livermore	Customer Denies Access	Under Investigation	Open
482	3/22/10			Los Altos	Customer Denies Access	Under Investigation	Open
483	3/22/10			Martinez	Customer Denies Access	Under Investigation	Open
484	3/22/10			Saint Helena	Other	Under Investigation	Open
485	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
486	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
487	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
488	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
489	3/22/10			San Jose	Meter/Module	Under Investigation	Open
490	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
491	3/22/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
492	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
493	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
494	3/22/10			Tracy	Meter/Module	Under Investigation	Open
495	3/22/10			Lemoore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
496	3/23/10			Berkeley	Customer Denies Access	Under Investigation	Open
497	3/23/10			Hercules	Customer Denies Access	Under Investigation	Open
498	3/23/10			Lafayette	Customer Denies Access	Under Investigation	Open
499	3/23/10			Napa	Customer Denies Access	Under Investigation	Open
500	3/23/10			San Jose	Customer Denies Access	Under Investigation	Open
501	3/23/10			San Jose	Customer Denies Access	Under Investigation	Open
502	3/23/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
503	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
504	3/23/10			El Sobrante	Power Interruption	Breaker keeps tripping	Resolved
505	3/24/10			Berkeley	Wellington Installer	Under Investigation	Open
506	3/24/10			Clayton	Customer Denies Access	Under Investigation	Open
507	3/24/10			Martinez	Customer Denies Access	Under Investigation	Open
508	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
509	3/24/10			Tracy	Customer Denies Access	Under Investigation	Open
510	3/24/10			Vallejo	Wellington Installer	Under Investigation	Open
511	3/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
512	3/25/10			Dublin	Customer Denies Access	Under Investigation	Open
513	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
514	3/25/10			Firebaugh	Wellington Installer	Under Investigation	Open
515	3/25/10			Livermore	Power Interruption	Under Investigation	Open
516	3/25/10			Los Altos	Meter/Module	Under Investigation	Open
517	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
518	3/25/10			MOSS BEACH	Customer Denies Access	Under Investigation	Open
519	3/25/10			PINE GROVE	Household items affected by SM installation	Under Investigation	Open
520	3/25/10			Richmond	Customer Denies Access	Under Investigation	Open
521	3/25/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
522	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
523	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
524	3/25/10			San Jose	Meter/Module	Under Investigation	Open
525	3/25/10			San Jose	Other	Under Investigation	Open
526	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
527	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
528	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
529	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
530	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
531	3/25/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
532	3/25/10			Somerset	Customer Denies Access	Under Investigation	Open
533	3/25/10			Walnut Creek	Customer Denies Access	Under Investigation	Open

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
534	3/25/10			Benicia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
535	3/25/10			Berkeley	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
536	3/25/10			Dixon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
537	3/25/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
538	3/25/10			Placerville	Household items affected by SM installation	Damaged Television	Resolved
539	3/25/10			Sacramento	SmartMeter Customer Communication	UTC/CGI notification concern	Resolved
540	3/25/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
541	3/25/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
542	3/26/10			Calistoga	Wellington Installer	Under Investigation	Open
543	3/26/10			Livermore	Household items affected by SM installation	Under Investigation	Open
544	3/26/10			Mariposa	Household items affected by SM installation	Under Investigation	Open
545	3/26/10			Milpitas	Customer Denies Access	Under Investigation	Open
546	3/26/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
547	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
548	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
549	3/26/10			San Jose	Customer Denies Access	Under Investigation	Open
550	3/26/10			San Jose	Customer Denies Access	Under Investigation	Open
551	3/26/10			Santa Cruz	Meter/Module	Under Investigation	Open
552	3/26/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
553	3/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
554	3/26/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
555	3/26/10			Vallejo	Wellington Installer	Under Investigation	Open
556	3/26/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
557	3/26/10			Shingle Springs	Customer Denies Access	Customer does not want a SmartMeter	Resolved
558	3/26/10			Vacaville	Meter/Module	Other	Resolved
559	3/27/10			Pinole	Wellington Installer	Under Investigation	Open
560	3/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
561	3/27/10			San Jose	Network Equipment Installation	Under Investigation	Open
562	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
563	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
564	3/27/10			San Pablo	Customer Denies Access	Under Investigation	Open
565	3/27/10			Sonoma	Customer Denies Access	Under Investigation	Open
566	3/27/10			Sunnyvale	Meter/Module	Under Investigation	Open
567	3/27/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
568	3/27/10			Somerset	Customer Denies Access	Customer does not want a SmartMeter	Resolved
569	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
570	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
571	3/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
572	3/28/10			Tracy	Customer Denies Access	Under Investigation	Open
573	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
574	3/28/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
575	3/28/10			Yuba City	Meter/Module	Under Investigation	Open
576	3/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
577	3/29/10			Cotati	Customer Denies Access	Under Investigation	Open
578	3/29/10			Cupertino	Meter/Module	Under Investigation	Open
579	3/29/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
580	3/29/10			El Dorado Hills	Household items affected by SM installation	Under Investigation	Open
581	3/29/10			Martinez	Customer Denies Access	Under Investigation	Open
582	3/29/10			San Jose	Customer Denies Access	Under Investigation	Open
583	3/29/10			San Jose	Meter/Module	Under Investigation	Open
584	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
585	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
586	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
587	3/29/10			Stockton	Meter/Module	Under Investigation	Open
588	3/29/10			Tracy	Customer Denies Access	Under Investigation	Open
589	3/29/10			Tracy	Meter/Module	Under Investigation	Open
590	3/29/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
591	3/29/10			WINTERS	Household items affected by SM installation	Under Investigation	Open
592	3/29/10			AROMAS	Customer Denies Access	Customer does not want a SmartMeter	Resolved
593	3/29/10			El Dorado	Customer Denies Access	Customer does not want a SmartMeter	Resolved
594	3/29/10			Oakhurst	Customer Denies Access	Customer does not want a SmartMeter	Resolved
595	3/29/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
596	3/29/10			Redding	Customer Denies Access	Customer Denies Wellington Access	Resolved
597	3/29/10			Redwood City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
598	3/29/10			San Jose	Customer Denies Access	Other	Resolved
599	3/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
600	3/29/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
601	3/29/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
602	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
603	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
604	3/30/10			Clayton	Customer Denies Access	Under Investigation	Open
605	3/30/10			Cupertino	Wellington Installer	Under Investigation	Open
606	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
607	3/30/10			Dublin	Meter/Module	Under Investigation	Open
608	3/30/10			Healdsburg	Customer Denies Access	Under Investigation	Open
609	3/30/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
610	3/30/10			Los Altos	Meter/Module	Under Investigation	Open
611	3/30/10			Merced	Customer Denies Access	Under Investigation	Open
612	3/30/10			Napa	Other	Under Investigation	Open
613	3/30/10			Orosi	Customer Denies Access	Under Investigation	Open
614	3/30/10			S. San Francisco	Meter/Module	Under Investigation	Open
615	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open

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

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

May 13, 2010 -- For the Period May 1, 2010 through May 7, 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
616	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
617	3/30/10			San Jose	Household items affected by SM installation	Under Investigation	Open
618	3/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
619	3/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
620	3/30/10			Santa Rosa	Wellington Installer	Under Investigation	Open
621	3/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
622	3/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
623	3/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
624	3/30/10			Sunnyvale	Power Interruption	Under Investigation	Open
625	3/30/10			Cupertino	Household items affected by SM installation	Damaged Refrigerator	Resolved
626	3/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
627	3/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
628	3/30/10			San Jose	SmartMeter Customer Communication	Door hanger not left or placed incorrectly	Resolved
629	3/30/10			Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Resolved
630	3/30/10			Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Resolved
631	3/30/10			Tracy	Household items affected by SM installation	Other	Resolved
632	3/31/10			Berkeley	Customer Denies Access	Under Investigation	Open
633	3/31/10			Berkeley	Customer Denies Access	Under Investigation	Open
634	3/31/10			Fremont	Customer Denies Access	Under Investigation	Open
635	3/31/10			Guerneville	Customer Denies Access	Under Investigation	Open
636	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
637	3/31/10			Marysville	Wellington Installer	Under Investigation	Open
638	3/31/10			Milpitas	Customer Denies Access	Under Investigation	Open
639	3/31/10			Napa	Other	Under Investigation	Open
640	3/31/10			Petaluma	Customer Denies Access	Under Investigation	Open
641	3/31/10			Pinole	Customer Denies Access	Under Investigation	Open
642	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
643	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
644	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
645	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
646	3/31/10			San Jose	Power Interruption	Under Investigation	Open
647	3/31/10			San Jose	Power Interruption	Under Investigation	Open
648	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
649	3/31/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
650	3/31/10			Santa Rosa	Meter/Module	Under Investigation	Open
651	3/31/10			Tracy	Scheduling Problems	Under Investigation	Open
652	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
653	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
654	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
655	3/31/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
656	3/31/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
657	3/31/10			Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Resolved
658	4/1/10			Calistoga	Wellington Installer	Under Investigation	Open
659	4/1/10			Danville	Customer Denies Access	Under Investigation	Open
660	4/1/10			Hayward	Household items affected by SM installation	Under Investigation	Open
661	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
662	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
663	4/1/10			Lafayette	Scheduling Problems	Under Investigation	Open
664	4/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
665	4/1/10			Madera	Power Interruption	Under Investigation	Open
666	4/1/10			Petaluma	Customer Denies Access	Under Investigation	Open
667	4/1/10			Richmond	Customer Denies Access	Under Investigation	Open
668	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
669	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
670	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
671	4/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
672	4/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
673	4/1/10			San Jose	Meter/Module	Under Investigation	Open
674	4/1/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
675	4/1/10			San Ramon	Customer Denies Access	Under Investigation	Open
676	4/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
677	4/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
678	4/1/10			Sonoma	Customer Denies Access	Under Investigation	Open
679	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
680	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
681	4/1/10			Tracy	Meter/Module	Under Investigation	Open
682	4/1/10			Napa	Power Interruption	Other	Resolved
683	4/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
684	4/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
685	4/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
686	4/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
687	4/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
688	4/2/10			Brentwood	Customer Denies Access	Under Investigation	Open
689	4/2/10			Danville	Customer Denies Access	Under Investigation	Open
690	4/2/10			Forestville	Customer Denies Access	Under Investigation	Open
691	4/2/10			Mountain View	Customer Denies Access	Under Investigation	Open
692	4/2/10			Petaluma	Customer Denies Access	Under Investigation	Open
693	4/2/10			Richmond	Customer Denies Access	Under Investigation	Open
694	4/2/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
695	4/2/10			San Jose	Customer Denies Access	Under Investigation	Open
696	4/2/10			San Jose	Meter/Module	Under Investigation	Open
697	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open

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

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

May 13, 2010 -- For the Period May 1, 2010 through May 7, 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
698	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
699	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
700	4/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
701	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
702	4/2/10			Vallejo	Other	Under Investigation	Open
703	4/2/10			Richmond	Scheduling Problems	Gas Appliance Not Working	Resolved
704	4/2/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
705	4/3/10			Milpitas	Customer Denies Access	Under Investigation	Open
706	4/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
707	4/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
708	4/3/10			Sunnyvale	Other	Under Investigation	Open
709	4/3/10			LATHROP	Meter/Module	Other	Resolved
710	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
711	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
712	4/5/10			Berkeley	Meter/Module	Under Investigation	Open
713	4/5/10			Campbell	Household items affected by SM installation	Under Investigation	Open
714	4/5/10			Danville	Customer Denies Access	Under Investigation	Open
715	4/5/10			Fowler	Customer Denies Access	Under Investigation	Open
716	4/5/10			KENWOOD	Customer Denies Access	Under Investigation	Open
717	4/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
718	4/5/10			Pinole	Other	Under Investigation	Open
719	4/5/10			Redding	Wellington Installer	Under Investigation	Open
720	4/5/10			Richmond	Customer Denies Access	Under Investigation	Open
721	4/5/10			San Jose	Customer Denies Access	Under Investigation	Open
722	4/5/10			San Jose	Household items affected by SM installation	Under Investigation	Open
723	4/5/10			San Jose	Household items affected by SM installation	Under Investigation	Open
724	4/5/10			San Jose	Household items affected by SM installation	Under Investigation	Open
725	4/5/10			San Jose	Household items affected by SM installation	Under Investigation	Open
726	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
727	4/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
728	4/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
729	4/5/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
730	4/5/10			Santa Rosa	Wellington Installer	Under Investigation	Open
731	4/5/10			Sonoma	Customer Denies Access	Under Investigation	Open
732	4/5/10			Tracy	Household items affected by SM installation	Under Investigation	Open
733	4/5/10			Vacaville	Other	Under Investigation	Open
734	4/5/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
735	4/5/10			Fremont	Household items affected by SM installation	Partial Power Outage	Resolved
736	4/5/10			Oakland	Household items affected by SM installation	Other	Resolved
737	4/6/10			Berkeley	Customer Denies Access	Under Investigation	Open
738	4/6/10			Berkeley	Wellington Installer	Under Investigation	Open

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
739	4/6/10			Castro Valley	Household items affected by SM installation	Under Investigation	Open
740	4/6/10			Danville	Household items affected by SM installation	Under Investigation	Open
741	4/6/10			GEYSERVILLE	Customer Denies Access	Under Investigation	Open
742	4/6/10			Hanford	Customer Denies Access	Under Investigation	Open
743	4/6/10			Hercules	Customer Denies Access	Under Investigation	Open
744	4/6/10			Lemoore	Customer Denies Access	Under Investigation	Open
745	4/6/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
746	4/6/10			MILL VALLEY	Other	Under Investigation	Open
747	4/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
748	4/6/10			Pleasanton	Customer Denies Access	Under Investigation	Open
749	4/6/10			Richmond	Customer Denies Access	Under Investigation	Open
750	4/6/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
751	4/6/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
752	4/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
753	4/6/10			San Jose	Meter/Module	Under Investigation	Open
754	4/6/10			San Jose	Power Interruption	Under Investigation	Open
755	4/6/10			San Jose	Power Interruption	Under Investigation	Open
756	4/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
757	4/6/10			Santa Clara	Other	Under Investigation	Open
758	4/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
759	4/6/10			Sunnyvale	Scheduling Problems	Under Investigation	Open
760	4/6/10			Tracy	Customer Denies Access	Under Investigation	Open
761	4/6/10			Tracy	Other	Under Investigation	Open
762	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
763	4/6/10			Vallejo	Customer Denies Access	Under Investigation	Open
764	4/6/10			VERNALIS	Customer Denies Access	Under Investigation	Open
765	4/6/10			VERNALIS	Customer Denies Access	Under Investigation	Open
766	4/6/10			WINDSOR	Customer Denies Access	Under Investigation	Open
767	4/6/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
768	4/6/10			Fairfield	Customer Denies Access	Customer does not want a SmartMeter	Resolved
769	4/6/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
770	4/6/10			Pollock Pines	Customer Denies Access	Customer does not want a SmartMeter	Resolved
771	4/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
772	4/7/10			Berkeley	Customer Denies Access	Under Investigation	Open
773	4/7/10			Berkeley	Other	Under Investigation	Open
774	4/7/10			Concord	Meter/Module	Under Investigation	Open
775	4/7/10			Dublin	Household items affected by SM installation	Under Investigation	Open
776	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
777	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
778	4/7/10			GRATON	Customer Denies Access	Under Investigation	Open
779	4/7/10			GRATON	Customer Denies Access	Under Investigation	Open

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
780	4/7/10			Guerneville	Customer Denies Access	Under Investigation	Open
781	4/7/10			INVERNESS	Customer Denies Access	Under Investigation	Open
782	4/7/10			Livermore	Customer Denies Access	Under Investigation	Open
783	4/7/10			Pinole	Power Interruption	Under Investigation	Open
784	4/7/10			Richmond	Customer Denies Access	Under Investigation	Open
785	4/7/10			Richmond	Other	Under Investigation	Open
786	4/7/10			Richmond	Scheduling Problems	Under Investigation	Open
787	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
788	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
789	4/7/10			San Ramon	Other	Under Investigation	Open
790	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
791	4/7/10			Sanger	Customer Denies Access	Under Investigation	Open
792	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
793	4/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
794	4/7/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
795	4/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
796	4/7/10			Sunnyvale	Other	Under Investigation	Open
797	4/7/10			El Dorado Hills	Household items affected by SM installation	Damaged Television	Resolved
798	4/7/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
799	4/7/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
800	4/8/10			Benicia	Household items affected by SM installation	Under Investigation	Open
801	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
802	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
803	4/8/10			Berkeley	Other	Under Investigation	Open
804	4/8/10			Cupertino	Customer Denies Access	Under Investigation	Open
805	4/8/10			Guerneville	Customer Denies Access	Under Investigation	Open
806	4/8/10			Livermore	Meter/Module	Under Investigation	Open
807	4/8/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
808	4/8/10			Napa	Customer Denies Access	Under Investigation	Open
809	4/8/10			Napa	Household items affected by SM installation	Under Investigation	Open
810	4/8/10			Napa	Household items affected by SM installation	Under Investigation	Open
811	4/8/10			Petaluma	Power Interruption	Under Investigation	Open
812	4/8/10			Pleasanton	Customer Denies Access	Under Investigation	Open
813	4/8/10			Richmond	Household items affected by SM installation	Under Investigation	Open
814	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
815	4/8/10			San Jose	Customer Denies Access	Under Investigation	Open
816	4/8/10			San Jose	Customer Denies Access	Under Investigation	Open
817	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
818	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
819	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
820	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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

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

May 13, 2010 -- For the Period May 1, 2010 through May 7, 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
821	4/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
822	4/8/10			Sebastopol	Customer Denies Access	Under Investigation	Open
823	4/8/10			Ukiah	Other	Under Investigation	Open
824	4/8/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
825	4/8/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
826	4/8/10			El Dorado Hills	Wellington Installer	No time given to powerdown equipment	Resolved
827	4/8/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
828	4/8/10			Los Banos	Customer Denies Access	Customer Denies Wellington Access	Resolved
829	4/8/10			Redding	Customer Denies Access	Customer does not want a SmartMeter	Resolved
830	4/8/10			Richmond	Meter/Module	Other	Resolved
831	4/8/10			San Jose	Meter/Module	Other	Resolved
832	4/8/10			San Jose	Other	Other	Resolved
833	4/8/10			Tracy	Household items affected by SM installation	Damaged Refrigerator	Resolved
834	4/8/10			Yuba City	Household items affected by SM installation	Damaged Television	Resolved
835	4/9/10			Alameda	Other	Under Investigation	Open
836	4/9/10			ANGWIN	Other	Under Investigation	Open
837	4/9/10			El Dorado Hills	Other	Under Investigation	Open
838	4/9/10			Napa	Customer Denies Access	Under Investigation	Open
839	4/9/10			Reedley	Customer Denies Access	Under Investigation	Open
840	4/9/10			Richmond	Wellington Installer	Under Investigation	Open
841	4/9/10			San Anselmo	Bad Meter / Module Equipment	Under Investigation	Open
842	4/9/10			Santa Rosa	Other	Under Investigation	Open
843	4/9/10			Sebastopol	Customer Denies Access	Under Investigation	Open
844	4/9/10			Tiburon	Customer Denies Access	Under Investigation	Open
845	4/9/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
846	4/9/10			Richmond	Power Interruption	Breaker keeps tripping	Resolved
847	4/9/10			San Francisco	Household items affected by SM installation	Other	Resolved
848	4/9/10			San Jose	Household items affected by SM installation	Damaged Computer	Resolved
849	4/9/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
850	4/9/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
851	4/9/10			Tracy	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
852	4/10/10			Aptos	Household items affected by SM installation	Under Investigation	Open
853	4/11/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
854	4/12/10			Alamo	Customer Denies Access	Under Investigation	Open
855	4/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
856	4/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
857	4/12/10			Berkeley	Meter/Module	Under Investigation	Open
858	4/12/10			El Cerrito	Other	Under Investigation	Open
859	4/12/10			Guerneville	Customer Denies Access	Under Investigation	Open
860	4/12/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
861	4/12/10			Pinole	Meter/Module	Under Investigation	Open

