

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 20, 2010 – For the Period May 8, 2010 through May 14, 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	Damaged Television	Resolved
2	6/9/09	{Redacted}	{Redacted}	Citrus Heights	Meter/Module	Meter/Module creating a hazard	Resolved
3	6/25/09	{Redacted}	{Redacted}	Paradise	Meter/Module	Meter/Module creating a hazard	Resolved
4	7/1/09	{Redacted}	{Redacted}	Capay	Other	Other	Resolved
5	7/2/09	{Redacted}	{Redacted}	Soda Springs	Scheduling Problems	Other	Resolved
6	9/18/09	{Redacted}	{Redacted}	Moraga	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Resolved
7	9/29/09	{Redacted}	{Redacted}	Ahwahnee	Meter/Module	Other	Resolved
8	10/15/09	{Redacted}	{Redacted}	Stockton	Household items affected by SM installation	Other	Resolved
9	10/26/09	{Redacted}	{Redacted}	Fremont	Other	Other	Resolved
10	10/28/09	{Redacted}	{Redacted}	Vacaville	Wellington Installer	Damaged private property	Resolved
11	11/10/09	{Redacted}	{Redacted}	Hillsborough	Customer Denies Access	Other	Resolved
12	11/12/09	{Redacted}	{Redacted}	Newark	Meter/Module	Meter/Module clearance issues	Resolved
13	11/16/09	{Redacted}	{Redacted}	Vacaville	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
14	11/20/09	{Redacted}	{Redacted}	Fremont	Meter/Module	Other	Resolved
15	11/23/09	{Redacted}	{Redacted}	WOODLAND	Meter/Module	Other	Resolved
16	11/24/09	{Redacted}	{Redacted}	Kingsburg	Meter/Module	Other	Resolved
17	11/25/09	{Redacted}	{Redacted}	Richmond	Network Equipment Installation	Other	Resolved
18	11/30/09	{Redacted}	{Redacted}	Fresno	Household items affected by SM installation	Other	Resolved
19	11/30/09	{Redacted}	{Redacted}	MIRAMONTE	Household items affected by SM installation	Other	Resolved
20	12/2/09	{Redacted}	{Redacted}	Fremont	Power Interruption	Complete Power Outage	Resolved
21	12/2/09	{Redacted}	{Redacted}	Redwood City	Household items affected by SM installation	Damaged Computer	Resolved
22	12/3/09	{Redacted}	{Redacted}	Manteca	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
23	12/3/09	{Redacted}	{Redacted}	Manteca	Household items affected by SM installation	Other	Resolved
24	12/3/09	{Redacted}	{Redacted}	Stockton	Household items affected by SM installation	Other	Resolved
25	12/4/09	{Redacted}	{Redacted}	Hanford	Household items affected by SM installation	Other	Resolved
26	12/4/09	{Redacted}	{Redacted}	Napa	Household items affected by SM installation	Other	Resolved
27	12/7/09	{Redacted}	{Redacted}	Napa	Wellington Installer	Other	Resolved
28	12/8/09	{Redacted}	{Redacted}	PIONEER	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
29	12/9/09	{Redacted}	{Redacted}	Los Altos	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
30	12/9/09	{Redacted}	{Redacted}	Stockton	Power Interruption	Complete Power Outage	Resolved
31	12/11/09	{Redacted}	{Redacted}	Millbrae	Power Interruption	Partial Power Outage	Resolved
32	12/11/09	{Redacted}	{Redacted}	Plymouth	Meter/Module	Other	Resolved
33	12/11/09	{Redacted}	{Redacted}	Stockton	Household items affected by SM installation	Gas Appliance Not Working	Resolved
34	12/16/09	{Redacted}	{Redacted}	Mountain View	Scheduling Problems	Other	Resolved
35	12/17/09	{Redacted}	{Redacted}	Sunnyvale	Meter/Module	Other	Resolved
36	12/17/09	{Redacted}	{Redacted}	Vacaville	Meter/Module	Other	Resolved
37	12/22/09	{Redacted}	{Redacted}	Fremont	Household items affected by SM installation	Gas Appliance Not Working	Resolved
38	12/22/09	{Redacted}	{Redacted}	PINE GROVE	Wellington Installer	Installer jumped fence, broke lock	Resolved
39	12/23/09	{Redacted}	{Redacted}	Dublin	Meter/Module	Other	Resolved
40	12/23/09	{Redacted}	{Redacted}	Sunnyvale	Household items affected by SM installation	Damaged Refrigerator	Resolved
41	12/23/09	{Redacted}	{Redacted}	Sunnyvale	Household items affected by SM installation	Damaged Television	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
42	12/23/09			Walnut Creek	SmartMeter Customer Communication	Other	Resolved
43	12/29/09			El Granada	Power Interruption	Breaker keeps tripping	Resolved
44	12/29/09			Livermore	Meter/Module	Other	Resolved
45	12/29/09			Pleasanton	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
46	12/30/09			Los Banos	Network Equipment Installation	Other	Resolved
47	12/31/09			Livermore	Household items affected by SM installation	Other	Resolved
48	12/31/09			Mountain View	Household items affected by SM installation	Other	Resolved
49	1/4/10			Menlo Park	Customer Denies Access	Under Investigation	Open
50	1/4/10			Merced	Customer Denies Access	Customer does not want a SmartMeter	Resolved
51	1/5/10			AUBURN	Power Interruption	Complete Power Outage	Resolved
52	1/8/10			Livermore	Household items affected by SM installation	Damaged Television	Resolved
53	1/11/10			Burlingame	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
54	1/11/10			Fairfield	Meter/Module	Under Investigation	Open
55	1/11/10			Livermore	Household items affected by SM installation	Damaged Television	Resolved
56	1/11/10			Vacaville	Meter/Module	Under Investigation	Open
57	1/12/10			Livermore	Power Interruption	Breaker keeps tripping	Resolved
58	1/12/10			Moraga	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
59	1/12/10			Sunnyvale	Household items affected by SM installation	Damaged Television	Resolved
60	1/13/10			LODI	Meter/Module	Under Investigation	Open
61	1/14/10			Cupertino	Household items affected by SM installation	Damaged Television	Resolved
62	1/14/10			Cupertino	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
63	1/14/10			Dublin	Household items affected by SM installation	Other	Resolved
64	1/15/10			Corcoran	Wellington Installer	Installer rude to customer	Resolved
65	1/15/10			Dublin	Household items affected by SM installation	Installer jumped fence, broke lock	Resolved
66	1/15/10			Napa	Scheduling Problems	Under Investigation	Open
67	1/16/10			San Jose	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
68	1/19/10			Martinez	Other	Other	Resolved
69	1/20/10			Cupertino	Household items affected by SM installation	Other	Resolved
70	1/20/10			Cupertino	Power Interruption	Partial Power Outage	Resolved
71	1/22/10			Fremont	Household items affected by SM installation	Gas Appliance Not Working	Resolved
72	1/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
73	1/23/10			Kensington	Household items affected by SM installation	Other	Resolved
74	1/26/10			American Canyon	Customer Denies Access	Under Investigation	Open
75	1/26/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
76	1/26/10			Madera	Wellington Installer	Installer left gate open	Resolved
77	1/26/10			MONTARA	Meter/Module	Under Investigation	Open
78	1/26/10			Pleasanton	Wellington Installer	Installer upset animals	Resolved
79	1/26/10			San Jose	Household items affected by SM installation	Damaged Television	Resolved
80	1/26/10			San Jose	Meter/Module	Under Investigation	Open
81	1/26/10			Stockton	Wellington Installer	Damaged private property	Resolved
82	1/26/10			Sunnyvale	Household items affected by SM installation	Damaged Refrigerator	Resolved

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83	1/26/10			Sunnyvale	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
84	1/27/10			Hillsborough	Customer Denies Access	Customer does not want a SmartMeter	Resolved
85	1/27/10			Pleasanton	Wellington Installer	Fails to identify self as PG&E contractor	Resolved
86	1/27/10			Redwood City	Meter/Module	Under Investigation	Open
87	1/28/10			American Canyon	Wellington Installer	Installer rude to customer	Resolved
88	1/28/10			El Sobrante	Wellington Installer	Installer rude to customer	Resolved
89	1/28/10			Moraga	Wellington Installer	Installer failed to knock	Resolved
90	1/28/10			Pleasanton	Household items affected by SM installation	Damaged Refrigerator	Resolved
91	1/28/10			San Francisco	Power Interruption	Partial Power Outage	Resolved
92	1/28/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
93	1/28/10			San Jose	Wellington Installer	Door hanger not left or placed incorrectly	Resolved
94	1/28/10			Sunnyvale	Power Interruption	Under Investigation	Open
95	1/29/10			Cupertino	Household items affected by SM installation	Other	Resolved
96	1/29/10			Madera	Wellington Installer	No time given to answer door	Resolved
97	1/29/10			Pinole	Wellington Installer	Safety concern	Resolved
98	1/29/10			Richmond	Wellington Installer	No time given to powerdown equipment	Resolved
99	1/29/10			Rio Vista	Household items affected by SM installation	Other	Resolved
100	1/29/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
101	1/29/10			San Jose	Meter/Module	Under Investigation	Open
102	1/29/10			Stockton	Wellington Installer	Installer rude to customer	Resolved
103	1/29/10			Sunnyvale	Household items affected by SM installation	Other	Resolved
104	1/29/10			Sunnyvale	Wellington Installer	Meter/Module damaged in field	Resolved
105	1/31/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
106	1/31/10			San Jose	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
107	1/31/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
108	2/1/10			El Sobrante	Wellington Installer	No time given to powerdown equipment	Resolved