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

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

May 13, 2010 -- For the Period May 1, 2010 through May 7, 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
862	4/12/10			San Jose	Customer Denies Access	Under Investigation	Open
863	4/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
864	4/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
865	4/12/10			San Jose	Meter/Module	Under Investigation	Open
866	4/12/10			San Pablo	Customer Denies Access	Under Investigation	Open
867	4/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
868	4/12/10			Santa Rosa	Wellington Installer	Under Investigation	Open
869	4/12/10			Fairfield	Customer Denies Access	Customer does not want a SmartMeter	Resolved
870	4/12/10			Marysville	Customer Denies Access	Customer Denies Wellington Access	Resolved
871	4/12/10			Redwood City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
872	4/12/10			Richmond	Other	Other	Resolved
873	4/12/10			Richmond	Other	Other	Resolved
874	4/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
875	4/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
876	4/12/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
877	4/12/10			Vallejo	Household items affected by SM installation	Other	Resolved
878	4/12/10			Wheatland	Customer Denies Access	Customer Denies Wellington Access	Resolved
879	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
880	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
881	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
882	4/13/10			Chowchilla	Bad Meter / Module Equipment	Under Investigation	Open
883	4/13/10			Forestville	Customer Denies Access	Under Investigation	Open
884	4/13/10			Hercules	Power Interruption	Under Investigation	Open
885	4/13/10			Hercules	Power Interruption	Under Investigation	Open
886	4/13/10			Hercules	Power Interruption	Under Investigation	Open
887	4/13/10			Merced	Power Interruption	Under Investigation	Open
888	4/13/10			Monterey	Customer Denies Access	Under Investigation	Open
889	4/13/10			OCCIDENTAL	Customer Denies Access	Under Investigation	Open
890	4/13/10			Placerville	Customer Denies Access	Under Investigation	Open
891	4/13/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
892	4/13/10			San Jose	Customer Denies Access	Under Investigation	Open
893	4/13/10			San Jose	Household items affected by SM installation	Under Investigation	Open
894	4/13/10			San Jose	Meter/Module	Under Investigation	Open
895	4/13/10			San Jose	Power Interruption	Under Investigation	Open
896	4/13/10			San Jose	Power Interruption	Under Investigation	Open
897	4/13/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
898	4/13/10			San Ramon	Other	Under Investigation	Open
899	4/13/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
900	4/13/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
901	4/13/10			ANGWIN	Customer Denies Access	Customer does not want a SmartMeter	Resolved
902	4/13/10			El Cerrito	Power Interruption	Breaker keeps tripping	Resolved

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

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

May 13, 2010 -- For the Period May 1, 2010 through May 7, 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
903	4/13/10			Richmond	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
904	4/13/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
905	4/13/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
906	4/13/10			Yuba City	Other	Other	Resolved
907	4/13/10			Yuba City	Other	Other	Resolved
908	4/14/10			BEAR VALLEY	Meter/Module	Under Investigation	Open
909	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
910	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
911	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
912	4/14/10			El Cerrito	Customer Denies Access	Under Investigation	Open
913	4/14/10			KENWOOD	Customer Denies Access	Under Investigation	Open
914	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
915	4/14/10			Madera	Wellington Installer	Under Investigation	Open
916	4/14/10			Napa	Power Interruption	Under Investigation	Open
917	4/14/10			Orinda	Other	Under Investigation	Open
918	4/14/10			Petaluma	Household items affected by SM installation	Under Investigation	Open
919	4/14/10			Petaluma	Power Interruption	Under Investigation	Open
920	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
921	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
922	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
923	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
924	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
925	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
926	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
927	4/14/10			San Jose	Household items affected by SM installation	Under Investigation	Open
928	4/14/10			San Jose	Household items affected by SM installation	Under Investigation	Open
929	4/14/10			San Jose	Other	Under Investigation	Open
930	4/14/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
931	4/14/10			San Jose	Wellington Installer	Under Investigation	Open
932	4/14/10			San Mateo	Household items affected by SM installation	Under Investigation	Open
933	4/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
934	4/14/10			San Ramon	Power Interruption	Under Investigation	Open
935	4/14/10			Sebastopol	Customer Denies Access	Under Investigation	Open
936	4/14/10			Tracy	Power Interruption	Under Investigation	Open
937	4/14/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
938	4/14/10			Bakersfield	Meter/Module	Meter/Module clearance issues	Resolved
939	4/14/10			Bakersfield	Power Interruption	Partial Power Outage	Resolved
940	4/14/10			Fowler	Customer Denies Access	Other	Resolved
941	4/14/10			PLUMAS LAKE	Customer Denies Access	Customer does not want a SmartMeter	Resolved
942	4/14/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
943	4/14/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
944	4/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
945	4/14/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
946	4/14/10			Vallejo	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
947	4/14/10			Yuba City	Customer Denies Access	Customer Denies Wellington Access	Resolved
948	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
949	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
950	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
951	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
952	4/15/10			Berkeley	Other	Under Investigation	Open
953	4/15/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
954	4/15/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
955	4/15/10			Forestville	Customer Denies Access	Under Investigation	Open
956	4/15/10			Fremont	Customer Denies Access	Under Investigation	Open
957	4/15/10			Hanford	Meter/Module	Under Investigation	Open
958	4/15/10			Madera	Other	Under Investigation	Open
959	4/15/10			Napa	Customer Denies Access	Under Investigation	Open
960	4/15/10			Pittsburg	Other	Under Investigation	Open
961	4/15/10			Richmond	Customer Denies Access	Under Investigation	Open
962	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
963	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
964	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
965	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
966	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
967	4/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
968	4/15/10			San Jose	Other	Under Investigation	Open
969	4/15/10			San Jose	Other	Under Investigation	Open
970	4/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
971	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
972	4/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
973	4/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
974	4/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
975	4/15/10			Tracy	Meter/Module	Under Investigation	Open
976	4/15/10			Tracy	Power Interruption	Under Investigation	Open
977	4/15/10			Vallejo	Customer Denies Access	Under Investigation	Open
978	4/15/10			ANGWIN	Customer Denies Access	Customer does not want a SmartMeter	Resolved
979	4/15/10			Antioch	Meter/Module	Other	Resolved
980	4/15/10			El Dorado Hills	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
981	4/15/10			El Dorado Hills	Household items affected by SM installation	Other	Resolved
982	4/15/10			Forestville	Customer Denies Access	Customer Denies Wellington Access	Resolved
983	4/15/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
984	4/15/10			Richmond	Power Interruption	Flickering Lights	Resolved

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
985	4/15/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
986	4/15/10			San Francisco	Meter/Module	Meter/Module clearance issues	Resolved
987	4/15/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
988	4/15/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
989	4/15/10			Santa Rosa	Other	Other	Resolved
990	4/15/10			Soda Springs	Meter/Module	Other	Resolved
991	4/15/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
992	4/15/10			Tracy	Household items affected by SM installation	Other	Resolved
993	4/15/10			Vallejo	Power Interruption	Partial Power Outage	Resolved
994	4/15/10			Yuba City	Customer Denies Access	Customer Denies Wellington Access	Resolved
995	4/15/10			Yuba City	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
996	4/16/10			Berkeley	Power Interruption	Under Investigation	Open
997	4/16/10			Forestville	Customer Denies Access	Under Investigation	Open
998	4/16/10			Healdsburg	Wellington Installer	Under Investigation	Open
999	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
1000	4/16/10			Madera	Meter/Module	Under Investigation	Open
1001	4/16/10			Madera	Power Interruption	Under Investigation	Open
1002	4/16/10			Milpitas	Customer Denies Access	Under Investigation	Open
1003	4/16/10			Novato	Meter/Module	Under Investigation	Open
1004	4/16/10			Petaluma	Customer Denies Access	Under Investigation	Open
1005	4/16/10			Pinole	Customer Denies Access	Under Investigation	Open
1006	4/16/10			San Jose	Customer Denies Access	Under Investigation	Open
1007	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
1008	4/16/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1009	4/16/10			El Dorado	Household items affected by SM installation	Other	Resolved
1010	4/16/10			El Dorado Hills	Household items affected by SM installation	Damaged Computer	Resolved
1011	4/16/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1012	4/16/10			Santa Cruz	Customer Denies Access	Radio Frequency Concern	Resolved
1013	4/16/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1014	4/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1015	4/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1016	4/17/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1017	4/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
1018	4/19/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1019	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
1020	4/19/10			Calistoga	Meter/Module	Under Investigation	Open
1021	4/19/10			Cupertino	Meter/Module	Under Investigation	Open
1022	4/19/10			Cupertino	Power Interruption	Under Investigation	Open
1023	4/19/10			Dos Palos	Customer Denies Access	Under Investigation	Open
1024	4/19/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
1025	4/19/10			El Sobrante	Customer Denies Access	Under Investigation	Open

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

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

May 13, 2010 -- For the Period May 1, 2010 through May 7, 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
1026	4/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1027	4/19/10			Forestville	Customer Denies Access	Under Investigation	Open
1028	4/19/10			Forestville	Customer Denies Access	Under Investigation	Open
1029	4/19/10			Los Altos	Customer Denies Access	Under Investigation	Open
1030	4/19/10			Madera	Wellington Installer	Under Investigation	Open
1031	4/19/10			Milpitas	Customer Denies Access	Under Investigation	Open
1032	4/19/10			Milpitas	Other	Under Investigation	Open
1033	4/19/10			Milpitas	Power Interruption	Under Investigation	Open
1034	4/19/10			Mokelumne Hill	Power Interruption	Under Investigation	Open
1035	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1036	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1037	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1038	4/19/10			Pinole	Customer Denies Access	Under Investigation	Open
1039	4/19/10			Richmond	Household items affected by SM installation	Under Investigation	Open
1040	4/19/10			Richmond	Meter/Module	Under Investigation	Open
1041	4/19/10			Sacramento	Meter/Module	Under Investigation	Open
1042	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1043	4/19/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1044	4/19/10			San Jose	Wellington Installer	Under Investigation	Open
1045	4/19/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
1046	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
1047	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1048	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1049	4/19/10			Santa Rosa	Meter/Module	Under Investigation	Open
1050	4/19/10			Stockton	Wellington Installer	Under Investigation	Open
1051	4/19/10			Sunnyvale	Other	Under Investigation	Open
1052	4/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
1053	4/19/10			Tracy	Customer Denies Access	Under Investigation	Open
1054	4/19/10			Tracy	Customer Denies Access	Under Investigation	Open
1055	4/19/10			Berkeley	Meter/Module	Other	Resolved
1056	4/19/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1057	4/19/10			Pittsburg	Household items affected by SM installation	Other	Resolved
1058	4/19/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1059	4/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1060	4/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1061	4/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1062	4/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1063	4/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1064	4/20/10			Acampo	Other	Under Investigation	Open
1065	4/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
1066	4/20/10			Berkeley	Household items affected by SM installation	Under Investigation	Open

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
1067	4/20/10			Berkeley	Other	Under Investigation	Open
1068	4/20/10			Berkeley	Power Interruption	Under Investigation	Open
1069	4/20/10			Berkeley	Power Interruption	Under Investigation	Open
1070	4/20/10			Daly City	Meter/Module	Under Investigation	Open
1071	4/20/10			Glenn	Wellington Installer	Under Investigation	Open
1072	4/20/10			Hercules	Other	Under Investigation	Open
1073	4/20/10			Hopland	Network Equipment Installation	Under Investigation	Open
1074	4/20/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
1075	4/20/10			Mountain View	Wellington Installer	Under Investigation	Open
1076	4/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1077	4/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
1078	4/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1079	4/20/10			Richmond	Customer Denies Access	Under Investigation	Open
1080	4/20/10			San Francisco	Other	Under Investigation	Open
1081	4/20/10			San Jose	Customer Denies Access	Under Investigation	Open
1082	4/20/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1083	4/20/10			San Jose	Meter/Module	Under Investigation	Open
1084	4/20/10			San Jose	Power Interruption	Under Investigation	Open
1085	4/20/10			San Pablo	Household items affected by SM installation	Under Investigation	Open
1086	4/20/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
1087	4/20/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1088	4/20/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1089	4/20/10			Walnut Creek	Other	Under Investigation	Open
1090	4/20/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1091	4/20/10			Santa Rosa	Household items affected by SM installation	Customer does not want a SmartMeter	Resolved
1092	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
1093	4/21/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1094	4/21/10			Berkeley	Other	Under Investigation	Open
1095	4/21/10			Berkeley	Power Interruption	Under Investigation	Open
1096	4/21/10			Danville	Customer Denies Access	Under Investigation	Open
1097	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
1098	4/21/10			Fortuna	Household items affected by SM installation	Under Investigation	Open
1099	4/21/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1100	4/21/10			Los Banos	Other	Under Investigation	Open
1101	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
1102	4/21/10			Mariposa	Customer Denies Access	Under Investigation	Open
1103	4/21/10			Mountain View	Meter/Module	Under Investigation	Open
1104	4/21/10			Richmond	Meter/Module	Under Investigation	Open
1105	4/21/10			Sacramento	Meter/Module	Under Investigation	Open
1106	4/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1107	4/21/10			San Jose	Customer Denies Access	Under Investigation	Open

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

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

May 13, 2010 -- For the Period May 1, 2010 through May 7, 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
1108	4/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1109	4/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1110	4/21/10			San Jose	Wellington Installer	Under Investigation	Open
1111	4/21/10			Santa Clara	Wellington Installer	Under Investigation	Open
1112	4/21/10			Santa Rosa	Power Interruption	Under Investigation	Open
1113	4/21/10			Sonoma	Customer Denies Access	Under Investigation	Open
1114	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
1115	4/21/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1116	4/21/10			Merced	Household items affected by SM installation	Customer does not want a SmartMeter	Resolved
1117	4/22/10			Alamo	Other	Under Investigation	Open
1118	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
1119	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
1120	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
1121	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
1122	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
1123	4/22/10			Colfax	Power Interruption	Under Investigation	Open
1124	4/22/10			Copperopolis	Meter/Module	Under Investigation	Open
1125	4/22/10			Copperopolis	Meter/Module	Under Investigation	Open
1126	4/22/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1127	4/22/10			El Sobrante	Power Interruption	Under Investigation	Open
1128	4/22/10			Forestville	Customer Denies Access	Under Investigation	Open
1129	4/22/10			Fresno	Meter/Module	Under Investigation	Open
1130	4/22/10			Glen Ellen	Power Interruption	Under Investigation	Open
1131	4/22/10			Los Banos	Customer Denies Access	Under Investigation	Open
1132	4/22/10			Madera	Customer Denies Access	Under Investigation	Open
1133	4/22/10			Madera	Household items affected by SM installation	Under Investigation	Open
1134	4/22/10			Mountain View	Meter/Module	Under Investigation	Open
1135	4/22/10			Pacifica	Power Interruption	Under Investigation	Open
1136	4/22/10			Pinole	Meter/Module	Under Investigation	Open
1137	4/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1138	4/22/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
1139	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1140	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1141	4/22/10			Sonoma	Customer Denies Access	Under Investigation	Open
1142	4/22/10			Tracy	Customer Denies Access	Under Investigation	Open
1143	4/22/10			Tracy	Customer Denies Access	Under Investigation	Open
1144	4/22/10			Tracy	Customer Denies Access	Under Investigation	Open
1145	4/22/10			Vallejo	Customer Denies Access	Under Investigation	Open
1146	4/22/10			Vallejo	Other	Under Investigation	Open
1147	4/22/10			Willits	Customer Denies Access	Under Investigation	Open
1148	4/22/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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

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

May 13, 2010 -- For the Period May 1, 2010 through May 7, 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
1149	4/22/10			El Sobrante	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1150	4/22/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1151	4/22/10			Sebastopol	Other	Other	Resolved
1152	4/23/10			Berkeley	Other	Under Investigation	Open
1153	4/23/10			Berkeley	Other	Under Investigation	Open
1154	4/23/10			Berkeley	Other	Under Investigation	Open
1155	4/23/10			Berkeley	Power Interruption	Under Investigation	Open
1156	4/23/10			Calistoga	Power Interruption	Under Investigation	Open
1157	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
1158	4/23/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
1159	4/23/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1160	4/23/10			El Dorado Hills	Other	Under Investigation	Open
1161	4/23/10			El Sobrante	Power Interruption	Under Investigation	Open
1162	4/23/10			Escalon	Meter/Module	Under Investigation	Open
1163	4/23/10			Madera	Wellington Installer	Under Investigation	Open
1164	4/23/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
1165	4/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1166	4/23/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1167	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
1168	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
1169	4/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1170	4/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1171	4/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1172	4/23/10			San Jose	Meter/Module	Under Investigation	Open
1173	4/23/10			San Ramon	Customer Denies Access	Under Investigation	Open
1174	4/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1175	4/23/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1176	4/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1177	4/23/10			Selma	Wellington Installer	Under Investigation	Open
1178	4/23/10			Stockton	Customer Denies Access	Under Investigation	Open
1179	4/23/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1180	4/23/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1181	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
1182	4/23/10			Camp Meeker	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1183	4/23/10			Camp Meeker	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1184	4/23/10			Camp Meeker	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1185	4/23/10			Camp Meeker	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1186	4/23/10			Camp Meeker	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1187	4/23/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1188	4/23/10			Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1189	4/23/10			Mendota	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved

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

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

May 13, 2010 -- For the Period May 1, 2010 through May 7, 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
1190	4/23/10			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1191	4/23/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1192	4/25/10			Cloverdale	Customer Denies Access	Under Investigation	Open
1193	4/25/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1194	4/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1195	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
1196	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
1197	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
1198	4/26/10			Berkeley	Meter/Module	Under Investigation	Open
1199	4/26/10			Bolinas	Customer Denies Access	Under Investigation	Open
1200	4/26/10			Calistoga	Meter/Module	Under Investigation	Open
1201	4/26/10			Campbell	Wellington Installer	Under Investigation	Open
1202	4/26/10			Clayton	Customer Denies Access	Under Investigation	Open
1203	4/26/10			Clayton	Customer Denies Access	Under Investigation	Open
1204	4/26/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1205	4/26/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1206	4/26/10			Livermore	Meter/Module	Under Investigation	Open
1207	4/26/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1208	4/26/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1209	4/26/10			Madera	Household items affected by SM installation	Under Investigation	Open
1210	4/26/10			Madera	Scheduling Problems	Under Investigation	Open
1211	4/26/10			Madera	Wellington Installer	Under Investigation	Open
1212	4/26/10			Napa	Wellington Installer	Under Investigation	Open
1213	4/26/10			Oakhurst	Customer Denies Access	Under Investigation	Open
1214	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1215	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1216	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1217	4/26/10			Oakland	Meter/Module	Under Investigation	Open
1218	4/26/10			Orinda	Meter/Module	Under Investigation	Open
1219	4/26/10			Petaluma	Customer Denies Access	Under Investigation	Open
1220	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
1221	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
1222	4/26/10			Richmond	Scheduling Problems	Under Investigation	Open
1223	4/26/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
1224	4/26/10			San Carlos	Customer Denies Access	Under Investigation	Open
1225	4/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1226	4/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1227	4/26/10			San Jose	Power Interruption	Under Investigation	Open
1228	4/26/10			San Leandro	Other	Under Investigation	Open
1229	4/26/10			San Ramon	Customer Denies Access	Under Investigation	Open
1230	4/26/10			San Ramon	Wellington Installer	Under Investigation	Open

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

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

May 13, 2010 -- For the Period May 1, 2010 through May 7, 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
1231	4/26/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1232	4/26/10			Seaside	Meter/Module	Under Investigation	Open
1233	4/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1234	4/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1235	4/26/10			Sonoma	Customer Denies Access	Under Investigation	Open
1236	4/26/10			Sonoma	Customer Denies Access	Under Investigation	Open
1237	4/26/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1238	4/26/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1239	4/26/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
1240	4/26/10			Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1241	4/26/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1242	4/26/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1243	4/26/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1244	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1245	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1246	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1247	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1248	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1249	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1250	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1251	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1252	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1253	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1254	4/27/10			Bakersfield	Power Interruption	Under Investigation	Open
1255	4/27/10			Belmont	SmartMeter Customer Communication	Under Investigation	Open
1256	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1257	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1258	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1259	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1260	4/27/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1261	4/27/10			Clovis	Household items affected by SM installation	Under Investigation	Open
1262	4/27/10			Coarsegold	Customer Denies Access	Under Investigation	Open
1263	4/27/10			Cupertino	Customer Denies Access	Under Investigation	Open
1264	4/27/10			El Cerrito	Meter/Module	Under Investigation	Open
1265	4/27/10			Fresno	Other	Under Investigation	Open
1266	4/27/10			Jenner	Other	Under Investigation	Open
1267	4/27/10			Kingsburg	Customer Denies Access	Under Investigation	Open
1268	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
1269	4/27/10			Madera	Customer Denies Access	Under Investigation	Open
1270	4/27/10			Manteca	Household items affected by SM installation	Under Investigation	Open
1271	4/27/10			Oakland	Customer Denies Access	Under Investigation	Open

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
1272	4/27/10			Orinda	Customer Denies Access	Under Investigation	Open
1273	4/27/10			Pittsburg	Other	Under Investigation	Open
1274	4/27/10			Pleasanton	Other	Under Investigation	Open
1275	4/27/10			Reedley	Customer Denies Access	Under Investigation	Open
1276	4/27/10			Reedley	Customer Denies Access	Under Investigation	Open
1277	4/27/10			Reedley	Customer Denies Access	Under Investigation	Open
1278	4/27/10			Reedley	Customer Denies Access	Under Investigation	Open
1279	4/27/10			Reedley	Customer Denies Access	Under Investigation	Open
1280	4/27/10			Richmond	Customer Denies Access	Under Investigation	Open
1281	4/27/10			Richmond	Customer Denies Access	Under Investigation	Open
1282	4/27/10			San Carlos	SmartMeter Customer Communication	Under Investigation	Open
1283	4/27/10			San Jose	Customer Denies Access	Under Investigation	Open
1284	4/27/10			San Jose	Power Interruption	Under Investigation	Open
1285	4/27/10			San Leandro	Other	Under Investigation	Open
1286	4/27/10			San Ramon	Customer Denies Access	Under Investigation	Open
1287	4/27/10			Saratoga	Customer Denies Access	Under Investigation	Open
1288	4/27/10			Saratoga	Customer Denies Access	Under Investigation	Open
1289	4/27/10			Saratoga	Customer Denies Access	Under Investigation	Open
1290	4/27/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
1291	4/27/10			Belmont	SmartMeter Customer Communication	Other	Resolved
1292	4/27/10			Benicia	Other	Other	Resolved
1293	4/27/10			Berkeley	Other	Other	Resolved
1294	4/27/10			El Cerrito	Power Interruption	Breaker keeps tripping	Resolved
1295	4/27/10			Healdsburg	Other	Other	Resolved
1296	4/27/10			Red Bluff	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1297	4/27/10			Richmond	Meter/Module	Damaged Television	Resolved
1298	4/27/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1299	4/27/10			Santa Rosa	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1300	4/27/10			Santa Rosa	Other	Other	Resolved
1301	4/27/10			Santa Rosa	Wellington Installer	Customer does not want a SmartMeter	Resolved
1302	4/27/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1303	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
1304	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
1305	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
1306	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
1307	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
1308	4/28/10			Alamo	Customer Denies Access	Under Investigation	Open
1309	4/28/10			Antioch	Meter/Module	Under Investigation	Open
1310	4/28/10			Atwater	Household items affected by SM installation	Under Investigation	Open
1311	4/28/10			Bakersfield	Power Interruption	Under Investigation	Open
1312	4/28/10			Berkeley	Customer Denies Access	Under Investigation	Open

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

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

May 13, 2010 -- For the Period May 1, 2010 through May 7, 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
1313	4/28/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1314	4/28/10			Cupertino	Customer Denies Access	Under Investigation	Open
1315	4/28/10			Hayward	SmartMeter Customer Communication	Under Investigation	Open
1316	4/28/10			Hercules	Household items affected by SM installation	Under Investigation	Open
1317	4/28/10			Lafayette	SmartMeter Customer Communication	Under Investigation	Open
1318	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1319	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1320	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1321	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1322	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1323	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1324	4/28/10			Oakley	Other	Under Investigation	Open
1325	4/28/10			Petaluma	Customer Denies Access	Under Investigation	Open
1326	4/28/10			Pinole	Customer Denies Access	Under Investigation	Open
1327	4/28/10			Richmond	Customer Denies Access	Under Investigation	Open
1328	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
1329	4/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1330	4/28/10			Tracy	Customer Denies Access	Under Investigation	Open
1331	4/28/10			Forestville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1332	4/28/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1333	4/28/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1334	4/28/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1335	4/28/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1336	4/28/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1337	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
1338	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
1339	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
1340	4/29/10			American Canyon	Other	Under Investigation	Open
1341	4/29/10			Danville	Customer Denies Access	Under Investigation	Open
1342	4/29/10			Danville	Other	Under Investigation	Open
1343	4/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
1344	4/29/10			Livermore	Other	Under Investigation	Open
1345	4/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1346	4/29/10			Madera	Wellington Installer	Under Investigation	Open
1347	4/29/10			Marysville	Power Interruption	Under Investigation	Open
1348	4/29/10			Mountain House	Other	Under Investigation	Open
1349	4/29/10			Napa	Meter/Module	Under Investigation	Open
1350	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1351	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1352	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1353	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open

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

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

May 13, 2010 -- For the Period May 1, 2010 through May 7, 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
1354	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1355	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1356	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1357	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1358	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1359	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1360	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1361	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1362	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1363	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1364	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1365	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1366	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1367	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1368	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1369	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1370	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1371	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1372	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1373	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1374	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1375	4/29/10			Oakland	Wellington Installer	Under Investigation	Open
1376	4/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1377	4/29/10			Pinole	Household items affected by SM installation	Under Investigation	Open
1378	4/29/10			Redding	Meter/Module	Under Investigation	Open
1379	4/29/10			San Jose	Customer Denies Access	Under Investigation	Open
1380	4/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1381	4/29/10			San Pablo	Customer Denies Access	Under Investigation	Open
1382	4/29/10			Santa Rosa	Power Interruption	Under Investigation	Open
1383	4/29/10			Stockton	Meter/Module	Under Investigation	Open
1384	4/29/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
1385	4/29/10			Yuba City	Customer Denies Access	Under Investigation	Open
1386	4/29/10			Yuba City	Customer Denies Access	Under Investigation	Open
1387	4/29/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1388	4/29/10			Camino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1389	4/29/10			Camino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1390	4/29/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1391	4/29/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1392	4/29/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1393	4/29/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1394	4/29/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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

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

May 13, 2010 -- For the Period May 1, 2010 through May 7, 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
1395	4/29/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1396	4/29/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1397	4/29/10			Red Bluff	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1398	4/29/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1399	4/29/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1400	4/29/10			Santa Rosa	Scheduling Problems	Other	Resolved
1401	4/29/10			Santa Rosa	Scheduling Problems	Other	Resolved
1402	4/29/10			Woodside	Meter/Module	Meter/Module clearance issues	Resolved
1403	4/30/10			Alameda	Customer Denies Access	Under Investigation	Open
1404	4/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
1405	4/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
1406	4/30/10			Berkeley	Other	Under Investigation	Open
1407	4/30/10			Berkeley	Other	Under Investigation	Open
1408	4/30/10			Concord	Other	Under Investigation	Open
1409	4/30/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
1410	4/30/10			Forestville	Other	Under Investigation	Open
1411	4/30/10			Forestville	Other	Under Investigation	Open
1412	4/30/10			Fresno	Meter/Module	Under Investigation	Open
1413	4/30/10			Fresno	Power Interruption	Under Investigation	Open
1414	4/30/10			Livermore	Customer Denies Access	Under Investigation	Open
1415	4/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1416	4/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1417	4/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1418	4/30/10			Madera	Customer Denies Access	Under Investigation	Open
1419	4/30/10			Madera	Power Interruption	Under Investigation	Open
1420	4/30/10			Marysville	Customer Denies Access	Under Investigation	Open
1421	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1422	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1423	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1424	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1425	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1426	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1427	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1428	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1429	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1430	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1431	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1432	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1433	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1434	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1435	4/30/10			Petaluma	Customer Denies Access	Under Investigation	Open

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
1436	4/30/10			Petaluma	Customer Denies Access	Under Investigation	Open
1437	4/30/10			Richmond	Customer Denies Access	Under Investigation	Open
1438	4/30/10			Richmond	Other	Under Investigation	Open
1439	4/30/10			Richmond	Power Interruption	Under Investigation	Open
1440	4/30/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
1441	4/30/10			Richmond	Wellington Installer	Under Investigation	Open
1442	4/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1443	4/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1444	4/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1445	4/30/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1446	4/30/10			San Jose	Other	Under Investigation	Open
1447	4/30/10			San Pablo	Customer Denies Access	Under Investigation	Open
1448	4/30/10			Santa Cruz	Meter/Module	Under Investigation	Open
1449	4/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1450	4/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
1451	4/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
1452	4/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1453	4/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1454	4/30/10			Valley Springs	Power Interruption	Under Investigation	Open
1455	4/30/10			Yuba City	Customer Denies Access	Under Investigation	Open
1456	4/30/10			Benicia	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1457	4/30/10			Camino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1458	4/30/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1459	4/30/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1460	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1461	4/30/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1462	4/30/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1463	4/30/10			Petaluma	Household items affected by SM installation	Damaged Television	Resolved
1464	4/30/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1465	4/30/10			S. San Francisco	Meter/Module	Other	Resolved
1466	4/30/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1467	4/30/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1468	5/1/10			Chowchilla	Customer Denies Access	Under Investigation	Open
1469	5/1/10			El Cerrito	installation	Under Investigation	Open
1470	5/1/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1471	5/1/10			Marysville	Customer Denies Access	Under Investigation	Open
1472	5/1/10			Petaluma	Customer Denies Access	Under Investigation	Open
1473	5/1/10			San Jose	installation	Under Investigation	Open
1474	5/1/10			San Jose	installation	Under Investigation	Open
1475	5/1/10			San Jose	installation	Under Investigation	Open
1476	5/1/10			San Jose	Other	Under Investigation	Open

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

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

May 13, 2010 -- For the Period May 1, 2010 through May 7, 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
1477	5/1/10			San Jose	Other	Under Investigation	Open
1478	5/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1479	5/1/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1480	5/1/10			Camino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1481	5/1/10			Forestville	Other	Other	Resolved
1482	5/1/10			Forestville	Other	Other	Resolved
1483	5/1/10			Hercules	installation	Damaged Other Household Appliances	Resolved
1484	5/1/10			Kyburz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1485	5/1/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1486	5/1/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1487	5/1/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1488	5/1/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1489	5/1/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1490	5/1/10			Oakland	Other	Other	Resolved
1491	5/1/10			Union City	Other	Other	Resolved
1492	5/3/10			Bodega Bay	Customer Denies Access	Under Investigation	Open
1493	5/3/10			Cupertino	Meter/Module	Under Investigation	Open
1494	5/3/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1495	5/3/10			Forestville	Customer Denies Access	Under Investigation	Open
1496	5/3/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1497	5/3/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1498	5/3/10			Madera	installation	Under Investigation	Open
1499	5/3/10			Napa	Other	Under Investigation	Open
1500	5/3/10			Napa	SmartMeter Customer Communication	Under Investigation	Open
1501	5/3/10			Oakland	Customer Denies Access	Under Investigation	Open
1502	5/3/10			Oakland	Customer Denies Access	Under Investigation	Open
1503	5/3/10			Oakland	Customer Denies Access	Under Investigation	Open
1504	5/3/10			Oakland	Customer Denies Access	Under Investigation	Open
1505	5/3/10			Richmond	installation	Under Investigation	Open
1506	5/3/10			San Francisco	Customer Denies Access	Under Investigation	Open
1507	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
1508	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
1509	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
1510	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
1511	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
1512	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
1513	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
1514	5/3/10			Tracy	Customer Denies Access	Under Investigation	Open
1515	5/3/10			Tracy	Customer Denies Access	Under Investigation	Open
1516	5/3/10			Yuba City	Customer Denies Access	Under Investigation	Open
1517	5/3/10			Yuba City	Customer Denies Access	Under Investigation	Open

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
1518	5/3/10			Yuba City	Customer Denies Access	Under Investigation	Open
1519	5/3/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1520	5/3/10			Ceres	Meter/Module	Other	Resolved
1521	5/3/10			Concord	Other	Other	Resolved
1522	5/3/10			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1523	5/3/10			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1524	5/3/10			El Sobrante	SmartMeter Customer Communication	General inquiry on communication	Resolved
1525	5/3/10			Los Banos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1526	5/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1527	5/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1528	5/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1529	5/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1530	5/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1531	5/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1532	5/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1533	5/3/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1534	5/3/10			Pinole	installation	Damaged Television	Resolved
1535	5/3/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1536	5/3/10			Saint Helena	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1537	5/3/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1538	5/3/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1539	5/3/10			Walnut Grove	Meter/Module	Other	Resolved
1540	5/4/10			Alameda	Customer Denies Access	Under Investigation	Open
1541	5/4/10			Alameda	Customer Denies Access	Under Investigation	Open
1542	5/4/10			Alameda	Customer Denies Access	Under Investigation	Open
1543	5/4/10			Concord	Customer Denies Access	Under Investigation	Open
1544	5/4/10			Concord	Meter/Module	Under Investigation	Open
1545	5/4/10			El Cerrito	Power Interruption	Under Investigation	Open
1546	5/4/10			Folsom	Customer Denies Access	Under Investigation	Open
1547	5/4/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
1548	5/4/10			Hercules	Meter/Module	Under Investigation	Open
1549	5/4/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1550	5/4/10			Monterey	Customer Denies Access	Under Investigation	Open
1551	5/4/10			Oakland	Customer Denies Access	Under Investigation	Open
1552	5/4/10			Oakland	Customer Denies Access	Under Investigation	Open
1553	5/4/10			Oakland	Customer Denies Access	Under Investigation	Open
1554	5/4/10			Oakland	Customer Denies Access	Under Investigation	Open
1555	5/4/10			Oakland	Customer Denies Access	Under Investigation	Open
1556	5/4/10			Oakland	Customer Denies Access	Under Investigation	Open
1557	5/4/10			Oakland	Customer Denies Access	Under Investigation	Open
1558	5/4/10			Oakland	Customer Denies Access	Under Investigation	Open

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
1559	5/4/10			Oakland	Customer Denies Access	Under Investigation	Open
1560	5/4/10			Oakland	installation	Under Investigation	Open
1561	5/4/10			Oakland	Other	Under Investigation	Open
1562	5/4/10			Oakland	Other	Under Investigation	Open
1563	5/4/10			Oakley	Other	Under Investigation	Open
1564	5/4/10			Pacifica	installation	Under Investigation	Open
1565	5/4/10			Petaluma	Customer Denies Access	Under Investigation	Open
1566	5/4/10			Pinole	Customer Denies Access	Under Investigation	Open
1567	5/4/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1568	5/4/10			S. San Francisco	Wellington Installer	Under Investigation	Open
1569	5/4/10			San Francisco	Customer Denies Access	Under Investigation	Open
1570	5/4/10			San Jose	Customer Denies Access	Under Investigation	Open
1571	5/4/10			San Jose	Customer Denies Access	Under Investigation	Open
1572	5/4/10			San Jose	installation	Under Investigation	Open
1573	5/4/10			San Ramon	Other	Under Investigation	Open
1574	5/4/10			Saratoga	Customer Denies Access	Under Investigation	Open
1575	5/4/10			Saratoga	Customer Denies Access	Under Investigation	Open
1576	5/4/10			Tracy	Power Interruption	Under Investigation	Open
1577	5/4/10			Camp Meeker	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1578	5/4/10			Hayward	Meter/Module	Meter/Module clearance issues	Resolved
1579	5/4/10			Live Oak	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1580	5/4/10			Merced	SmartMeter Customer Communication	Other	Resolved
1581	5/4/10			Novato	Other	Other	Resolved
1582	5/4/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1583	5/4/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1584	5/4/10			Pleasant Hill	SmartMeter Customer Communication	Other	Resolved
1585	5/4/10			Richmond	SmartMeter Customer Communication	Other	Resolved
1586	5/4/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1587	5/4/10			San Mateo	Meter/Module	Meter/Module clearance issues	Resolved
1588	5/4/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1589	5/4/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1590	5/5/10			Alameda	Customer Denies Access	Under Investigation	Open
1591	5/5/10			Alameda	Customer Denies Access	Under Investigation	Open
1592	5/5/10			Alameda	Customer Denies Access	Under Investigation	Open
1593	5/5/10			Alameda	Customer Denies Access	Under Investigation	Open
1594	5/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
1595	5/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
1596	5/5/10			Berkeley	installation	Under Investigation	Open
1597	5/5/10			Calistoga	Customer Denies Access	Under Investigation	Open
1598	5/5/10			Corcoran	Customer Denies Access	Under Investigation	Open
1599	5/5/10			El Cerrito	Customer Denies Access	Under Investigation	Open

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
1600	5/5/10			Livermore	installation	Under Investigation	Open
1601	5/5/10			Los Banos	installation	Under Investigation	Open
1602	5/5/10			Madera	installation	Under Investigation	Open
1603	5/5/10			Manteca	SmartMeter Customer Communication	Under Investigation	Open
1604	5/5/10			Napa	Power Interruption	Under Investigation	Open
1605	5/5/10			Oakland	Customer Denies Access	Under Investigation	Open
1606	5/5/10			Oakland	Customer Denies Access	Under Investigation	Open
1607	5/5/10			Oakland	Customer Denies Access	Under Investigation	Open
1608	5/5/10			Oakland	Customer Denies Access	Under Investigation	Open
1609	5/5/10			Oakland	Customer Denies Access	Under Investigation	Open
1610	5/5/10			Oakland	Customer Denies Access	Under Investigation	Open
1611	5/5/10			Oakland	Customer Denies Access	Under Investigation	Open
1612	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
1613	5/5/10			Petaluma	installation	Under Investigation	Open
1614	5/5/10			Placerville	Customer Denies Access	Under Investigation	Open
1615	5/5/10			Placerville	Customer Denies Access	Under Investigation	Open
1616	5/5/10			Richmond	Other	Under Investigation	Open
1617	5/5/10			Rodeo	Meter/Module	Under Investigation	Open
1618	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
1619	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
1620	5/5/10			San Jose	Meter/Module	Under Investigation	Open
1621	5/5/10			San Jose	Other	Under Investigation	Open
1622	5/5/10			San Jose	Wellington Installer	Under Investigation	Open
1623	5/5/10			San Leandro	Meter/Module	Under Investigation	Open
1624	5/5/10			San Leandro	SmartMeter Customer Communication	Under Investigation	Open
1625	5/5/10			Santa Nella	installation	Under Investigation	Open
1626	5/5/10			Santa Nella	Other	Under Investigation	Open
1627	5/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1628	5/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1629	5/5/10			Santa Rosa	installation	Under Investigation	Open
1630	5/5/10			Saratoga	Customer Denies Access	Under Investigation	Open
1631	5/5/10			Vallejo	Other	Under Investigation	Open
1632	5/5/10			Watsonville	Meter/Module	Under Investigation	Open
1633	5/5/10			Berkeley	installation	Internet/Cable Connection Problem	Resolved
1634	5/5/10			Danville	installation	Gas Appliance Not Working	Resolved
1635	5/5/10			Lemoore	Meter/Module	Meter/Module clearance issues	Resolved
1636	5/5/10			Livermore	installation	Other	Resolved
1637	5/5/10			Loomis	Meter/Module	Meter/Module clearance issues	Resolved
1638	5/5/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1639	5/5/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1640	5/5/10			San Jose	installation	Damaged Computer	Resolved

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

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

May 13, 2010 -- For the Period May 1, 2010 through May 7, 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
1641	5/5/10			San Jose	Other	Other	Resolved
1642	5/5/10			San Ramon	Meter/Module	Other	Resolved
1643	5/5/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1644	5/6/10			Alameda	Customer Denies Access	Under Investigation	Open
1645	5/6/10			Camino	Customer Denies Access	Under Investigation	Open
1646	5/6/10			Concord	Customer Denies Access	Under Investigation	Open
1647	5/6/10			Forestville	Customer Denies Access	Under Investigation	Open
1648	5/6/10			Fremont	Customer Denies Access	Under Investigation	Open
1649	5/6/10			Galt	Meter/Module	Under Investigation	Open
1650	5/6/10			Los Banos	Power Interruption	Under Investigation	Open
1651	5/6/10			Madera	Customer Denies Access	Under Investigation	Open
1652	5/6/10			Madera	installation	Under Investigation	Open
1653	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
1654	5/6/10			Newark	Customer Denies Access	Under Investigation	Open
1655	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1656	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1657	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1658	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1659	5/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1660	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1661	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1662	5/6/10			Petaluma	Meter/Module	Under Investigation	Open
1663	5/6/10			Pinole	Customer Denies Access	Under Investigation	Open
1664	5/6/10			Pinole	Customer Denies Access	Under Investigation	Open
1665	5/6/10			Richmond	Customer Denies Access	Under Investigation	Open
1666	5/6/10			San Francisco	Customer Denies Access	Under Investigation	Open
1667	5/6/10			San Jose	Customer Denies Access	Under Investigation	Open
1668	5/6/10			San Jose	Wellington Installer	Under Investigation	Open
1669	5/6/10			San Mateo	Other	Under Investigation	Open
1670	5/6/10			Sebastopol	Other	Under Investigation	Open
1671	5/6/10			Sonoma	Customer Denies Access	Under Investigation	Open
1672	5/6/10			Vacaville	Meter/Module	Under Investigation	Open
1673	5/6/10			Yuba City	Customer Denies Access	Under Investigation	Open
1674	5/6/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1675	5/6/10			Sacramento	Wellington Installer	Installer jumped fence, broke lock	Resolved
1676	5/6/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1677	5/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1678	5/6/10			Sonora	installation	Damaged Fans	Resolved
1679	5/6/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1680	5/7/10			Alameda	Customer Denies Access	Under Investigation	Open
1681	5/7/10			Berkeley	Wellington Installer	Under Investigation	Open