109	2/1/10			LA HONDA	Customer Denies Access	Under Investigation	Open
110	2/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
111	2/1/10			Pleasanton	Meter/Module	Under Investigation	Open
112	2/1/10			San Jose	Power Interruption	Partial Power Outage	Resolved
113	2/1/10			San Jose	Power Interruption	Partial Power Outage	Resolved
114	2/1/10			Vacaville	Meter/Module	Under Investigation	Open
115	2/2/10			San Jose	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
116	2/3/10			CORDELIA	Wellington Installer	Under Investigation	Open
117	2/3/10			Graton	Other	Other	Resolved
118	2/3/10			Livermore	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
119	2/3/10			Mountain View	Power Interruption	Breaker keeps tripping	Resolved
120	2/3/10			Pleasanton	Meter/Module	Under Investigation	Open
121	2/3/10			RAYMOND	Wellington Installer	Under Investigation	Open
122	2/4/10			Fresno	Household items affected by SM installation	Under Investigation	Open
123	2/4/10			San Ramon	Power Interruption	Breaker keeps tripping	Resolved

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124	2/4/10			Suisun City	Meter/Module	Under Investigation	Open
125	2/5/10			Mountain View	Other	Other	Resolved
126	2/5/10			Pleasanton	Meter/Module	Under Investigation	Open
127	2/5/10			San Ramon	Meter/Module	Under Investigation	Open
128	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
129	2/9/10			Cupertino	Wellington Installer	Under Investigation	Open
130	2/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
131	2/10/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
132	2/10/10			Berkeley	Wellington Installer	Under Investigation	Open
133	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
134	2/10/10			Cupertino	Meter/Module	Under Investigation	Open
135	2/10/10			Cupertino	Power Interruption	Partial Power Outage	Resolved
136	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
137	2/10/10			NORTH FOLK	Wellington Installer	Under Investigation	Open
138	2/10/10			Rancho Cordova	Meter/Module	Under Investigation	Open
139	2/10/10			San Jose	Wellington Installer	Under Investigation	Open
140	2/10/10			San Ramon	Wellington Installer	Under Investigation	Open
141	2/10/10			Vacaville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
142	2/11/10			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Resolved
143	2/11/10			Livermore	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
144	2/11/10			Napa	Meter/Module	Meter/Module clearance issues	Resolved
145	2/11/10			Sunnyvale	Power Interruption	Breaker keeps tripping	Resolved
146	2/11/10			Vallejo	Wellington Installer	Under Investigation	Open
147	2/12/10			Berkeley	Wellington Installer	Under Investigation	Open
148	2/12/10			San Jose	Power Interruption	Partial Power Outage	Resolved
149	2/12/10			San Ramon	Household items affected by SM installation	Gas Appliance Not Working	Resolved
150	2/12/10			San Ramon	Household items affected by SM installation	Other	Resolved
151	2/12/10			San Ramon	Wellington Installer	Under Investigation	Open
152	2/13/10			Berkeley	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
153	2/14/10			Sunnyvale	Meter/Module	Under Investigation	Open
154	2/14/10			Walnut Creek	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
155	2/16/10			Berkeley	Wellington Installer	Under Investigation	Open
156	2/16/10			Cupertino	Wellington Installer	Under Investigation	Open
157	2/16/10			RIPON	Meter/Module	Under Investigation	Open
158	2/16/10			Santa Clara	Meter/Module	Under Investigation	Open
159	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
160	2/16/10			Sunnyvale	Household items affected by SM installation	Other	Resolved
161	2/17/10			Cupertino	Household items affected by SM installation	Other	Resolved
162	2/17/10			Forestville	Customer Denies Access	Under Investigation	Open
163	2/17/10			Madera	Wellington Installer	Under Investigation	Open
164	2/17/10			Newark	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved

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165	2/17/10			San Jose	Wellington Installer	Under Investigation	Open
166	2/17/10			Sunnyvale	Meter/Module	Under Investigation	Open
167	2/17/10			Vallejo	Household items affected by SM installation	Other	Resolved
168	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
169	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
170	2/17/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
171	2/18/10			Madera	Wellington Installer	Under Investigation	Open
172	2/18/10			Mariposa	Wellington Installer	Under Investigation	Open
173	2/18/10			Sanger	Scheduling Problems	Under Investigation	Open
174	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
175	2/18/10			Somerset	Wellington Installer	Under Investigation	Open
176	2/19/10			American Canyon	Wellington Installer	Under Investigation	Open
177	2/19/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
178	2/19/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
179	2/19/10			Pleasanton	Meter/Module	Under Investigation	Open
180	2/21/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
181	2/21/10			Pleasanton	Meter/Module	Under Investigation	Open
182	2/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
183	2/22/10			OCCIDENTAL	Customer Denies Access	Under Investigation	Open
184	2/22/10			Placerville	Wellington Installer	Under Investigation	Open
185	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
186	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
187	2/22/10			San Jose	Household items affected by SM installation	Under Investigation	Open
188	2/22/10			San Ramon	Meter/Module	Under Investigation	Open
189	2/22/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
190	2/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
191	2/22/10			Sunnyvale	Power Interruption	Breaker keeps tripping	Resolved
192	2/22/10			Vacaville	Meter/Module	Under Investigation	Open
193	2/23/10			Vallejo	Network Equipment Installation	Under Investigation	Open
194	2/23/10			ALTA	Meter/Module	Under Investigation	Open
195	2/23/10			Clayton	Household items affected by SM installation	Under Investigation	Open
196	2/23/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
197	2/23/10			Mariposa	Wellington Installer	Under Investigation	Open
198	2/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
199	2/23/10			San Jose	Meter/Module	Under Investigation	Open
200	2/23/10			San Pablo	Wellington Installer	Under Investigation	Open
201	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
202	2/24/10			Livermore	Other	Other	Resolved
203	2/24/10			Madera	Wellington Installer	Under Investigation	Open
204	2/24/10			Merced	Meter/Module	Under Investigation	Open
205	2/24/10			Mountain View	Household items affected by SM installation	Under Investigation	Open

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206	2/24/10			Napa	Wellington Installer	Under Investigation	Open
207	2/24/10			Pollock Pines	Wellington Installer	Under Investigation	Open
208	2/24/10			San Jose	Meter/Module	Under Investigation	Open
209	2/24/10			San Jose	Wellington Installer	Under Investigation	Open
210	2/24/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
211	2/25/10			Mountain View	Meter/Module	under Investigation	Open
212	2/25/10			San Jose	Power Interruption	Partial Power Outage	Resolved
213	2/25/10			San Pablo	Power Interruption	Partial Power Outage	Resolved
214	2/26/10			AUBURN	SmartMeter Customer Communication	Under Investigation	Open
215	2/26/10			Hercules	Wellington Installer	Under Investigation	Open
216	2/26/10			Mountain View	Household items affected by SM installation	Other	Resolved
217	2/26/10			San Anselmo	SmartMeter Customer Communication	Other	Resolved
218	2/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
219	2/26/10			San Jose	Power Interruption	Breaker keeps tripping	Resolved
220	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
221	2/27/10			San Ramon	Household items affected by SM installation	Other	Resolved
222	3/1/10			Berkeley	Customer Denies Access	Radio Frequency	Resolved
223	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
224	3/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
225	3/1/10			Livermore	Meter/Module	Under Investigation	Open
226	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
227	3/1/10			Madera	Other	Under Investigation	Open
228	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
229	3/1/10			San Jose	Meter/Module	Under Investigation	Open
230	3/1/10			San Jose	Power Interruption	Flickering Lights	Resolved
231	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
232	3/1/10			Tracy	Meter/Module	Under Investigation	Open
233	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
234	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
235	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
236	3/2/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
237	3/2/10			Dinuba	Customer Denies Access	Under Investigation	Open
238	3/2/10			Kensington	Customer Denies Access	Under Investigation	Open
239	3/2/10			NEWCASTLE	Household items affected by SM installation	Under Investigation	Open
240	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