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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
1682	5/7/10			Brentwood	Customer Denies Access	Under Investigation	Open
1683	5/7/10			Clayton	Other	Under Investigation	Open
1684	5/7/10			Concord	Bad Meter / Module Equipment	Under Investigation	Open
1685	5/7/10			Concord	Wellington Installer	Under Investigation	Open
1686	5/7/10			Cupertino	Meter/Module	Under Investigation	Open
1687	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
1688	5/7/10			El Sobrante	Other	Under Investigation	Open
1689	5/7/10			Fairfield	Meter/Module	Under Investigation	Open
1690	5/7/10			Firebaugh	Power Interruption	Under Investigation	Open
1691	5/7/10			Fremont	Meter/Module	Under Investigation	Open
1692	5/7/10			Healdsburg	Scheduling Problems	Under Investigation	Open
1693	5/7/10			Kingsburg	installation	Under Investigation	Open
1694	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
1695	5/7/10			Napa	installation	Under Investigation	Open
1696	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1697	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1698	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1699	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1700	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1701	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1702	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1703	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1704	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1705	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1706	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1707	5/7/10			Oakland	Other	Under Investigation	Open
1708	5/7/10			Oakland	Scheduling Problems	Under Investigation	Open
1709	5/7/10			Petaluma	Customer Denies Access	Under Investigation	Open
1710	5/7/10			Pinole	Customer Denies Access	Under Investigation	Open
1711	5/7/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1712	5/7/10			Pleasanton	installation	Under Investigation	Open
1713	5/7/10			Redwood City	installation	Under Investigation	Open
1714	5/7/10			Richmond	Other	Under Investigation	Open
1715	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
1716	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
1717	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
1718	5/7/10			San Jose	installation	Under Investigation	Open
1719	5/7/10			San Jose	installation	Under Investigation	Open
1720	5/7/10			San Jose	installation	Under Investigation	Open
1721	5/7/10			San Jose	installation	Under Investigation	Open
1722	5/7/10			San Jose	Meter/Module	Under Investigation	Open

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

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

May 13, 2010 -- For the Period May 1, 2010 through May 7, 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
1723	5/7/10			San Mateo	Customer Denies Access	Under Investigation	Open
1724	5/7/10			San Rafael	Customer Denies Access	Under Investigation	Open
1725	5/7/10			San Ramon	installation	Under Investigation	Open
1726	5/7/10			San Ramon	Wellington Installer	Under Investigation	Open
1727	5/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1728	5/7/10			Santa Rosa	installation	Under Investigation	Open
1729	5/7/10			Santa Rosa	installation	Under Investigation	Open
1730	5/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1731	5/7/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
1732	5/7/10			Squaw Valley	Customer Denies Access	Under Investigation	Open
1733	5/7/10			Stockton	Meter/Module	Under Investigation	Open
1734	5/7/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
1735	5/7/10			Taft	Meter/Module	Under Investigation	Open
1736	5/7/10			Tiburon	installation	Under Investigation	Open
1737	5/7/10			Tracy	Customer Denies Access	Under Investigation	Open
1738	5/7/10			Tracy	Customer Denies Access	Under Investigation	Open
1739	5/7/10			Tracy	installation	Under Investigation	Open
1740	5/7/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
1741	5/7/10			Walnut Creek	installation	Under Investigation	Open
1742	5/7/10			Wheatland	installation	Under Investigation	Open
1743	5/7/10			Placerville	installation	Other	Resolved
1744	5/7/10			San Jose	Other	Other	Resolved
1745	5/7/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1746	5/7/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1747	5/7/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1748	5/7/10			Vallejo	installation	Other	Resolved

1,467 Open Complaints on Last Report
 250 Open Complaints Resolved Since the Last Report
 281 New Complaints Since the Last Report
 70 New Complaints Resolved Since the Last Report
 211 New Complaints Open

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

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

May 13, 2010 – For the Period May 1, 2010 through May 7, 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}	{Redacted}	Brentwood	Household items affected by SM installation	Under Investigation	Open
2	6/9/09	{Redacted}	{Redacted}	Citrus Heights	Meter/Module	Under Investigation	Open
3	6/25/09	{Redacted}	{Redacted}	PARADISE	Meter/Module	Under Investigation	Open
4	7/1/09	{Redacted}	{Redacted}	Capay	Other	Under Investigation	Open
5	7/2/09	{Redacted}	{Redacted}	Soda Springs	Scheduling Problems	Under Investigation	Open
6	9/18/09	{Redacted}	{Redacted}	Moraga	SmartMeter Customer Communication	Under Investigation	Open
7	9/29/09	{Redacted}	{Redacted}	Ahwahnee	Meter/Module	Under Investigation	Open
8	10/15/09	{Redacted}	{Redacted}	Stockton	Household items affected by SM installation	Under Investigation	Open
9	10/26/09	{Redacted}	{Redacted}	Fremont	Other	Under Investigation	Open
10	10/28/09	{Redacted}	{Redacted}	Vacaville	Wellington Installer	Under Investigation	Open
11	11/10/09	{Redacted}	{Redacted}	Hillsborough	Customer Denies Access	Under Investigation	Open
12	11/10/09	{Redacted}	{Redacted}	Vacaville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
13	11/12/09	{Redacted}	{Redacted}	Newark	Meter/Module	Under Investigation	Open
14	11/16/09	{Redacted}	{Redacted}	Vacaville	Household items affected by SM installation	Under Investigation	Open
15	11/20/09	{Redacted}	{Redacted}	Fremont	Meter/Module	Under Investigation	Open
16	11/23/09	{Redacted}	{Redacted}	WOODLAND	Meter/Module	Under Investigation	Open
17	11/24/09	{Redacted}	{Redacted}	Kingsburg	Meter/Module	Under Investigation	Open
18	11/25/09	{Redacted}	{Redacted}	Richmond	Network Equipment Installation	Under Investigation	Open
19	11/30/09	{Redacted}	{Redacted}	Fresno	Household items affected by SM installation	Under Investigation	Open
20	11/30/09	{Redacted}	{Redacted}	MIRAMONTE	Household items affected by SM installation	Under Investigation	Open
21	12/2/09	{Redacted}	{Redacted}	Fremont	Power Interruption	Under Investigation	Open
22	12/2/09	{Redacted}	{Redacted}	Redwood City	Household items affected by SM installation	Under Investigation	Open
23	12/3/09	{Redacted}	{Redacted}	Manteca	Household items affected by SM installation	Under Investigation	Open
24	12/3/09	{Redacted}	{Redacted}	Manteca	Household items affected by SM installation	Under Investigation	Open
25	12/3/09	{Redacted}	{Redacted}	Stockton	Household items affected by SM installation	Under Investigation	Open
26	12/4/09	{Redacted}	{Redacted}	Hanford	Household items affected by SM installation	Under Investigation	Open
27	12/4/09	{Redacted}	{Redacted}	Napa	Household items affected by SM installation	Under Investigation	Open
28	12/7/09	{Redacted}	{Redacted}	Napa	Wellington Installer	Under Investigation	Open
29	12/8/09	{Redacted}	{Redacted}	PIONEER	Household items affected by SM installation	Under Investigation	Open
30	12/9/09	{Redacted}	{Redacted}	Los Altos	Household items affected by SM installation	Under Investigation	Open
31	12/9/09	{Redacted}	{Redacted}	Stockton	Power Interruption	Under Investigation	Open
32	12/11/09	{Redacted}	{Redacted}	MILLBRAE	Power Interruption	Under Investigation	Open
33	12/11/09	{Redacted}	{Redacted}	Plymouth	Meter/Module	Under Investigation	Open
34	12/11/09	{Redacted}	{Redacted}	Stockton	Household items affected by SM installation	Under Investigation	Open
35	12/16/09	{Redacted}	{Redacted}	Mountain View	Scheduling Problems	Under Investigation	Open
36	12/17/09	{Redacted}	{Redacted}	Sunnyvale	Meter/Module	Under Investigation	Open
37	12/17/09	{Redacted}	{Redacted}	Vacaville	Meter/Module	Under Investigation	Open
38	12/18/09	{Redacted}	{Redacted}	LATHROP	Other	Other	Resolved
39	12/22/09	{Redacted}	{Redacted}	Fremont	Household items affected by SM installation	Under Investigation	Open
40	12/22/09	{Redacted}	{Redacted}	PINE GROVE	Wellington Installer	Under Investigation	Open
41	12/23/09	{Redacted}	{Redacted}	Dublin	Meter/Module	Under Investigation	Open

42	12/23/09
43	12/23/09
44	12/23/09
45	12/29/09
46	12/29/09
47	12/29/09
48	12/30/09
49	12/31/09
50	12/31/09
51	1/4/10
52	1/4/10
53	1/5/10
54	1/5/10
55	1/7/10
56	1/8/10
57	1/11/10
58	1/11/10
59	1/11/10
60	1/11/10
61	1/12/10
62	1/12/10
63	1/12/10
64	1/12/10
65	1/13/10
66	1/14/10
67	1/14/10
68	1/14/10
69	1/15/10
70	1/15/10
71	1/15/10
72	1/15/10
73	1/16/10
74	1/19/10
75	1/19/10
76	1/19/10
77	1/20/10
78	1/20/10
79	1/22/10
80	1/22/10
81	1/23/10
82	1/25/10
83	1/26/10
84	1/26/10
85	1/26/10
86	1/26/10
87	1/26/10
88	1/26/10
89	1/26/10
90	1/26/10
91	1/26/10
92	1/26/10

Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
El Granada	Power Interruption	Under Investigation	Open
Livermore	Meter/Module	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
Los Banos	Network Equipment Installation	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Mountain View	Household items affected by SM installation	Under Investigation	Open
Menlo Park	Customer Denies Access	Under Investigation	Open
Merced	Customer Denies Access	Under Investigation	Open
AUBURN	Power Interruption	Under Investigation	Open
Sebastopol	Other	Customer does not want a SmartMeter	Resolved
Los Altos	Other	Other	Resolved
Livermore	Household items affected by SM installation	Under Investigation	Open
Burlingame	Household items affected by SM installation	Under Investigation	Open
Fairfield	Meter/Module	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
Livermore	Power Interruption	Under Investigation	Open
Moraga	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
LODI	Meter/Module	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Dublin	Household items affected by SM installation	Under Investigation	Open
Corcoran	Wellington Installer	Under Investigation	Open
Dublin	Household items affected by SM installation	Under Investigation	Open
Napa	Scheduling Problems	Under Investigation	Open
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
San Jose	Household items affected by SM installation	Under Investigation	Open
Martinez	Other	Under Investigation	Open
Aptos	Other	Other	Resolved
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Cupertino	Household items affected by SM installation	Under Investigation	Open
Cupertino	Power Interruption	Under Investigation	Open
Fremont	Household items affected by SM installation	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Kensington	Household items affected by SM installation	Under Investigation	Open
Pinole	SmartMeter Customer Communication	General inquiry on communication	Resolved
American Canyon	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
MONTARA	Meter/Module	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Stockton	Wellington Installer	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open

93	1/26/10
94	1/26/10
95	1/26/10
96	1/27/10
97	1/27/10
98	1/27/10
99	1/28/10
100	1/28/10
101	1/28/10
102	1/28/10
103	1/28/10
104	1/28/10
105	1/28/10
106	1/28/10
107	1/29/10
108	1/29/10
109	1/29/10
110	1/29/10
111	1/29/10
112	1/29/10
113	1/29/10
114	1/29/10
115	1/29/10
116	1/29/10
117	1/29/10
118	1/31/10
119	1/31/10
120	1/31/10
121	1/31/10
122	1/31/10
123	2/1/10
124	2/1/10
125	2/1/10
126	2/1/10
127	2/1/10
128	2/1/10
129	2/1/10
130	2/2/10
131	2/3/10
132	2/3/10
133	2/3/10
134	2/3/10
135	2/3/10
136	2/3/10
137	2/4/10
138	2/4/10
139	2/4/10
140	2/5/10
141	2/5/10
142	2/5/10
143	2/8/10

Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Merced	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Vallejo	Wellington Installer	Other	Resolved
Hillsborough	Customer Denies Access	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
Redwood City	Meter/Module	Under Investigation	Open
American Canyon	Wellington Installer	Under Investigation	Open
El Sobrante	Wellington Installer	Under Investigation	Open
Moraga	Wellington Installer	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
San Francisco	Power Interruption	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Sunnyvale	Power Interruption	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Pinole	Wellington Installer	Under Investigation	Open
Richmond	Wellington Installer	Under Investigation	Open
Rio Vista	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Stockton	Wellington Installer	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Kensington	Meter/Module	Meter/Module clearance issues	Resolved
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Bakersfield	Household items affected by SM installation	Other	Resolved
Danville	Meter/Module	Meter/Module clearance issues	Resolved
El Sobrante	Wellington Installer	Under Investigation	Open
LA HONDA	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
CORDELIA	Wellington Installer	Under Investigation	Open
GRATON	Other	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Mountain View	Power Interruption	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
RAYMOND	Wellington Installer	Under Investigation	Open
Fresno	Household items affected by SM installation	Under Investigation	Open
San Ramon	Power Interruption	Under Investigation	Open
Suisun City	Meter/Module	Under Investigation	Open
Mountain View	Other	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Ramon	Meter/Module	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open

195	2/18/10
196	2/19/10
197	2/19/10
198	2/19/10
199	2/19/10

Los Banos	Other	Other	Resolved
American Canyon	Wellington Installer	Under Investigation	Open
Mountain View	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open

19
19
19
19
19

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

Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
5/7/09	{Redacted}	{Redacted}	Brentwood	Household items affected by SM installation	Under Investigation	Open
6/9/09			Citrus Heights	Meter/Module	Under Investigation	Open
6/25/09			PARADISE	Meter/Module	Under Investigation	Open
7/1/09			Capay	Other	Under Investigation	Open
7/2/09			Soda Springs	Scheduling Problems	Under Investigation	Open
9/18/09			Moraga	SmartMeter Customer Communication	Under Investigation	Open
9/29/09			Ahwahnee	Meter/Module	Under Investigation	Open
10/15/09			Stockton	Household items affected by SM installation	Under Investigation	Open
10/26/09			Fremont	Other	Under Investigation	Open
10/28/09			Vacaville	Wellington Installer	Under Investigation	Open
11/10/09			Hillsborough	Customer Denies Access	Under Investigation	Open
11/10/09			Vacaville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
11/12/09			Newark	Meter/Module	Under Investigation	Open
11/16/09			Vacaville	Household items affected by SM installation	Under Investigation	Open
11/20/09			Fremont	Meter/Module	Under Investigation	Open
11/23/09			WOODLAND	Meter/Module	Under Investigation	Open
11/24/09			Kingsburg	Meter/Module	Under Investigation	Open
11/25/09			Richmond	Network Equipment Installation	Under Investigation	Open
11/30/09			Fresno	Household items affected by SM installation	Under Investigation	Open
11/30/09			MIRAMONTE	Household items affected by SM installation	Under Investigation	Open
12/2/09			Fremont	Power Interruption	Under Investigation	Open
12/2/09			Redwood City	Household items affected by SM installation	Under Investigation	Open
12/3/09			Manteca	Household items affected by SM installation	Under Investigation	Open
12/3/09			Manteca	Household items affected by SM installation	Under Investigation	Open
12/3/09			Stockton	Household items affected by SM installation	Under Investigation	Open
12/4/09			Hanford	Household items affected by SM installation	Under Investigation	Open
12/4/09			Napa	Household items affected by SM installation	Under Investigation	Open
12/7/09			Napa	Wellington Installer	Under Investigation	Open
12/8/09			PIONEER	Household items affected by SM installation	Under Investigation	Open
12/9/09			Los Altos	Household items affected by SM installation	Under Investigation	Open
12/9/09			Stockton	Power Interruption	Under Investigation	Open
12/11/09			MILLBRAE	Power Interruption	Under Investigation	Open
12/11/09			Plymouth	Meter/Module	Under Investigation	Open
12/11/09			Stockton	Household items affected by SM installation	Under Investigation	Open
12/16/09			Mountain View	Scheduling Problems	Under Investigation	Open
12/17/09			Sunnyvale	Meter/Module	Under Investigation	Open
12/17/09			Vacaville	Meter/Module	Under Investigation	Open
12/18/09			LATHROP	Other	Other	Resolved
12/22/09			Fremont	Household items affected by SM installation	Under Investigation	Open
12/22/09			PINE GROVE	Wellington Installer	Under Investigation	Open
12/23/09			Dublin	Meter/Module	Under Investigation	Open

42	12/23/09
43	12/23/09
44	12/23/09
45	12/29/09
46	12/29/09
47	12/29/09
48	12/30/09
49	12/31/09
50	12/31/09
51	1/4/10
52	1/4/10
53	1/5/10
54	1/5/10
55	1/7/10
56	1/8/10
57	1/11/10
58	1/11/10
59	1/11/10
60	1/11/10
61	1/12/10
62	1/12/10
63	1/12/10
64	1/12/10
65	1/13/10
66	1/14/10
67	1/14/10
68	1/14/10
69	1/15/10
70	1/15/10
71	1/15/10
72	1/15/10
73	1/16/10
74	1/19/10
75	1/19/10
76	1/19/10
77	1/20/10
78	1/20/10
79	1/22/10
80	1/22/10
81	1/23/10
82	1/25/10
83	1/26/10
84	1/26/10
85	1/26/10
86	1/26/10
87	1/26/10
88	1/26/10
89	1/26/10
90	1/26/10
91	1/26/10
92	1/26/10

Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
El Granada	Power Interruption	Under Investigation	Open
Livermore	Meter/Module	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
Los Banos	Network Equipment Installation	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Mountain View	Household items affected by SM installation	Under Investigation	Open
Menlo Park	Customer Denies Access	Under Investigation	Open
Merced	Customer Denies Access	Under Investigation	Open
AUBURN	Power Interruption	Under Investigation	Open
Sebastopol	Other	Customer does not want a SmartMeter	Resolved
Los Altos	Other	Other	Resolved
Livermore	Household items affected by SM installation	Under Investigation	Open
Burlingame	Household items affected by SM installation	Under Investigation	Open
Fairfield	Meter/Module	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
Livermore	Power Interruption	Under Investigation	Open
Moraga	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
LODI	Meter/Module	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Dublin	Household items affected by SM installation	Under Investigation	Open
Corcoran	Wellington Installer	Under Investigation	Open
Dublin	Household items affected by SM installation	Under Investigation	Open
Napa	Scheduling Problems	Under Investigation	Open
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
San Jose	Household items affected by SM installation	Under Investigation	Open
Martinez	Other	Under Investigation	Open
Aptos	Other	Other	Resolved
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Cupertino	Household items affected by SM installation	Under Investigation	Open
Cupertino	Power Interruption	Under Investigation	Open
Fremont	Household items affected by SM installation	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Kensington	Household items affected by SM installation	Under Investigation	Open
Pinole	SmartMeter Customer Communication	General inquiry on communication	Resolved
American Canyon	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
MONTARA	Meter/Module	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Stockton	Wellington Installer	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open

93	1/26/10
94	1/26/10
95	1/26/10
96	1/27/10
97	1/27/10
98	1/27/10
99	1/28/10
100	1/28/10
101	1/28/10
102	1/28/10
103	1/28/10
104	1/28/10
105	1/28/10
106	1/28/10
107	1/29/10
108	1/29/10
109	1/29/10
110	1/29/10
111	1/29/10
112	1/29/10
113	1/29/10
114	1/29/10
115	1/29/10
116	1/29/10
117	1/29/10
118	1/31/10
119	1/31/10
120	1/31/10
121	1/31/10
122	1/31/10
123	2/1/10
124	2/1/10
125	2/1/10
126	2/1/10
127	2/1/10
128	2/1/10
129	2/1/10
130	2/2/10
131	2/3/10
132	2/3/10
133	2/3/10
134	2/3/10
135	2/3/10
136	2/3/10
137	2/4/10
138	2/4/10
139	2/4/10
140	2/5/10
141	2/5/10
142	2/5/10
143	2/8/10

Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Merced	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Vallejo	Wellington Installer	Other	Resolved
Hillsborough	Customer Denies Access	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
Redwood City	Meter/Module	Under Investigation	Open
American Canyon	Wellington Installer	Under Investigation	Open
El Sobrante	Wellington Installer	Under Investigation	Open
Moraga	Wellington Installer	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
San Francisco	Power Interruption	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Sunnyvale	Power Interruption	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Pinole	Wellington Installer	Under Investigation	Open
Richmond	Wellington Installer	Under Investigation	Open
Rio Vista	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Stockton	Wellington Installer	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Kensington	Meter/Module	Meter/Module clearance issues	Resolved
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Bakersfield	Household items affected by SM installation	Other	Resolved
Danville	Meter/Module	Meter/Module clearance issues	Resolved
El Sobrante	Wellington Installer	Under Investigation	Open
LA HONDA	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
CORDELIA	Wellington Installer	Under Investigation	Open
GRATON	Other	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Mountain View	Power Interruption	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
RAYMOND	Wellington Installer	Under Investigation	Open
Fresno	Household items affected by SM installation	Under Investigation	Open
San Ramon	Power Interruption	Under Investigation	Open
Suisun City	Meter/Module	Under Investigation	Open
Mountain View	Other	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Ramon	Meter/Module	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open

144	2/9/10
145	2/9/10
146	2/10/10
147	2/10/10
148	2/10/10
149	2/10/10
150	2/10/10
151	2/10/10
152	2/10/10
153	2/10/10
154	2/10/10
155	2/10/10
156	2/10/10
157	2/11/10
158	2/11/10
159	2/11/10
160	2/11/10
161	2/11/10
162	2/12/10
163	2/12/10
164	2/12/10
165	2/12/10
166	2/12/10
167	2/13/10
168	2/14/10
169	2/14/10
170	2/16/10
171	2/16/10
172	2/16/10
173	2/16/10
174	2/16/10
175	2/16/10
176	2/17/10
177	2/17/10
178	2/17/10
179	2/17/10
180	2/17/10
181	2/17/10
182	2/17/10
183	2/17/10
184	2/17/10
185	2/17/10
186	2/17/10
187	2/17/10
188	2/17/10
189	2/17/10
190	2/18/10
191	2/18/10
192	2/18/10
193	2/18/10
194	2/18/10

Cupertino	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Carmel	Network Equipment Installation	Under Investigation	Open
Cupertino	Meter/Module	Under Investigation	Open
Cupertino	Power Interruption	Under Investigation	Open
Cupertino	Scheduling Problems	Under Investigation	Open
NORTH FOLK	Wellington Installer	Under Investigation	Open
Rancho Cordova	Meter/Module	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Vacaville	Household items affected by SM installation	Under Investigation	Open
Healdsburg	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Napa	Meter/Module	Under Investigation	Open
Sunnyvale	Power Interruption	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Berkeley	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Meter/Module	Under Investigation	Open
Walnut Creek	Household items affected by SM installation	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Cupertino	Wellington Installer	Under Investigation	Open
RIPON	Meter/Module	Under Investigation	Open
Santa Clara	Meter/Module	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Forestville	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Newark	Household items affected by SM installation	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Sunnyvale	Meter/Module	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Berkeley	Meter/Module	Meter/Module clearance issues	Resolved
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
Madera	Wellington Installer	Under Investigation	Open
Mariposa	Wellington Installer	Under Investigation	Open
Sanger	Scheduling Problems	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Somerset	Wellington Installer	Under Investigation	Open

195	2/18/10
196	2/19/10
197	2/19/10
198	2/19/10
199	2/19/10

Los Banos	Other	Other	Resolved
American Canyon	Wellington Installer	Under Investigation	Open
Mountain View	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open

2/
2/
2/
2/
2/

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

Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
{Redacted}	{Redacted}	Brentwood	Household items affected by SM installation	Under Investigation	Open
		Citrus Heights	Meter/Module	Under Investigation	Open
		PARADISE	Meter/Module	Under Investigation	Open
		Capay	Other	Under Investigation	Open
		Soda Springs	Scheduling Problems	Under Investigation	Open
		Moraga	SmartMeter Customer Communication	Under Investigation	Open
		Ahwahnee	Meter/Module	Under Investigation	Open
		Stockton	Household items affected by SM installation	Under Investigation	Open
		Fremont	Other	Under Investigation	Open
		Vacaville	Wellington Installer	Under Investigation	Open
		Hillsborough	Customer Denies Access	Under Investigation	Open
		Vacaville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
		Newark	Meter/Module	Under Investigation	Open
		Vacaville	Household items affected by SM installation	Under Investigation	Open
		Fremont	Meter/Module	Under Investigation	Open
		WOODLAND	Meter/Module	Under Investigation	Open
		Kingsburg	Meter/Module	Under Investigation	Open
		Richmond	Network Equipment Installation	Under Investigation	Open
		Fresno	Household items affected by SM installation	Under Investigation	Open
		MIRAMONTE	Household items affected by SM installation	Under Investigation	Open
		Fremont	Power Interruption	Under Investigation	Open
		Redwood City	Household items affected by SM installation	Under Investigation	Open
		Manteca	Household items affected by SM installation	Under Investigation	Open
		Manteca	Household items affected by SM installation	Under Investigation	Open
		Stockton	Household items affected by SM installation	Under Investigation	Open
		Hanford	Household items affected by SM installation	Under Investigation	Open
		Napa	Household items affected by SM installation	Under Investigation	Open
		Napa	Wellington Installer	Under Investigation	Open
		PIONEER	Household items affected by SM installation	Under Investigation	Open
		Los Altos	Household items affected by SM installation	Under Investigation	Open
		Stockton	Power Interruption	Under Investigation	Open
		MILLBRAE	Power Interruption	Under Investigation	Open
		Plymouth	Meter/Module	Under Investigation	Open
		Stockton	Household items affected by SM installation	Under Investigation	Open
		Mountain View	Scheduling Problems	Under Investigation	Open
		Sunnyvale	Meter/Module	Under Investigation	Open
		Vacaville	Meter/Module	Under Investigation	Open
		LATHROP	Other	Other	Resolved
		Fremont	Household items affected by SM installation	Under Investigation	Open
		PINE GROVE	Wellington Installer	Under Investigation	Open
		Dublin	Meter/Module	Under Investigation	Open

42	12/23/09
43	12/23/09
44	12/23/09
45	12/29/09
46	12/29/09
47	12/29/09
48	12/30/09
49	12/31/09
50	12/31/09
51	1/4/10
52	1/4/10
53	1/5/10
54	1/5/10
55	1/7/10
56	1/8/10
57	1/11/10
58	1/11/10
59	1/11/10
60	1/11/10
61	1/12/10
62	1/12/10
63	1/12/10
64	1/12/10
65	1/13/10
66	1/14/10
67	1/14/10
68	1/14/10
69	1/15/10
70	1/15/10
71	1/15/10
72	1/15/10
73	1/16/10
74	1/19/10
75	1/19/10
76	1/19/10
77	1/20/10
78	1/20/10
79	1/22/10
80	1/22/10
81	1/23/10
82	1/25/10
83	1/26/10
84	1/26/10
85	1/26/10
86	1/26/10
87	1/26/10
88	1/26/10
89	1/26/10
90	1/26/10
91	1/26/10
92	1/26/10

Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
El Granada	Power Interruption	Under Investigation	Open
Livermore	Meter/Module	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
Los Banos	Network Equipment Installation	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Mountain View	Household items affected by SM installation	Under Investigation	Open
Menlo Park	Customer Denies Access	Under Investigation	Open
Merced	Customer Denies Access	Under Investigation	Open
AUBURN	Power Interruption	Under Investigation	Open
Sebastopol	Other	Customer does not want a SmartMeter	Resolved
Los Altos	Other	Other	Resolved
Livermore	Household items affected by SM installation	Under Investigation	Open
Burlingame	Household items affected by SM installation	Under Investigation	Open
Fairfield	Meter/Module	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
Livermore	Power Interruption	Under Investigation	Open
Moraga	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
LODI	Meter/Module	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Dublin	Household items affected by SM installation	Under Investigation	Open
Corcoran	Wellington Installer	Under Investigation	Open
Dublin	Household items affected by SM installation	Under Investigation	Open
Napa	Scheduling Problems	Under Investigation	Open
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
San Jose	Household items affected by SM installation	Under Investigation	Open
Martinez	Other	Under Investigation	Open
Aptos	Other	Other	Resolved
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Cupertino	Household items affected by SM installation	Under Investigation	Open
Cupertino	Power Interruption	Under Investigation	Open
Fremont	Household items affected by SM installation	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Kensington	Household items affected by SM installation	Under Investigation	Open
Pinole	SmartMeter Customer Communication	General inquiry on communication	Resolved
American Canyon	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
MONTARA	Meter/Module	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Stockton	Wellington Installer	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open

93	1/26/10
94	1/26/10
95	1/26/10
96	1/27/10
97	1/27/10
98	1/27/10
99	1/28/10
100	1/28/10
101	1/28/10
102	1/28/10
103	1/28/10
104	1/28/10
105	1/28/10
106	1/28/10
107	1/29/10
108	1/29/10
109	1/29/10
110	1/29/10
111	1/29/10
112	1/29/10
113	1/29/10
114	1/29/10
115	1/29/10
116	1/29/10
117	1/29/10
118	1/31/10
119	1/31/10
120	1/31/10
121	1/31/10
122	1/31/10
123	2/1/10
124	2/1/10
125	2/1/10
126	2/1/10
127	2/1/10
128	2/1/10
129	2/1/10
130	2/2/10
131	2/3/10
132	2/3/10
133	2/3/10
134	2/3/10
135	2/3/10
136	2/3/10
137	2/4/10
138	2/4/10
139	2/4/10
140	2/5/10
141	2/5/10
142	2/5/10
143	2/8/10

Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Merced	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Vallejo	Wellington Installer	Other	Resolved
Hillsborough	Customer Denies Access	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
Redwood City	Meter/Module	Under Investigation	Open
American Canyon	Wellington Installer	Under Investigation	Open
El Sobrante	Wellington Installer	Under Investigation	Open
Moraga	Wellington Installer	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
San Francisco	Power Interruption	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Sunnyvale	Power Interruption	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Pinole	Wellington Installer	Under Investigation	Open
Richmond	Wellington Installer	Under Investigation	Open
Rio Vista	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Stockton	Wellington Installer	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Kensington	Meter/Module	Meter/Module clearance issues	Resolved
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Bakersfield	Household items affected by SM installation	Other	Resolved
Danville	Meter/Module	Meter/Module clearance issues	Resolved
El Sobrante	Wellington Installer	Under Investigation	Open
LA HONDA	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
CORDELIA	Wellington Installer	Under Investigation	Open
GRATON	Other	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Mountain View	Power Interruption	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
RAYMOND	Wellington Installer	Under Investigation	Open
Fresno	Household items affected by SM installation	Under Investigation	Open
San Ramon	Power Interruption	Under Investigation	Open
Suisun City	Meter/Module	Under Investigation	Open
Mountain View	Other	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Ramon	Meter/Module	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open

144	2/9/10
145	2/9/10
146	2/10/10
147	2/10/10
148	2/10/10
149	2/10/10
150	2/10/10
151	2/10/10
152	2/10/10
153	2/10/10
154	2/10/10
155	2/10/10
156	2/10/10
157	2/11/10
158	2/11/10
159	2/11/10
160	2/11/10
161	2/11/10
162	2/12/10
163	2/12/10
164	2/12/10
165	2/12/10
166	2/12/10
167	2/13/10
168	2/14/10
169	2/14/10
170	2/16/10
171	2/16/10
172	2/16/10
173	2/16/10
174	2/16/10
175	2/16/10
176	2/17/10
177	2/17/10
178	2/17/10
179	2/17/10
180	2/17/10
181	2/17/10
182	2/17/10
183	2/17/10
184	2/17/10
185	2/17/10
186	2/17/10
187	2/17/10
188	2/17/10
189	2/17/10
190	2/18/10
191	2/18/10
192	2/18/10
193	2/18/10
194	2/18/10

Cupertino	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Carmel	Network Equipment Installation	Under Investigation	Open
Cupertino	Meter/Module	Under Investigation	Open
Cupertino	Power Interruption	Under Investigation	Open
Cupertino	Scheduling Problems	Under Investigation	Open
NORTH FOLK	Wellington Installer	Under Investigation	Open
Rancho Cordova	Meter/Module	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Vacaville	Household items affected by SM installation	Under Investigation	Open
Healdsburg	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Napa	Meter/Module	Under Investigation	Open
Sunnyvale	Power Interruption	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Berkeley	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Meter/Module	Under Investigation	Open
Walnut Creek	Household items affected by SM installation	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Cupertino	Wellington Installer	Under Investigation	Open
RIPON	Meter/Module	Under Investigation	Open
Santa Clara	Meter/Module	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Forestville	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Newark	Household items affected by SM installation	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Sunnyvale	Meter/Module	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Berkeley	Meter/Module	Meter/Module clearance issues	Resolved
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
Madera	Wellington Installer	Under Investigation	Open
Mariposa	Wellington Installer	Under Investigation	Open
Sanger	Scheduling Problems	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Somerset	Wellington Installer	Under Investigation	Open

195	2/18/10
196	2/19/10
197	2/19/10
198	2/19/10
199	2/19/10

			Resolved
Los Banos	Other	Other	
American Canyon	Wellington Installer	Under Investigation	Open
Mountain View	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open

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

Account	Service City	Core Process	Nature of Complaint	Status
{Redacted}	Brentwood	Household items affected by SM installation	Under Investigation	Open
	Citrus Heights	Meter/Module	Under Investigation	Open
	PARADISE	Meter/Module	Under Investigation	Open
	Capay	Other	Under Investigation	Open
	Soda Springs	Scheduling Problems	Under Investigation	Open
	Moraga	SmartMeter Customer Communication	Under Investigation	Open
	Ahwahnee	Meter/Module	Under Investigation	Open
	Stockton	Household items affected by SM installation	Under Investigation	Open
	Fremont	Other	Under Investigation	Open
	Vacaville	Wellington Installer	Under Investigation	Open
	Hillsborough	Customer Denies Access	Under Investigation	Open
	Vacaville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
	Newark	Meter/Module	Under Investigation	Open
	Vacaville	Household items affected by SM installation	Under Investigation	Open
	Fremont	Meter/Module	Under Investigation	Open
	WOODLAND	Meter/Module	Under Investigation	Open
	Kingsburg	Meter/Module	Under Investigation	Open
	Richmond	Network Equipment Installation	Under Investigation	Open
	Fresno	Household items affected by SM installation	Under Investigation	Open
	MIRAMONTE	Household items affected by SM installation	Under Investigation	Open
	Fremont	Power Interruption	Under Investigation	Open
	Redwood City	Household items affected by SM installation	Under Investigation	Open
	Manteca	Household items affected by SM installation	Under Investigation	Open
	Manteca	Household items affected by SM installation	Under Investigation	Open
	Stockton	Household items affected by SM installation	Under Investigation	Open
	Hanford	Household items affected by SM installation	Under Investigation	Open
	Napa	Household items affected by SM installation	Under Investigation	Open
	Napa	Wellington Installer	Under Investigation	Open
	PIONEER	Household items affected by SM installation	Under Investigation	Open
	Los Altos	Household items affected by SM installation	Under Investigation	Open
	Stockton	Power Interruption	Under Investigation	Open
	MILLBRAE	Power Interruption	Under Investigation	Open
	Plymouth	Meter/Module	Under Investigation	Open
	Stockton	Household items affected by SM installation	Under Investigation	Open
	Mountain View	Scheduling Problems	Under Investigation	Open
	Sunnyvale	Meter/Module	Under Investigation	Open
	Vacaville	Meter/Module	Under Investigation	Open
	LATHROP	Other	Other	Resolved
	Fremont	Household items affected by SM installation	Under Investigation	Open
	PINE GROVE	Wellington Installer	Under Investigation	Open
	Dublin	Meter/Module	Under Investigation	Open

42	12/23/09
43	12/23/09
44	12/23/09
45	12/29/09
46	12/29/09
47	12/29/09
48	12/30/09
49	12/31/09
50	12/31/09
51	1/4/10
52	1/4/10
53	1/5/10
54	1/5/10
55	1/7/10
56	1/8/10
57	1/11/10
58	1/11/10
59	1/11/10
60	1/11/10
61	1/12/10
62	1/12/10
63	1/12/10
64	1/12/10
65	1/13/10
66	1/14/10
67	1/14/10
68	1/14/10
69	1/15/10
70	1/15/10
71	1/15/10
72	1/15/10
73	1/16/10
74	1/19/10
75	1/19/10
76	1/19/10
77	1/20/10
78	1/20/10
79	1/22/10
80	1/22/10
81	1/23/10
82	1/25/10
83	1/26/10
84	1/26/10
85	1/26/10
86	1/26/10
87	1/26/10
88	1/26/10
89	1/26/10
90	1/26/10
91	1/26/10
92	1/26/10

Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
El Granada	Power Interruption	Under Investigation	Open
Livermore	Meter/Module	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
Los Banos	Network Equipment Installation	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Mountain View	Household items affected by SM installation	Under Investigation	Open
Menlo Park	Customer Denies Access	Under Investigation	Open
Merced	Customer Denies Access	Under Investigation	Open
AUBURN	Power Interruption	Under Investigation	Open
Sebastopol	Other	Customer does not want a SmartMeter	Resolved
Los Altos	Other	Other	Resolved
Livermore	Household items affected by SM installation	Under Investigation	Open
Burlingame	Household items affected by SM installation	Under Investigation	Open
Fairfield	Meter/Module	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
Livermore	Power Interruption	Under Investigation	Open
Moraga	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
LODI	Meter/Module	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Dublin	Household items affected by SM installation	Under Investigation	Open
Corcoran	Wellington Installer	Under Investigation	Open
Dublin	Household items affected by SM installation	Under Investigation	Open
Napa	Scheduling Problems	Under Investigation	Open
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
San Jose	Household items affected by SM installation	Under Investigation	Open
Martinez	Other	Under Investigation	Open
Aptos	Other	Other	Resolved
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Cupertino	Household items affected by SM installation	Under Investigation	Open
Cupertino	Power Interruption	Under Investigation	Open
Fremont	Household items affected by SM installation	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Kensington	Household items affected by SM installation	Under Investigation	Open
Pinole	SmartMeter Customer Communication	General inquiry on communication	Resolved
American Canyon	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
MONTARA	Meter/Module	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Stockton	Wellington Installer	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open

93	1/26/10
94	1/26/10
95	1/26/10
96	1/27/10
97	1/27/10
98	1/27/10
99	1/28/10
100	1/28/10
101	1/28/10
102	1/28/10
103	1/28/10
104	1/28/10
105	1/28/10
106	1/28/10
107	1/29/10
108	1/29/10
109	1/29/10
110	1/29/10
111	1/29/10
112	1/29/10
113	1/29/10
114	1/29/10
115	1/29/10
116	1/29/10
117	1/29/10
118	1/31/10
119	1/31/10
120	1/31/10
121	1/31/10
122	1/31/10
123	2/1/10
124	2/1/10
125	2/1/10
126	2/1/10
127	2/1/10
128	2/1/10
129	2/1/10
130	2/2/10
131	2/3/10
132	2/3/10
133	2/3/10
134	2/3/10
135	2/3/10
136	2/3/10
137	2/4/10
138	2/4/10
139	2/4/10
140	2/5/10
141	2/5/10
142	2/5/10
143	2/8/10

Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Merced	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Vallejo	Wellington Installer	Other	Resolved
Hillsborough	Customer Denies Access	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
Redwood City	Meter/Module	Under Investigation	Open
American Canyon	Wellington Installer	Under Investigation	Open
El Sobrante	Wellington Installer	Under Investigation	Open
Moraga	Wellington Installer	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
San Francisco	Power Interruption	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Sunnyvale	Power Interruption	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Pinole	Wellington Installer	Under Investigation	Open
Richmond	Wellington Installer	Under Investigation	Open
Rio Vista	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Stockton	Wellington Installer	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Kensington	Meter/Module	Meter/Module clearance issues	Resolved
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Bakersfield	Household items affected by SM installation	Other	Resolved
Danville	Meter/Module	Meter/Module clearance issues	Resolved
El Sobrante	Wellington Installer	Under Investigation	Open
LA HONDA	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
CORDELIA	Wellington Installer	Under Investigation	Open
GRATON	Other	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Mountain View	Power Interruption	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
RAYMOND	Wellington Installer	Under Investigation	Open
Fresno	Household items affected by SM installation	Under Investigation	Open
San Ramon	Power Interruption	Under Investigation	Open
Suisun City	Meter/Module	Under Investigation	Open
Mountain View	Other	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Ramon	Meter/Module	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open

144	2/9/10
145	2/9/10
146	2/10/10
147	2/10/10
148	2/10/10
149	2/10/10
150	2/10/10
151	2/10/10
152	2/10/10
153	2/10/10
154	2/10/10
155	2/10/10
156	2/10/10
157	2/11/10
158	2/11/10
159	2/11/10
160	2/11/10
161	2/11/10
162	2/12/10
163	2/12/10
164	2/12/10
165	2/12/10
166	2/12/10
167	2/13/10
168	2/14/10
169	2/14/10
170	2/16/10
171	2/16/10
172	2/16/10
173	2/16/10
174	2/16/10
175	2/16/10
176	2/17/10
177	2/17/10
178	2/17/10
179	2/17/10
180	2/17/10
181	2/17/10
182	2/17/10
183	2/17/10
184	2/17/10
185	2/17/10
186	2/17/10
187	2/17/10
188	2/17/10
189	2/17/10
190	2/18/10
191	2/18/10
192	2/18/10
193	2/18/10
194	2/18/10

Cupertino	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Carmel	Network Equipment Installation	Under Investigation	Open
Cupertino	Meter/Module	Under Investigation	Open
Cupertino	Power Interruption	Under Investigation	Open
Cupertino	Scheduling Problems	Under Investigation	Open
NORTH FOLK	Wellington Installer	Under Investigation	Open
Rancho Cordova	Meter/Module	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Vacaville	Household items affected by SM installation	Under Investigation	Open
Healdsburg	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Napa	Meter/Module	Under Investigation	Open
Sunnyvale	Power Interruption	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Berkeley	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Meter/Module	Under Investigation	Open
Walnut Creek	Household items affected by SM installation	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Cupertino	Wellington Installer	Under Investigation	Open
RIPON	Meter/Module	Under Investigation	Open
Santa Clara	Meter/Module	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Forestville	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Newark	Household items affected by SM installation	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Sunnyvale	Meter/Module	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Berkeley	Meter/Module	Meter/Module clearance issues	Resolved
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
Madera	Wellington Installer	Under Investigation	Open
Mariposa	Wellington Installer	Under Investigation	Open
Sanger	Scheduling Problems	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Somerset	Wellington Installer	Under Investigation	Open

195	2/18/10
196	2/19/10
197	2/19/10
198	2/19/10
199	2/19/10

			Resolved
Los Banos	Other	Other	
American Canyon	Wellington Installer	Under Investigation	Open
Mountain View	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open

ation and is being submitted under CPUC Code Section 583.

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

Service City	Core Process	Nature of Complaint	Status
Brentwood	Household items affected by SM installation	Under Investigation	Open
Citrus Heights	Meter/Module	Under Investigation	Open
PARADISE	Meter/Module	Under Investigation	Open
Capay	Other	Under Investigation	Open
Soda Springs	Scheduling Problems	Under Investigation	Open
Moraga	SmartMeter Customer Communication	Under Investigation	Open
Ahwahnee	Meter/Module	Under Investigation	Open
Stockton	Household items affected by SM installation	Under Investigation	Open
Fremont	Other	Under Investigation	Open
Vacaville	Wellington Installer	Under Investigation	Open
Hillsborough	Customer Denies Access	Under Investigation	Open
Vacaville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Newark	Meter/Module	Under Investigation	Open
Vacaville	Household items affected by SM installation	Under Investigation	Open
Fremont	Meter/Module	Under Investigation	Open
WOODLAND	Meter/Module	Under Investigation	Open
Kingsburg	Meter/Module	Under Investigation	Open
Richmond	Network Equipment Installation	Under Investigation	Open
Fresno	Household items affected by SM installation	Under Investigation	Open
MIRAMONTE	Household items affected by SM installation	Under Investigation	Open
Fremont	Power Interruption	Under Investigation	Open
Redwood City	Household items affected by SM installation	Under Investigation	Open
Manteca	Household items affected by SM installation	Under Investigation	Open
Manteca	Household items affected by SM installation	Under Investigation	Open
Stockton	Household items affected by SM installation	Under Investigation	Open
Hanford	Household items affected by SM installation	Under Investigation	Open
Napa	Household items affected by SM installation	Under Investigation	Open
Napa	Wellington Installer	Under Investigation	Open
PIONEER	Household items affected by SM installation	Under Investigation	Open
Los Altos	Household items affected by SM installation	Under Investigation	Open
Stockton	Power Interruption	Under Investigation	Open
MILLBRAE	Power Interruption	Under Investigation	Open
Plymouth	Meter/Module	Under Investigation	Open
Stockton	Household items affected by SM installation	Under Investigation	Open
Mountain View	Scheduling Problems	Under Investigation	Open
Sunnyvale	Meter/Module	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
LATHROP	Other	Other	Resolved
Fremont	Household items affected by SM installation	Under Investigation	Open
PINE GROVE	Wellington Installer	Under Investigation	Open
Dublin	Meter/Module	Under Investigation	Open

42	12/23/09
43	12/23/09
44	12/23/09
45	12/29/09
46	12/29/09
47	12/29/09
48	12/30/09
49	12/31/09
50	12/31/09
51	1/4/10
52	1/4/10
53	1/5/10
54	1/5/10
55	1/7/10
56	1/8/10
57	1/11/10
58	1/11/10
59	1/11/10
60	1/11/10
61	1/12/10
62	1/12/10
63	1/12/10
64	1/12/10
65	1/13/10
66	1/14/10
67	1/14/10
68	1/14/10
69	1/15/10
70	1/15/10
71	1/15/10
72	1/15/10
73	1/16/10
74	1/19/10
75	1/19/10
76	1/19/10
77	1/20/10
78	1/20/10
79	1/22/10
80	1/22/10
81	1/23/10
82	1/25/10
83	1/26/10
84	1/26/10
85	1/26/10
86	1/26/10
87	1/26/10
88	1/26/10
89	1/26/10
90	1/26/10
91	1/26/10
92	1/26/10

Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
El Granada	Power Interruption	Under Investigation	Open
Livermore	Meter/Module	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
Los Banos	Network Equipment Installation	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Mountain View	Household items affected by SM installation	Under Investigation	Open
Menlo Park	Customer Denies Access	Under Investigation	Open
Merced	Customer Denies Access	Under Investigation	Open
AUBURN	Power Interruption	Under Investigation	Open
Sebastopol	Other	Customer does not want a SmartMeter	Resolved
Los Altos	Other	Other	Resolved
Livermore	Household items affected by SM installation	Under Investigation	Open
Burlingame	Household items affected by SM installation	Under Investigation	Open
Fairfield	Meter/Module	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
Livermore	Power Interruption	Under Investigation	Open
Moraga	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
LODI	Meter/Module	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Dublin	Household items affected by SM installation	Under Investigation	Open
Corcoran	Wellington Installer	Under Investigation	Open
Dublin	Household items affected by SM installation	Under Investigation	Open
Napa	Scheduling Problems	Under Investigation	Open
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
San Jose	Household items affected by SM installation	Under Investigation	Open
Martinez	Other	Under Investigation	Open
Aptos	Other	Other	Resolved
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Cupertino	Household items affected by SM installation	Under Investigation	Open
Cupertino	Power Interruption	Under Investigation	Open
Fremont	Household items affected by SM installation	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Kensington	Household items affected by SM installation	Under Investigation	Open
Pinole	SmartMeter Customer Communication	General inquiry on communication	Resolved
American Canyon	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
MONTARA	Meter/Module	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Stockton	Wellington Installer	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open

93	1/26/10
94	1/26/10
95	1/26/10
96	1/27/10
97	1/27/10
98	1/27/10
99	1/28/10
100	1/28/10
101	1/28/10
102	1/28/10
103	1/28/10
104	1/28/10
105	1/28/10
106	1/28/10
107	1/29/10
108	1/29/10
109	1/29/10
110	1/29/10
111	1/29/10
112	1/29/10
113	1/29/10
114	1/29/10
115	1/29/10
116	1/29/10
117	1/29/10
118	1/31/10
119	1/31/10
120	1/31/10
121	1/31/10
122	1/31/10
123	2/1/10
124	2/1/10
125	2/1/10
126	2/1/10
127	2/1/10
128	2/1/10
129	2/1/10
130	2/2/10
131	2/3/10
132	2/3/10
133	2/3/10
134	2/3/10
135	2/3/10
136	2/3/10
137	2/4/10
138	2/4/10
139	2/4/10
140	2/5/10
141	2/5/10
142	2/5/10
143	2/8/10

Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Merced	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Vallejo	Wellington Installer	Other	Resolved
Hillsborough	Customer Denies Access	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
Redwood City	Meter/Module	Under Investigation	Open
American Canyon	Wellington Installer	Under Investigation	Open
El Sobrante	Wellington Installer	Under Investigation	Open
Moraga	Wellington Installer	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
San Francisco	Power Interruption	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Sunnyvale	Power Interruption	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Pinole	Wellington Installer	Under Investigation	Open
Richmond	Wellington Installer	Under Investigation	Open
Rio Vista	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Stockton	Wellington Installer	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Kensington	Meter/Module	Meter/Module clearance issues	Resolved
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Bakersfield	Household items affected by SM installation	Other	Resolved
Danville	Meter/Module	Meter/Module clearance issues	Resolved
El Sobrante	Wellington Installer	Under Investigation	Open
LA HONDA	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
CORDELIA	Wellington Installer	Under Investigation	Open
GRATON	Other	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Mountain View	Power Interruption	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
RAYMOND	Wellington Installer	Under Investigation	Open
Fresno	Household items affected by SM installation	Under Investigation	Open
San Ramon	Power Interruption	Under Investigation	Open
Suisun City	Meter/Module	Under Investigation	Open
Mountain View	Other	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Ramon	Meter/Module	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open

144	2/9/10
145	2/9/10
146	2/10/10
147	2/10/10
148	2/10/10
149	2/10/10
150	2/10/10
151	2/10/10
152	2/10/10
153	2/10/10
154	2/10/10
155	2/10/10
156	2/10/10
157	2/11/10
158	2/11/10
159	2/11/10
160	2/11/10
161	2/11/10
162	2/12/10
163	2/12/10
164	2/12/10
165	2/12/10
166	2/12/10
167	2/13/10
168	2/14/10
169	2/14/10
170	2/16/10
171	2/16/10
172	2/16/10
173	2/16/10
174	2/16/10
175	2/16/10
176	2/17/10
177	2/17/10
178	2/17/10
179	2/17/10
180	2/17/10
181	2/17/10
182	2/17/10
183	2/17/10
184	2/17/10
185	2/17/10
186	2/17/10
187	2/17/10
188	2/17/10
189	2/17/10
190	2/18/10
191	2/18/10
192	2/18/10
193	2/18/10
194	2/18/10

Cupertino	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Carmel	Network Equipment Installation	Under Investigation	Open
Cupertino	Meter/Module	Under Investigation	Open
Cupertino	Power Interruption	Under Investigation	Open
Cupertino	Scheduling Problems	Under Investigation	Open
NORTH FOLK	Wellington Installer	Under Investigation	Open
Rancho Cordova	Meter/Module	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Vacaville	Household items affected by SM installation	Under Investigation	Open
Healdsburg	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Napa	Meter/Module	Under Investigation	Open
Sunnyvale	Power Interruption	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Berkeley	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Meter/Module	Under Investigation	Open
Walnut Creek	Household items affected by SM installation	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Cupertino	Wellington Installer	Under Investigation	Open
RIPON	Meter/Module	Under Investigation	Open
Santa Clara	Meter/Module	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Forestville	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Newark	Household items affected by SM installation	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Sunnyvale	Meter/Module	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Berkeley	Meter/Module	Meter/Module clearance issues	Resolved
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
Madera	Wellington Installer	Under Investigation	Open
Mariposa	Wellington Installer	Under Investigation	Open
Sanger	Scheduling Problems	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Somerset	Wellington Installer	Under Investigation	Open

195	2/18/10
196	2/19/10
197	2/19/10
198	2/19/10
199	2/19/10

			Resolved
Los Banos	Other	Other	
American Canyon	Wellington Installer	Under Investigation	Open
Mountain View	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open

Los B
Ameri
Moun
Pleas
Pleas

being submitted under CPUC Code Section 583.

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

Core Process	Nature of Complaint	Status
Household items affected by SM installation	Under Investigation	Open
Meter/Module	Under Investigation	Open
Meter/Module	Under Investigation	Open
Other	Under Investigation	Open
Scheduling Problems	Under Investigation	Open
SmartMeter Customer Communication	Under Investigation	Open
Meter/Module	Under Investigation	Open
Household items affected by SM installation	Under Investigation	Open
Other	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Customer does not want a SmartMeter	Resolved
Meter/Module	Under Investigation	Open
Household items affected by SM installation	Under Investigation	Open
Meter/Module	Under Investigation	Open
Meter/Module	Under Investigation	Open
Meter/Module	Under Investigation	Open
Network Equipment Installation	Under Investigation	Open
Household items affected by SM installation	Under Investigation	Open
Household items affected by SM installation	Under Investigation	Open
Power Interruption	Under Investigation	Open
Household items affected by SM installation	Under Investigation	Open
Household items affected by SM installation	Under Investigation	Open
Household items affected by SM installation	Under Investigation	Open
Household items affected by SM installation	Under Investigation	Open
Household items affected by SM installation	Under Investigation	Open
Household items affected by SM installation	Under Investigation	Open
Household items affected by SM installation	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Household items affected by SM installation	Under Investigation	Open
Household items affected by SM installation	Under Investigation	Open
Power Interruption	Under Investigation	Open
Power Interruption	Under Investigation	Open
Meter/Module	Under Investigation	Open
Household items affected by SM installation	Under Investigation	Open
Scheduling Problems	Under Investigation	Open
Meter/Module	Under Investigation	Open
Meter/Module	Under Investigation	Open
Other	Other	Resolved
Household items affected by SM installation	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Meter/Module	Under Investigation	Open

42	12/23/09
43	12/23/09
44	12/23/09
45	12/29/09
46	12/29/09
47	12/29/09
48	12/30/09
49	12/31/09
50	12/31/09
51	1/4/10
52	1/4/10
53	1/5/10
54	1/5/10
55	1/7/10
56	1/8/10
57	1/11/10
58	1/11/10
59	1/11/10
60	1/11/10
61	1/12/10
62	1/12/10
63	1/12/10
64	1/12/10
65	1/13/10
66	1/14/10
67	1/14/10
68	1/14/10
69	1/15/10
70	1/15/10
71	1/15/10
72	1/15/10
73	1/16/10
74	1/19/10
75	1/19/10
76	1/19/10
77	1/20/10
78	1/20/10
79	1/22/10
80	1/22/10
81	1/23/10
82	1/25/10
83	1/26/10
84	1/26/10
85	1/26/10
86	1/26/10
87	1/26/10
88	1/26/10
89	1/26/10
90	1/26/10
91	1/26/10
92	1/26/10

Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
El Granada	Power Interruption	Under Investigation	Open
Livermore	Meter/Module	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
Los Banos	Network Equipment Installation	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Mountain View	Household items affected by SM installation	Under Investigation	Open
Menlo Park	Customer Denies Access	Under Investigation	Open
Merced	Customer Denies Access	Under Investigation	Open
AUBURN	Power Interruption	Under Investigation	Open
Sebastopol	Other	Customer does not want a SmartMeter	Resolved
Los Altos	Other	Other	Resolved
Livermore	Household items affected by SM installation	Under Investigation	Open
Burlingame	Household items affected by SM installation	Under Investigation	Open
Fairfield	Meter/Module	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
Livermore	Power Interruption	Under Investigation	Open
Moraga	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
LODI	Meter/Module	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Dublin	Household items affected by SM installation	Under Investigation	Open
Corcoran	Wellington Installer	Under Investigation	Open
Dublin	Household items affected by SM installation	Under Investigation	Open
Napa	Scheduling Problems	Under Investigation	Open
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
San Jose	Household items affected by SM installation	Under Investigation	Open
Martinez	Other	Under Investigation	Open
Aptos	Other	Other	Resolved
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Cupertino	Household items affected by SM installation	Under Investigation	Open
Cupertino	Power Interruption	Under Investigation	Open
Fremont	Household items affected by SM installation	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Kensington	Household items affected by SM installation	Under Investigation	Open
Pinole	SmartMeter Customer Communication	General inquiry on communication	Resolved
American Canyon	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
MONTARA	Meter/Module	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Stockton	Wellington Installer	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open

93	1/26/10
94	1/26/10
95	1/26/10
96	1/27/10
97	1/27/10
98	1/27/10
99	1/28/10
100	1/28/10
101	1/28/10
102	1/28/10
103	1/28/10
104	1/28/10
105	1/28/10
106	1/28/10
107	1/29/10
108	1/29/10
109	1/29/10
110	1/29/10
111	1/29/10
112	1/29/10
113	1/29/10
114	1/29/10
115	1/29/10
116	1/29/10
117	1/29/10
118	1/31/10
119	1/31/10
120	1/31/10
121	1/31/10
122	1/31/10
123	2/1/10
124	2/1/10
125	2/1/10
126	2/1/10
127	2/1/10
128	2/1/10
129	2/1/10
130	2/2/10
131	2/3/10
132	2/3/10
133	2/3/10
134	2/3/10
135	2/3/10
136	2/3/10
137	2/4/10
138	2/4/10
139	2/4/10
140	2/5/10
141	2/5/10
142	2/5/10
143	2/8/10

Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Merced	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Vallejo	Wellington Installer	Other	Resolved
Hillsborough	Customer Denies Access	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
Redwood City	Meter/Module	Under Investigation	Open
American Canyon	Wellington Installer	Under Investigation	Open
El Sobrante	Wellington Installer	Under Investigation	Open
Moraga	Wellington Installer	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
San Francisco	Power Interruption	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Sunnyvale	Power Interruption	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Pinole	Wellington Installer	Under Investigation	Open
Richmond	Wellington Installer	Under Investigation	Open
Rio Vista	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Stockton	Wellington Installer	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Kensington	Meter/Module	Meter/Module clearance issues	Resolved
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Bakersfield	Household items affected by SM installation	Other	Resolved
Danville	Meter/Module	Meter/Module clearance issues	Resolved
El Sobrante	Wellington Installer	Under Investigation	Open
LA HONDA	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
CORDELIA	Wellington Installer	Under Investigation	Open
GRATON	Other	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Mountain View	Power Interruption	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
RAYMOND	Wellington Installer	Under Investigation	Open
Fresno	Household items affected by SM installation	Under Investigation	Open
San Ramon	Power Interruption	Under Investigation	Open
Suisun City	Meter/Module	Under Investigation	Open
Mountain View	Other	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Ramon	Meter/Module	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open

144	2/9/10
145	2/9/10
146	2/10/10
147	2/10/10
148	2/10/10
149	2/10/10
150	2/10/10
151	2/10/10
152	2/10/10
153	2/10/10
154	2/10/10
155	2/10/10
156	2/10/10
157	2/11/10
158	2/11/10
159	2/11/10
160	2/11/10
161	2/11/10
162	2/12/10
163	2/12/10
164	2/12/10
165	2/12/10
166	2/12/10
167	2/13/10
168	2/14/10
169	2/14/10
170	2/16/10
171	2/16/10
172	2/16/10
173	2/16/10
174	2/16/10
175	2/16/10
176	2/17/10
177	2/17/10
178	2/17/10
179	2/17/10
180	2/17/10
181	2/17/10
182	2/17/10
183	2/17/10
184	2/17/10
185	2/17/10
186	2/17/10
187	2/17/10
188	2/17/10
189	2/17/10
190	2/18/10
191	2/18/10
192	2/18/10
193	2/18/10
194	2/18/10

Cupertino	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Carmel	Network Equipment Installation	Under Investigation	Open
Cupertino	Meter/Module	Under Investigation	Open
Cupertino	Power Interruption	Under Investigation	Open
Cupertino	Scheduling Problems	Under Investigation	Open
NORTH FOLK	Wellington Installer	Under Investigation	Open
Rancho Cordova	Meter/Module	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Vacaville	Household items affected by SM installation	Under Investigation	Open
Healdsburg	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Napa	Meter/Module	Under Investigation	Open
Sunnyvale	Power Interruption	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Berkeley	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Meter/Module	Under Investigation	Open
Walnut Creek	Household items affected by SM installation	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Cupertino	Wellington Installer	Under Investigation	Open
RIPON	Meter/Module	Under Investigation	Open
Santa Clara	Meter/Module	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Forestville	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Newark	Household items affected by SM installation	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Sunnyvale	Meter/Module	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Berkeley	Meter/Module	Meter/Module clearance issues	Resolved
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
Madera	Wellington Installer	Under Investigation	Open
Mariposa	Wellington Installer	Under Investigation	Open
Sanger	Scheduling Problems	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Somerset	Wellington Installer	Under Investigation	Open

195	2/18/10
196	2/19/10
197	2/19/10
198	2/19/10
199	2/19/10

Los Banos	Other	Other	Resolved
American Canyon	Wellington Installer	Under Investigation	Open
Mountain View	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open

Other
Wellin
House
House
Meter

Section 583.