241	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
242	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
243	3/3/10			Mountain View	Meter/Module	Under Investigation	Open
244	3/3/10			San Jose	Power Interruption	Flickering Lights	Resolved
245	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
246	3/4/10			Berkeley	Customer Denies Access	Under Investigation	Open

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247	3/4/10			Danville	Customer Denies Access	Under Investigation	Open
248	3/4/10			El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
249	3/4/10			El Cerrito	Meter/Module	Under Investigation	Open
250	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
251	3/4/10			Merced	Customer Denies Access	Under Investigation	Open
252	3/4/10			MOCCASIN	Customer Denies Access	Under Investigation	Open
253	3/4/10			Placerville	Customer Denies Access	Under Investigation	Open
254	3/4/10			San Carlos	Customer Denies Access	Under Investigation	Open
255	3/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
256	3/4/10			Tracy	Customer Denies Access	Under Investigation	Open
257	3/4/10			Tracy	Household items affected by SM installation	Under Investigation	Open
258	3/4/10			WOODLAND	Power Interruption	Partial Power Outage	Resolved
259	3/5/10			Clovis	Customer Denies Access	Customer does not want a SmartMeter	Resolved
260	3/5/10			Cupertino	Power Interruption	Hi/Low Voltage	Resolved
261	3/5/10			Danville	Customer Denies Access	Under Investigation	Open
262	3/5/10			El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
263	3/5/10			Livermore	Power Interruption	Flickering Lights	Resolved
264	3/5/10			San Jose	Power Interruption	Breaker keeps tripping	Resolved
265	3/5/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
266	3/7/10			Atwater	Customer Denies Access	Under Investigation	Open
267	3/7/10			Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Resolved
268	3/7/10			Clovis	Customer Denies Access	Under Investigation	Open
269	3/7/10			Hanford	Customer Denies Access	Under Investigation	Open
270	3/7/10			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Resolved
271	3/7/10			Loomis	Customer Denies Access	Customer does not want a SmartMeter	Resolved
272	3/7/10			Loomis	Meter/Module	Under Investigation	Open
273	3/7/10			Sanger	Customer Denies Access	Under Investigation	Open
274	3/7/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
275	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
276	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
277	3/7/10			Somerset	Customer Denies Access	Customer does not want a SmartMeter	Resolved
278	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
279	3/7/10			Tracy	Customer Denies Access	Under Investigation	Open
280	3/7/10			Woodlake	Customer Denies Access	Under Investigation	Open
281	3/8/10			Clovis	Customer Denies Access	Under Investigation	Open
282	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
283	3/8/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
284	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
285	3/8/10			San Jose	Household items affected by SM installation	Damaged Computer	Resolved
286	3/8/10			San Jose	Power Interruption	Flickering Lights	Resolved
287	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open

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288	3/8/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
289	3/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
290	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
291	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
292	3/9/10			Cupertino	Power Interruption	Partial Power Outage	Resolved
293	3/9/10			Danville	Customer Denies Access	Under Investigation	Open
294	3/9/10			Livermore	Meter/Module	Under Investigation	Open
295	3/9/10			Madera	Customer Denies Access	Under Investigation	Open
296	3/9/10			Richmond	Customer Denies Access	Under Investigation	Open
297	3/9/10			Richmond	Household items affected by SM installation	Under Investigation	Open
298	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
299	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
300	3/9/10			San Jose	Meter/Module	Under Investigation	Open
301	3/9/10			Seaside	Meter/Module	Under Investigation	Open
302	3/10/10			Albany	Wellington Installer	Under Investigation	Open
303	3/10/10			ANGWIN	Wellington Installer	Under Investigation	Open
304	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
305	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open
306	3/10/10			Cupertino	Power Interruption	Partial Power Outage	Resolved