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

Nature of Complaint	Status
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Customer does not want a SmartMeter	Resolved
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Other	Resolved
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open

42	12/23/09
43	12/23/09
44	12/23/09
45	12/29/09
46	12/29/09
47	12/29/09
48	12/30/09
49	12/31/09
50	12/31/09
51	1/4/10
52	1/4/10
53	1/5/10
54	1/5/10
55	1/7/10
56	1/8/10
57	1/11/10
58	1/11/10
59	1/11/10
60	1/11/10
61	1/12/10
62	1/12/10
63	1/12/10
64	1/12/10
65	1/13/10
66	1/14/10
67	1/14/10
68	1/14/10
69	1/15/10
70	1/15/10
71	1/15/10
72	1/15/10
73	1/16/10
74	1/19/10
75	1/19/10
76	1/19/10
77	1/20/10
78	1/20/10
79	1/22/10
80	1/22/10
81	1/23/10
82	1/25/10
83	1/26/10
84	1/26/10
85	1/26/10
86	1/26/10
87	1/26/10
88	1/26/10
89	1/26/10
90	1/26/10
91	1/26/10
92	1/26/10

Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
El Granada	Power Interruption	Under Investigation	Open
Livermore	Meter/Module	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
Los Banos	Network Equipment Installation	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Mountain View	Household items affected by SM installation	Under Investigation	Open
Menlo Park	Customer Denies Access	Under Investigation	Open
Merced	Customer Denies Access	Under Investigation	Open
AUBURN	Power Interruption	Under Investigation	Open
Sebastopol	Other	Customer does not want a SmartMeter	Resolved
Los Altos	Other	Other	Resolved
Livermore	Household items affected by SM installation	Under Investigation	Open
Burlingame	Household items affected by SM installation	Under Investigation	Open
Fairfield	Meter/Module	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
Livermore	Power Interruption	Under Investigation	Open
Moraga	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
LODI	Meter/Module	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Dublin	Household items affected by SM installation	Under Investigation	Open
Corcoran	Wellington Installer	Under Investigation	Open
Dublin	Household items affected by SM installation	Under Investigation	Open
Napa	Scheduling Problems	Under Investigation	Open
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
San Jose	Household items affected by SM installation	Under Investigation	Open
Martinez	Other	Under Investigation	Open
Aptos	Other	Other	Resolved
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Cupertino	Household items affected by SM installation	Under Investigation	Open
Cupertino	Power Interruption	Under Investigation	Open
Fremont	Household items affected by SM installation	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Kensington	Household items affected by SM installation	Under Investigation	Open
Pinole	SmartMeter Customer Communication	General inquiry on communication	Resolved
American Canyon	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
MONTARA	Meter/Module	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Stockton	Wellington Installer	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open

93	1/26/10
94	1/26/10
95	1/26/10
96	1/27/10
97	1/27/10
98	1/27/10
99	1/28/10
100	1/28/10
101	1/28/10
102	1/28/10
103	1/28/10
104	1/28/10
105	1/28/10
106	1/28/10
107	1/29/10
108	1/29/10
109	1/29/10
110	1/29/10
111	1/29/10
112	1/29/10
113	1/29/10
114	1/29/10
115	1/29/10
116	1/29/10
117	1/29/10
118	1/31/10
119	1/31/10
120	1/31/10
121	1/31/10
122	1/31/10
123	2/1/10
124	2/1/10
125	2/1/10
126	2/1/10
127	2/1/10
128	2/1/10
129	2/1/10
130	2/2/10
131	2/3/10
132	2/3/10
133	2/3/10
134	2/3/10
135	2/3/10
136	2/3/10
137	2/4/10
138	2/4/10
139	2/4/10
140	2/5/10
141	2/5/10
142	2/5/10
143	2/8/10

Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Merced	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Vallejo	Wellington Installer	Other	Resolved
Hillsborough	Customer Denies Access	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
Redwood City	Meter/Module	Under Investigation	Open
American Canyon	Wellington Installer	Under Investigation	Open
El Sobrante	Wellington Installer	Under Investigation	Open
Moraga	Wellington Installer	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
San Francisco	Power Interruption	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Sunnyvale	Power Interruption	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Pinole	Wellington Installer	Under Investigation	Open
Richmond	Wellington Installer	Under Investigation	Open
Rio Vista	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Stockton	Wellington Installer	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Kensington	Meter/Module	Meter/Module clearance issues	Resolved
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Bakersfield	Household items affected by SM installation	Other	Resolved
Danville	Meter/Module	Meter/Module clearance issues	Resolved
El Sobrante	Wellington Installer	Under Investigation	Open
LA HONDA	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
CORDELIA	Wellington Installer	Under Investigation	Open
GRATON	Other	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Mountain View	Power Interruption	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
RAYMOND	Wellington Installer	Under Investigation	Open
Fresno	Household items affected by SM installation	Under Investigation	Open
San Ramon	Power Interruption	Under Investigation	Open
Suisun City	Meter/Module	Under Investigation	Open
Mountain View	Other	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Ramon	Meter/Module	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open

144	2/9/10
145	2/9/10
146	2/10/10
147	2/10/10
148	2/10/10
149	2/10/10
150	2/10/10
151	2/10/10
152	2/10/10
153	2/10/10
154	2/10/10
155	2/10/10
156	2/10/10
157	2/11/10
158	2/11/10
159	2/11/10
160	2/11/10
161	2/11/10
162	2/12/10
163	2/12/10
164	2/12/10
165	2/12/10
166	2/12/10
167	2/13/10
168	2/14/10
169	2/14/10
170	2/16/10
171	2/16/10
172	2/16/10
173	2/16/10
174	2/16/10
175	2/16/10
176	2/17/10
177	2/17/10
178	2/17/10
179	2/17/10
180	2/17/10
181	2/17/10
182	2/17/10
183	2/17/10
184	2/17/10
185	2/17/10
186	2/17/10
187	2/17/10
188	2/17/10
189	2/17/10
190	2/18/10
191	2/18/10
192	2/18/10
193	2/18/10
194	2/18/10

Cupertino	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Carmel	Network Equipment Installation	Under Investigation	Open
Cupertino	Meter/Module	Under Investigation	Open
Cupertino	Power Interruption	Under Investigation	Open
Cupertino	Scheduling Problems	Under Investigation	Open
NORTH FOLK	Wellington Installer	Under Investigation	Open
Rancho Cordova	Meter/Module	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Vacaville	Household items affected by SM installation	Under Investigation	Open
Healdsburg	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Napa	Meter/Module	Under Investigation	Open
Sunnyvale	Power Interruption	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Berkeley	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Meter/Module	Under Investigation	Open
Walnut Creek	Household items affected by SM installation	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Cupertino	Wellington Installer	Under Investigation	Open
RIPON	Meter/Module	Under Investigation	Open
Santa Clara	Meter/Module	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Forestville	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Newark	Household items affected by SM installation	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Sunnyvale	Meter/Module	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Berkeley	Meter/Module	Meter/Module clearance issues	Resolved
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
Madera	Wellington Installer	Under Investigation	Open
Mariposa	Wellington Installer	Under Investigation	Open
Sanger	Scheduling Problems	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Somerset	Wellington Installer	Under Investigation	Open

195	2/18/10
196	2/19/10
197	2/19/10
198	2/19/10
199	2/19/10

Los Banos	Other	Other	Resolved
American Canyon	Wellington Installer	Under Investigation	Open
Mountain View	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open

O
Under
Under
Under
Under

42	12/23/09
43	12/23/09
44	12/23/09
45	12/29/09
46	12/29/09
47	12/29/09
48	12/30/09
49	12/31/09
50	12/31/09
51	1/4/10
52	1/4/10
53	1/5/10
54	1/5/10
55	1/7/10
56	1/8/10
57	1/11/10
58	1/11/10
59	1/11/10
60	1/11/10
61	1/12/10
62	1/12/10
63	1/12/10
64	1/12/10
65	1/13/10
66	1/14/10
67	1/14/10
68	1/14/10
69	1/15/10
70	1/15/10
71	1/15/10
72	1/15/10
73	1/16/10
74	1/19/10
75	1/19/10
76	1/19/10
77	1/20/10
78	1/20/10
79	1/22/10
80	1/22/10
81	1/23/10
82	1/25/10
83	1/26/10
84	1/26/10
85	1/26/10
86	1/26/10
87	1/26/10
88	1/26/10
89	1/26/10
90	1/26/10
91	1/26/10
92	1/26/10

Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
El Granada	Power Interruption	Under Investigation	Open
Livermore	Meter/Module	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
Los Banos	Network Equipment Installation	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Mountain View	Household items affected by SM installation	Under Investigation	Open
Menlo Park	Customer Denies Access	Under Investigation	Open
Merced	Customer Denies Access	Under Investigation	Open
AUBURN	Power Interruption	Under Investigation	Open
Sebastopol	Other	Customer does not want a SmartMeter	Resolved
Los Altos	Other	Other	Resolved
Livermore	Household items affected by SM installation	Under Investigation	Open
Burlingame	Household items affected by SM installation	Under Investigation	Open
Fairfield	Meter/Module	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
Livermore	Power Interruption	Under Investigation	Open
Moraga	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
LODI	Meter/Module	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Dublin	Household items affected by SM installation	Under Investigation	Open
Corcoran	Wellington Installer	Under Investigation	Open
Dublin	Household items affected by SM installation	Under Investigation	Open
Napa	Scheduling Problems	Under Investigation	Open
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
San Jose	Household items affected by SM installation	Under Investigation	Open
Martinez	Other	Under Investigation	Open
Aptos	Other	Other	Resolved
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Cupertino	Household items affected by SM installation	Under Investigation	Open
Cupertino	Power Interruption	Under Investigation	Open
Fremont	Household items affected by SM installation	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Kensington	Household items affected by SM installation	Under Investigation	Open
Pinole	SmartMeter Customer Communication	General inquiry on communication	Resolved
American Canyon	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
MONTARA	Meter/Module	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Stockton	Wellington Installer	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open

93	1/26/10
94	1/26/10
95	1/26/10
96	1/27/10
97	1/27/10
98	1/27/10
99	1/28/10
100	1/28/10
101	1/28/10
102	1/28/10
103	1/28/10
104	1/28/10
105	1/28/10
106	1/28/10
107	1/29/10
108	1/29/10
109	1/29/10
110	1/29/10
111	1/29/10
112	1/29/10
113	1/29/10
114	1/29/10
115	1/29/10
116	1/29/10
117	1/29/10
118	1/31/10
119	1/31/10
120	1/31/10
121	1/31/10
122	1/31/10
123	2/1/10
124	2/1/10
125	2/1/10
126	2/1/10
127	2/1/10
128	2/1/10
129	2/1/10
130	2/2/10
131	2/3/10
132	2/3/10
133	2/3/10
134	2/3/10
135	2/3/10
136	2/3/10
137	2/4/10
138	2/4/10
139	2/4/10
140	2/5/10
141	2/5/10
142	2/5/10
143	2/8/10

Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Merced	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Vallejo	Wellington Installer	Other	Resolved
Hillsborough	Customer Denies Access	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
Redwood City	Meter/Module	Under Investigation	Open
American Canyon	Wellington Installer	Under Investigation	Open
El Sobrante	Wellington Installer	Under Investigation	Open
Moraga	Wellington Installer	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
San Francisco	Power Interruption	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Sunnyvale	Power Interruption	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Pinole	Wellington Installer	Under Investigation	Open
Richmond	Wellington Installer	Under Investigation	Open
Rio Vista	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Stockton	Wellington Installer	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Kensington	Meter/Module	Meter/Module clearance issues	Resolved
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Bakersfield	Household items affected by SM installation	Other	Resolved
Danville	Meter/Module	Meter/Module clearance issues	Resolved
El Sobrante	Wellington Installer	Under Investigation	Open
LA HONDA	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
CORDELIA	Wellington Installer	Under Investigation	Open
GRATON	Other	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Mountain View	Power Interruption	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
RAYMOND	Wellington Installer	Under Investigation	Open
Fresno	Household items affected by SM installation	Under Investigation	Open
San Ramon	Power Interruption	Under Investigation	Open
Suisun City	Meter/Module	Under Investigation	Open
Mountain View	Other	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Ramon	Meter/Module	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open

144	2/9/10
145	2/9/10
146	2/10/10
147	2/10/10
148	2/10/10
149	2/10/10
150	2/10/10
151	2/10/10
152	2/10/10
153	2/10/10
154	2/10/10
155	2/10/10
156	2/10/10
157	2/11/10
158	2/11/10
159	2/11/10
160	2/11/10
161	2/11/10
162	2/12/10
163	2/12/10
164	2/12/10
165	2/12/10
166	2/12/10
167	2/13/10
168	2/14/10
169	2/14/10
170	2/16/10
171	2/16/10
172	2/16/10
173	2/16/10
174	2/16/10
175	2/16/10
176	2/17/10
177	2/17/10
178	2/17/10
179	2/17/10
180	2/17/10
181	2/17/10
182	2/17/10
183	2/17/10
184	2/17/10
185	2/17/10
186	2/17/10
187	2/17/10
188	2/17/10
189	2/17/10
190	2/18/10
191	2/18/10
192	2/18/10
193	2/18/10
194	2/18/10

Cupertino	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Carmel	Network Equipment Installation	Under Investigation	Open
Cupertino	Meter/Module	Under Investigation	Open
Cupertino	Power Interruption	Under Investigation	Open
Cupertino	Scheduling Problems	Under Investigation	Open
NORTH FOLK	Wellington Installer	Under Investigation	Open
Rancho Cordova	Meter/Module	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Vacaville	Household items affected by SM installation	Under Investigation	Open
Healdsburg	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Napa	Meter/Module	Under Investigation	Open
Sunnyvale	Power Interruption	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
San Jose	Power Interruption	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Berkeley	Household items affected by SM installation	Under Investigation	Open
Sunnyvale	Meter/Module	Under Investigation	Open
Walnut Creek	Household items affected by SM installation	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Cupertino	Wellington Installer	Under Investigation	Open
RIPON	Meter/Module	Under Investigation	Open
Santa Clara	Meter/Module	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Cupertino	Household items affected by SM installation	Under Investigation	Open
Forestville	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Newark	Household items affected by SM installation	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Sunnyvale	Meter/Module	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Berkeley	Meter/Module	Meter/Module clearance issues	Resolved
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
Madera	Wellington Installer	Under Investigation	Open
Mariposa	Wellington Installer	Under Investigation	Open
Sanger	Scheduling Problems	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Somerset	Wellington Installer	Under Investigation	Open

195	2/18/10
196	2/19/10
197	2/19/10
198	2/19/10
199	2/19/10

			Resolved
Los Banos	Other	Other	
American Canyon	Wellington Installer	Under Investigation	Open
Mountain View	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open

San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
----------	------------------------	-------------------------------------	----------

ACCIDENTAL	Customer Denies Access	Under Investigation	Open
------------	------------------------	---------------------	------

San Jose	Household items affected by SM installation	Under Investigation	Open
----------	---------------------------------------------	---------------------	------

San Ramon	Meter/Module	Under Investigation	Open
-----------	--------------	---------------------	------

Santa Rosa	Customer Denies Access	Under Investigation	Open
------------	------------------------	---------------------	------

inole

216	2/22/10
-----	---------



Sunnyvale	Power Interruption	Under Investigation	Open
-----------	--------------------	---------------------	------

I Sobrante

inole

I Sobrante

i

217	2/22/10
-----	---------

|

Vacaville	Meter/Module	Under Investigation	Open
-----------	--------------	---------------------	------

orestville

ariposa

|

218	2/22/10
-----	---------

Vallejo	Network Equipment Installation	Under Investigation	Open
---------	--------------------------------	---------------------	------

a

ALTA	Meter/Module	Under Investigation	Open
------	--------------	---------------------	------

Clayton	Household items affected by SM installation	Under Investigation	Open
---------	---------------------------------------------	---------------------	------

Cupertino	Household items affected by SM installation	Under Investigation	Open
-----------	---------------------------------------------	---------------------	------

ustomer does not want a SmartMeter
ther

ustomer does not want a SmartMeter

ustomer does not want a SmartMeter

ther
ustomer does not want a SmartMeter

customer does not want a SmartMeter
customer does not want a SmartMeter
ther

Sebastopol	Customer Denies Access	Under Investigation	Open
------------	------------------------	---------------------	------

eter/Module clearance issues

ther
eter/Module clearance issues

u

227	2/24/10
-----	---------

Livermore	Other	Under Investigation	Open
-----------	-------	---------------------	------

eter/Module clearance issues
ustomer does not want a SmartMeter
ustomer does not want a SmartMeter
amaged Other Household Appliances

e

the28	2/24/10
-------	---------

Madera	Wellington Installer	Under Investigation	Open
--------	----------------------	---------------------	------

a

t

esolved
esolved

esolved

esolved

esolved
esolved

esolved

esolved	2/24/10
---------	---------

esolved
esolved

|

Napa	Wellington Installer	Under Investigation	Open
------	----------------------	---------------------	------

esolved

esolved
esolved

e

232	2/24/10
-----	---------

Pollock Pines	Wellington Installer	Under Investigation	Open
---------------	----------------------	---------------------	------

esolved
esolved
esolved
esolved

e

esg	2/24/10
-----	---------

San Jose	Meter/Module	Under Investigation	Open
----------	--------------	---------------------	------

e

This report contains confidential customer information and is being submitted under California Public Utilities Code Section 583.

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 May 13, 2010 -- For the Period May 1, 2010 through May 7, 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}	{Redacted}	FOSTER CITY	Open	Under Investigation
2	3/11/10	{Redacted}	{Redacted}	AMERICAN CANYON	Open	Under Investigation
3	3/18/10	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
4	3/29/10	{Redacted}	{Redacted}	ALAMO	Open	Under Investigation
5	4/7/10	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
6	4/8/10	{Redacted}	{Redacted}	SAN PABLO	Open	Under Investigation
7	4/13/10	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
8	4/16/10	{Redacted}	{Redacted}	STOCKTON	Resolved	Bill is Accurate. SmartMeter installed 3/16/09. Reviewed usage and bills. Provided 12-month pay plan. Walked through online billing sign-up so son can help mother manage bills and view usage. Advised of CARE program. Offered meter test; customer was satisfied and declined the meter test.
9	4/19/10	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
10	4/22/10	{Redacted}	{Redacted}	FREMONT	Open	Under Investigation
11	4/23/10	{Redacted}	{Redacted}	VALLEY SPRINGS	Open	Under Investigation
12	4/26/10	{Redacted}	{Redacted}	GRANITE BAY	Open	Under Investigation
13	4/27/10	{Redacted}	{Redacted}	OAKHURST	Resolved	Bill is Accurate. SmartMeter installed 1/7/10. Customer questioned usage increase after SmartMeter installation. Reviewed usage and bills. Customer declined offer to test the meter. Acknowledged use of electric heaters instead of propane. Also, his mother with medical condition is living with him now. Medical Baseline Application received, customer was satisfied.
14	4/28/10	{Redacted}	{Redacted}	BAKERSFIELD	Resolved	Meter Communication Issue. SmartMeter installed 4/7/09. Meter stopped communicating reads after 12/6/09. Bill was estimated for one month, and then delayed 1/6/10 - 4/8/10. Meter was tested and passed. However, since the meter was not communicating reads, a new SmartMeter was installed on 5/4/10. Customer was unhappy with poor service, missed appointments. A customer satisfaction adjustment was given for \$300. Customer was satisfied.
15	4/29/10	{Redacted}	{Redacted}	FORESTHILL	Open	Under Investigation
16	4/30/10	{Redacted}	{Redacted}	DALY CITY	Open	Under Investigation
17	5/1/10	{Redacted}	{Redacted}	MORAGA	Open	Under Investigation
18	5/3/10	{Redacted}	{Redacted}	GRANITE BAY	Open	Under Investigation

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 May 13, 2010 -- For the Period May 1, 2010 through May 7, 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
19	5/3/10			MENLO PARK	Resolved	Meter Switched with Different Premise. Customer started service on 6/2/09; SmartMeter was also installed 6/2/09. Customer complained of high bills. During meter test on 5/3/10, found meters were switched with another apartment. Corrections were completed the same day (5/3): Meter information was corrected for both apartments and customer's account was credited under Rule 17.1 for period 6/2/09 through 4/16/10 (current bill date). Customer has credit balance of -\$1,690.06. Although Rule 17.1 allows a three-month backbilling for the other apartment, PG&E waived the additional charges for the other customer who had been underbilled.
20	5/5/10			ATHERTON	Open	Under Investigation
21	5/7/10			CLOVIS	Open	Under Investigation
22	5/7/10			ALTA	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.