307	3/10/10			Daly City	Customer Denies Access	Under Investigation	Open
308	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
309	3/10/10			Half Moon Bay	Customer Denies Access	Customer does not want a SmartMeter	Resolved
310	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open
311	3/10/10			Livermore	Customer Denies Access	Under Investigation	Open
312	3/10/10			Livermore	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
313	3/10/10			Livermore	Meter/Module	Under Investigation	Open
314	3/10/10			Los Altos	Power Interruption	Partial Power Outage	Resolved
315	3/10/10			Martinez	Customer Denies Access	Under Investigation	Open
316	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
317	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
318	3/10/10			Pleasanton	Meter/Module	Under Investigation	Open
319	3/10/10			San Jose	Customer Denies Access	Under Investigation	Open
320	3/10/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
321	3/10/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
322	3/10/10			San Jose	Power Interruption	Breaker keeps tripping	Resolved
323	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
324	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
325	3/10/10			San Ramon	Meter/Module	Under Investigation	Open
326	3/10/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
327	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
328	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open



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329	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
330	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
331	3/10/10			Santa Rosa	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
332	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
333	3/10/10			Tracy	Meter/Module	Under Investigation	Open
334	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
335	3/11/10			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
336	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
337	3/11/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
338	3/11/10			San Ramon	Customer Denies Access	Under Investigation	Open
339	3/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
340	3/12/10			GRIDLEY	Meter/Module	Under Investigation	Open
341	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
342	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
343	3/12/10			Los Altos	Meter/Module	Under Investigation	Open
344	3/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
345	3/12/10			San Francisco	Meter/Module	Under Investigation	Open
346	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
347	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
348	3/12/10			San Jose	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
349	3/12/10			San Jose	Wellington Installer	Under Investigation	Open
350	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
351	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
352	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
353	3/12/10			Santa Clara	Other	Other	Resolved
354	3/12/10			Union City	Meter/Module	Under Investigation	Open
355	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
356	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
357	3/12/10			YOUNTVILLE	Power Interruption	Breaker keeps tripping	Resolved
358	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
359	3/13/10			Cupertino	Customer Denies Access	Under Investigation	Open
360	3/14/10			El Cerrito	Bad Meter / Module Equipment	Other	Resolved
361	3/15/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
362	3/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
363	3/15/10			LINCOLN	Household items affected by SM installation	Other	Resolved
364	3/15/10			MADISON	Household items affected by SM installation	Under Investigation	Open
365	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
366	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
367	3/15/10			Redwood City	Wellington Installer	Other	Resolved
368	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
369	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open

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370	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
371	3/15/10			San Jose	Customer Denies Access	Under Investigation	Open
372	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
373	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
374	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
375	3/16/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