16 Open Complaints on Last Report
 3 Open Complaints Resolved Since the Last Report
 6 New Complaints Since the Last Report
 1 New Complaints Resolved Since the Last Report
 5 New Complaints Open

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 May 13, 2010 -- For the Period May 1, 2010 through May 7, 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}	{Redacted}	FOSTER CITY	Open	Under Investigation
2	3/11/10	{Redacted}	{Redacted}	AMERICAN CANYON	Open	Under Investigation
3	3/18/10	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
4	3/29/10	{Redacted}	{Redacted}	ALAMO	Open	Under Investigation
5	4/7/10	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
6	4/8/10	{Redacted}	{Redacted}	SAN PABLO	Open	Under Investigation
7	4/13/10	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
8	4/16/10	{Redacted}	{Redacted}	STOCKTON	Resolved	Bill is Accurate. SmartMeter installed 3/16/09. Reviewed usage and bills. Provided 12-month pay plan. Walked through online billing sign-up so son can help mother manage bills and view usage. Advised of CARE program. Offered meter test; customer was satisfied and declined the meter test.
9	4/19/10	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
10	4/22/10	{Redacted}	{Redacted}	FREMONT	Open	Under Investigation
11	4/23/10	{Redacted}	{Redacted}	VALLEY SPRINGS	Open	Under Investigation
12	4/26/10	{Redacted}	{Redacted}	GRANITE BAY	Open	Under Investigation
13	4/27/10	{Redacted}	{Redacted}	OAKHURST	Resolved	Bill is Accurate. SmartMeter installed 1/7/10. Customer questioned usage increase after SmartMeter installation. Reviewed usage and bills. Customer declined offer to test the meter. Acknowledged use of electric heaters instead of propane. Also, his mother with medical condition is living with him now. Medical Baseline Application received, customer was satisfied.
14	4/28/10	{Redacted}	{Redacted}	BAKERSFIELD	Resolved	Meter Communication Issue. SmartMeter installed 4/7/09. Meter stopped communicating reads after 12/6/09. Bill was estimated for one month, and then delayed 1/6/10 - 4/8/10. Meter was tested and passed. However, since the meter was not communicating reads, a new SmartMeter was installed on 5/4/10. Customer was unhappy with poor service, missed appointments. A customer satisfaction adjustment was given for \$300. Customer was satisfied.
15	4/29/10	{Redacted}	{Redacted}	FORESTHILL	Open	Under Investigation
16	4/30/10	{Redacted}	{Redacted}	DALY CITY	Open	Under Investigation
17	5/1/10	{Redacted}	{Redacted}	MORAGA	Open	Under Investigation
18	5/3/10	{Redacted}	{Redacted}	GRANITE BAY	Open	Under Investigation

19	5/3/10
20	5/5/10
21	5/7/10
22	5/7/10

	MENLO PARK	Resolved	Meter Switched with Different Premise. Customer started service on 6/2/09; SmartMeter was also installed 6/2/09. Customer complained of high bills. During meter test on 5/3/10, found meters were switched with another apartment. Corrections were completed the same day (5/3): Meter information was corrected for both apartments and customer's account was credited under Rule 17.1 for period 6/2/09 through 4/16/10 (current bill date). Customer has credit balance of -\$1,690.06. Although Rule 17.1 allows a three-month backbiiing for the other apartment, PG&E waived the additional charges for the other customer who had been underbiiied.
	ATHERTON	Open	Under Investigation
	CLOVIS	Open	Under Investigation
	ALTA	Open	Under Investigation

19	
20	
21	
22	

* 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.

*

- 16 Open Complaints on Last Report
- 3 Open Complaints Resolved Since the Last Report
- 6 New Complaints Since the Last Report
- 1 New Complaints Resolved Since the Last Report
- 5 New Complaints Open

Color Key	
	Resolved Since the Last Report
	New Since the Last Report
	No SmartMeter™ Device Installed

Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
2/17/10	{Redacted}	{Redacted}	FOSTER CITY	Open	Under Investigation
3/11/10			AMERICAN CANYON	Open	Under Investigation
3/18/10			BAKERSFIELD	Open	Under Investigation
3/29/10			ALAMO	Open	Under Investigation
4/7/10			BAKERSFIELD	Open	Under Investigation
4/8/10			SAN PABLO	Open	Under Investigation
4/13/10			BAKERSFIELD	Open	Under Investigation
4/16/10			STOCKTON	Resolved	Bill is Accurate. SmartMeter installed 3/16/09. Reviewed usage and bills. Provided 12-month pay plan. Walked through online billing sign-up so son can help mother manage bills and view usage. Advised of CARE program. Offered meter test; customer was satisfied and declined the meter test.
4/19/10			BAKERSFIELD	Open	Under Investigation
4/22/10			FREMONT	Open	Under Investigation
4/23/10			VALLEY SPRINGS	Open	Under Investigation
4/26/10			GRANITE BAY	Open	Under Investigation
4/27/10			OAKHURST	Resolved	Bill is Accurate. SmartMeter installed 1/7/10. Customer questioned usage increase after SmartMeter installation. Reviewed usage and bills. Customer declined offer to test the meter. Acknowledged use of electric heaters instead of propane. Also, his mother with medical condition is living with him now. Medical Baseline Application received, customer was satisfied.
4/28/10			BAKERSFIELD	Resolved	Meter Communication Issue. SmartMeter installed 4/7/09. Meter stopped communicating reads after 12/6/09. Bill was estimated for one month, and then delayed 1/6/10 - 4/8/10. Meter was tested and passed. However, since the meter was not communicating reads, a new SmartMeter was installed on 5/4/10. Customer was unhappy with poor service, missed appointments. A customer satisfaction adjustment was given for \$300. Customer was satisfied.
4/29/10			FORESTHILL	Open	Under Investigation
4/30/10			DALY CITY	Open	Under Investigation
5/1/10			MORAGA	Open	Under Investigation
5/3/10			GRANITE BAY	Open	Under Investigation

19	5/3/10
20	5/5/10
21	5/7/10
22	5/7/10

	MENLO PARK	Resolved	Meter Switched with Different Premise. Customer started service on 6/2/09; SmartMeter was also installed 6/2/09. Customer complained of high bills. During meter test on 5/3/10, found meters were switched with another apartment. Corrections were completed the same day (5/3): Meter information was corrected for both apartments and customer's account was credited under Rule 17.1 for period 6/2/09 through 4/16/10 (current bill date). Customer has credit balance of -\$1,690.06. Although Rule 17.1 allows a three-month backbiiing for the other apartment, PG&E waived the additional charges for the other customer who had been underbiiied.
	ATHERTON	Open	Under Investigation
	CLOVIS	Open	Under Investigation
	ALTA	Open	Under Investigation

5/3/10
5/5/10
5/7/10
5/7/10

* 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.

This Report tracks high bill

- 16 Open Complaints on Last Report
- 3 Open Complaints Resolved Since the Last Report
- 6 New Complaints Since the Last Report
- 1 New Complaints Resolved Since the Last Report
- 5 New Complaints Open

Color Key	
	Resolved Since the Last Report
	New Since the Last Report
	No SmartMeter™ Device Installed

Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
{Redacted}	{Redacted}	FOSTER CITY	Open	Under Investigation
		AMERICAN CANYON	Open	Under Investigation
		BAKERSFIELD	Open	Under Investigation
		ALAMO	Open	Under Investigation
		BAKERSFIELD	Open	Under Investigation
		SAN PABLO	Open	Under Investigation
		BAKERSFIELD	Open	Under Investigation
		STOCKTON	Resolved	Bill is Accurate. SmartMeter installed 3/16/09. Reviewed usage and bills. Provided 12-month pay plan. Walked through online billing sign-up so son can help mother manage bills and view usage. Advised of CARE program. Offered meter test; customer was satisfied and declined the meter test.
		BAKERSFIELD	Open	Under Investigation
		FREMONT	Open	Under Investigation
		VALLEY SPRINGS	Open	Under Investigation
		GRANITE BAY	Open	Under Investigation
		OAKHURST	Resolved	Bill is Accurate. SmartMeter installed 1/7/10. Customer questioned usage increase after SmartMeter installation. Reviewed usage and bills. Customer declined offer to test the meter. Acknowledged use of electric heaters instead of propane. Also, his mother with medical condition is living with him now. Medical Baseline Application received, customer was satisfied.
		BAKERSFIELD	Resolved	Meter Communication Issue. SmartMeter installed 4/7/09. Meter stopped communicating reads after 12/6/09. Bill was estimated for one month, and then delayed 1/6/10 - 4/8/10. Meter was tested and passed. However, since the meter was not communicating reads, a new SmartMeter was installed on 5/4/10. Customer was unhappy with poor service, missed appointments. A customer satisfaction adjustment was given for \$300. Customer was satisfied.
		FORESTHILL	Open	Under Investigation
		DALY CITY	Open	Under Investigation
		MORAGA	Open	Under Investigation
		GRANITE BAY	Open	Under Investigation

19	5/3/10
20	5/5/10
21	5/7/10
22	5/7/10

MENLO PARK	Resolved	Meter Switched with Different Premise. Customer started service on 6/2/09; SmartMeter was also installed 6/2/09. Customer complained of high bills. During meter test on 5/3/10, found meters were switched with another apartment. Corrections were completed the same day (5/3): Meter information was corrected for both apartments and customer's account was credited under Rule 17.1 for period 6/2/09 through 4/16/10 (current bill date). Customer has credit balance of -\$1,690.06. Although Rule 17.1 allows a three-month backbiiing for the other apartment, PG&E waived the additional charges for the other customer who had been underbiiied.
ATHERTON	Open	Under Investigation
CLOVIS	Open	Under Investigation
ALTA	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.

- 16 Open Complaints on Last Report
- 3 Open Complaints Resolved Since the Last Report
- 6 New Complaints Since the Last Report
- 1 New Complaints Resolved Since the Last Report
- 5 New Complaints Open

Color Key	
	Resolved Since the Last Report
	New Since the Last Report
	No SmartMeter™ Device Installed

Account	Service City	Status	Explanation of Complaint Resolution
{Redacted}	FOSTER CITY	Open	Under Investigation
	AMERICAN CANYON	Open	Under Investigation
	BAKERSFIELD	Open	Under Investigation
	ALAMO	Open	Under Investigation
	BAKERSFIELD	Open	Under Investigation
	SAN PABLO	Open	Under Investigation
	BAKERSFIELD	Open	Under Investigation
	STOCKTON	Resolved	Bill is Accurate. SmartMeter installed 3/16/09. Reviewed usage and bills. Provided 12-month pay plan. Walked through online billing sign-up so son can help mother manage bills and view usage. Advised of CARE program. Offered meter test; customer was satisfied and declined the meter test.
	BAKERSFIELD	Open	Under Investigation
	FREMONT	Open	Under Investigation
	VALLEY SPRINGS	Open	Under Investigation
	GRANITE BAY	Open	Under Investigation
	OAKHURST	Resolved	Bill is Accurate. SmartMeter installed 1/7/10. Customer questioned usage increase after SmartMeter installation. Reviewed usage and bills. Customer declined offer to test the meter. Acknowledged use of electric heaters instead of propane. Also, his mother with medical condition is living with him now. Medical Baseline Application received, customer was satisfied.
	BAKERSFIELD	Resolved	Meter Communication Issue. SmartMeter installed 4/7/09. Meter stopped communicating reads after 12/6/09. Bill was estimated for one month, and then delayed 1/6/10 - 4/8/10. Meter was tested and passed. However, since the meter was not communicating reads, a new SmartMeter was installed on 5/4/10. Customer was unhappy with poor service, missed appointments. A customer satisfaction adjustment was given for \$300. Customer was satisfied.
	FORESTHILL	Open	Under Investigation
	DALY CITY	Open	Under Investigation
	MORAGA	Open	Under Investigation
	GRANITE BAY	Open	Under Investigation

19	5/3/10	MENLO PARK	Resolved	Meter Switched with Different Premise. Customer started service on 6/2/09; SmartMeter was also installed 6/2/09. Customer complained of high bills. During meter test on 5/3/10, found meters were switched with another apartment. Corrections were completed the same day (5/3): Meter information was corrected for both apartments and customer's account was credited under Rule 17.1 for period 6/2/09 through 4/16/10 (current bill date). Customer has credit balance of -\$1,690.06. Although Rule 17.1 allows a three-month backbiiing for the other apartment, PG&E waived the additional charges for the other customer who had been underbiiied.
20	5/5/10	ATHERTON	Open	Under Investigation
21	5/7/10	CLOVIS	Open	Under Investigation
22	5/7/10	ALTA	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.

- 16 Open Complaints on Last Report
- 3 Open Complaints Resolved Since the Last Report
- 6 New Complaints Since the Last Report
- 1 New Complaints Resolved Since the Last Report
- 5 New Complaints Open

Color Key	
	Resolved Since the Last Report
	New Since the Last Report
	No SmartMeter™ Device Installed

Service City	Status	Explanation of Complaint Resolution
FOSTER CITY	Open	Under Investigation
AMERICAN CANYON	Open	Under Investigation
BAKERSFIELD	Open	Under Investigation
ALAMO	Open	Under Investigation
BAKERSFIELD	Open	Under Investigation
SAN PABLO	Open	Under Investigation
BAKERSFIELD	Open	Under Investigation
STOCKTON	Resolved	Bill is Accurate. SmartMeter installed 3/16/09. Reviewed usage and bills. Provided 12-month pay plan. Walked through online billing sign-up so son can help mother manage bills and view usage. Advised of CARE program. Offered meter test; customer was satisfied and declined the meter test.
BAKERSFIELD	Open	Under Investigation
FREMONT	Open	Under Investigation
VALLEY SPRINGS	Open	Under Investigation
GRANITE BAY	Open	Under Investigation
OAKHURST	Resolved	Bill is Accurate. SmartMeter installed 1/7/10. Customer questioned usage increase after SmartMeter installation. Reviewed usage and bills. Customer declined offer to test the meter. Acknowledged use of electric heaters instead of propane. Also, his mother with medical condition is living with him now. Medical Baseline Application received, customer was satisfied.
BAKERSFIELD	Resolved	Meter Communication Issue. SmartMeter installed 4/7/09. Meter stopped communicating reads after 12/6/09. Bill was estimated for one month, and then delayed 1/6/10 - 4/8/10. Meter was tested and passed. However, since the meter was not communicating reads, a new SmartMeter was installed on 5/4/10. Customer was unhappy with poor service, missed appointments. A customer satisfaction adjustment was given for \$300. Customer was satisfied.
FORESTHILL	Open	Under Investigation
DALY CITY	Open	Under Investigation
MORAGA	Open	Under Investigation
GRANITE BAY	Open	Under Investigation

19	5/3/10
20	5/5/10
21	5/7/10
22	5/7/10

	MENLO PARK	Resolved	Meter Switched with Different Premise. Customer started service on 6/2/09; SmartMeter was also installed 6/2/09. Customer complained of high bills. During meter test on 5/3/10, found meters were switched with another apartment. Corrections were completed the same day (5/3): Meter information was corrected for both apartments and customer's account was credited under Rule 17.1 for period 6/2/09 through 4/16/10 (current bill date). Customer has credit balance of -\$1,690.06. Although Rule 17.1 allows a three-month backbiiing for the other apartment, PG&E waived the additional charges for the other customer who had been underbiiied.
	ATHERTON	Open	Under Investigation
	CLOVIS	Open	Under Investigation
	ALTA	Open	Under Investigation

MENLO PARK
ATHERTON
CLOVIS
ALTA

* 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.

- 16 Open Complaints on Last Report
- 3 Open Complaints Resolved Since the Last Report
- 6 New Complaints Since the Last Report
- 1 New Complaints Resolved Since the Last Report
- 5 New Complaints Open

Color Key	
	Resolved Since the Last Report
	New Since the Last Report
	No SmartMeter™ Device Installed

Status	Explanation of Complaint Resolution
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Resolved	Bill is Accurate. SmartMeter installed 3/16/09. Reviewed usage and bills. Provided 12-month pay plan. Walked through online billing sign-up so son can help mother manage bills and view usage. Advised of CARE program. Offered meter test; customer was satisfied and declined the meter test.
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Resolved	Bill is Accurate. SmartMeter installed 1/7/10. Customer questioned usage increase after SmartMeter installation. Reviewed usage and bills. Customer declined offer to test the meter. Acknowledged use of electric heaters instead of propane. Also, his mother with medical condition is living with him now. Medical Baseline Application received, customer was satisfied.
Resolved	Meter Communication Issue. SmartMeter installed 4/7/09. Meter stopped communicating reads after 12/6/09. Bill was estimated for one month, and then delayed 1/6/10 - 4/8/10. Meter was tested and passed. However, since the meter was not communicating reads, a new SmartMeter was installed on 5/4/10. Customer was unhappy with poor service, missed appointments. A customer satisfaction adjustment was given for \$300. Customer was satisfied.
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation

19	5/3/10
20	5/5/10
21	5/7/10
22	5/7/10

MENLO PARK	Resolved	Meter Switched with Different Premise. Customer started service on 6/2/09; SmartMeter was also installed 6/2/09. Customer complained of high bills. During meter test on 5/3/10, found meters were switched with another apartment. Corrections were completed the same day (5/3): Meter information was corrected for both apartments and customer's account was credited under Rule 17.1 for period 6/2/09 through 4/16/10 (current bill date). Customer has credit balance of -\$1,690.06. Although Rule 17.1 allows a three-month backbiiing for the other apartment, PG&E waived the additional charges for the other customer who had been underbiiied.
ATHERTON	Open	Under Investigation
CLOVIS	Open	Under Investigation
ALTA	Open	Under Investigation

Resolved
Open
Open
Open

* 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.

16	Open Complaints on Last Report	16
3	Open Complaints Resolved Since the Last Report	3
6	New Complaints Since the Last Report	6
1	New Complaints Resolved Since the Last Report	1
5	New Complaints Open	5

Color Key

- Resolved Since the Last Report
- New Since the Last Report
- No SmartMeter™ Device Installed

Explanation of Complaint Resolution

Under Investigation
Under Investigation
Under Investigation
Under Investigation
Under Investigation
Under Investigation
Under Investigation
Bill is Accurate. SmartMeter installed 3/16/09. Reviewed usage and bills. Provided 12-month pay plan. Walked through online billing sign-up so son can help mother manage bills and view usage. Advised of CARE program. Offered meter test; customer was satisfied and declined the meter test.
Under Investigation
Under Investigation
Under Investigation
Under Investigation
Bill is Accurate. SmartMeter installed 1/7/10. Customer questioned usage increase after SmartMeter installation. Reviewed usage and bills. Customer declined offer to test the meter. Acknowledged use of electric heaters instead of propane. Also, his mother with medical condition is living with him now. Medical Baseline Application received, customer was satisfied.
Meter Communication Issue. SmartMeter installed 4/7/09. Meter stopped communicating reads after 12/6/09. Bill was estimated for one month, and then delayed 1/6/10 - 4/8/10. Meter was tested and passed. However, since the meter was not communicating reads, a new SmartMeter was installed on 5/4/10. Customer was unhappy with poor service, missed appointments. A customer satisfaction adjustment was given for \$300. Customer was satisfied.
Under Investigation
Under Investigation
Under Investigation
Under Investigation

19	5/3/10
20	5/5/10
21	5/7/10
22	5/7/10

*

MENLO PARK	Resolved	Meter Switched with Different Premise. Customer started service on 6/2/09; SmartMeter was also installed 6/2/09. Customer complained of high bills. During meter test on 5/3/10, found meters were switched with another apartment. Corrections were completed the same day (5/3): Meter information was corrected for both apartments and customer's account was credited under Rule 17.1 for period 6/2/09 through 4/16/10 (current bill date). Customer has credit balance of -\$1,690.06. Although Rule 17.1 allows a three-month backbiiing for the other apartment, PG&E waived the additional charges for the other customer who had been underbiiied.
ATHERTON	Open	Under Investigation
CLOVIS	Open	Under Investigation
ALTA	Open	Under Investigation

Meter Switched with D	service on 6/2/09; Sma
Customer complained	5/3/10, found meters w
apartment. Corrections	(5/3): Meter information
apartments and custom	Rule 17.1 for period 6/2
date). Customer has c	Although Rule 17.1 allo
the other apartment, P	for the other customer
Under Investigation	
Under Investigation	
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

16 Open Complaints on Last Report
 3 Open Complaints Resolved Since the Last Report
 6 New Complaints Since the Last Report
 1 New Complaints Resolved Since the Last Report
 5 New Complaints Open

Open Complaints on Last
 Open Complaints Re
 New Complaints Sin
 New Complaints Re
 New Complaints Op

solved Since the Last Report
ce the Last Report
solved Since the Last Report
en