376	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
377	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
378	3/16/10			Martinez	Customer Denies Access	Under Investigation	Open
379	3/16/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
380	3/16/10			San Jose	Customer Denies Access	Under Investigation	Open
381	3/16/10			San Jose	Meter/Module	Under Investigation	Open
382	3/16/10			Stockton	Other	Other	Resolved
383	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
384	3/16/10			Tracy	Meter/Module	Under Investigation	Open
385	3/16/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
386	3/17/10			Berkeley	Wellington Installer	Other	Resolved
387	3/17/10			Bodega Bay	Power Interruption	Breaker keeps tripping	Resolved
388	3/17/10			Cupertino	Customer Denies Access	Under Investigation	Open
389	3/17/10			Cupertino	Meter/Module	Under Investigation	Open
390	3/17/10			Livermore	Customer Denies Access	Under Investigation	Open
391	3/17/10			Livermore	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
392	3/17/10			Los Altos	Customer Denies Access	Under Investigation	Open
393	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
394	3/17/10			Pleasanton	Wellington Installer	Installer failed to knock	Resolved
395	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
396	3/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
397	3/17/10			San Jose	Household items affected by SM installation	Gas Appliance Not Working	Resolved
398	3/17/10			San Jose	Household items affected by SM installation	Other	Resolved
399	3/17/10			San Jose	Wellington Installer	Under Investigation	Open
400	3/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
401	3/17/10			San Ramon	Household items affected by SM installation	Gas Appliance Not Working	Resolved
402	3/17/10			Santa Clara	Meter/Module	Under Investigation	Open
403	3/17/10			Sunnyvale	Wellington Installer	Under Investigation	Open
404	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
405	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
406	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
407	3/18/10			Fremont	Power Interruption	Breaker keeps tripping	Resolved
408	3/18/10			Livermore	Customer Denies Access	Under Investigation	Open
409	3/18/10			San Jose	Customer Denies Access	Under Investigation	Open
410	3/18/10			San Jose	Meter/Module	Under Investigation	Open

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411	3/18/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
412	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
413	3/19/10			Kensington	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
414	3/19/10			San Jose	Customer Denies Access	Under Investigation	Open
415	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
416	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
417	3/19/10			Sanger	Other	Under Investigation	Open
418	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
419	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
420	3/19/10			Sunnyvale	Power Interruption	Breaker keeps tripping	Resolved
421	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
422	3/19/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
423	3/20/10			Union City	Customer Denies Access	Under Investigation	Open
424	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
425	3/21/10			Martinez	Customer Denies Access	Under Investigation	Open
426	3/21/10			San Jose	Customer Denies Access	Under Investigation	Open
427	3/22/10			Antioch	Other	Under Investigation	Open
428	3/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
429	3/22/10			Livermore	Customer Denies Access	Under Investigation	Open
430	3/22/10			Los Altos	Customer Denies Access	Under Investigation	Open
431	3/22/10			Martinez	Customer Denies Access	Under Investigation	Open
432	3/22/10			Saint Helena	Other	Under Investigation	Open
433	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
434	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
435	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
436	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
437	3/22/10			San Jose	Meter/Module	Under Investigation	Open
438	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
439	3/22/10			Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
440	3/22/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
441	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
442	3/22/10			Tracy	Meter/Module	Under Investigation	Open
443	3/23/10			Berkeley	Customer Denies Access	Under Investigation	Open
444	3/23/10			Hercules	Customer Denies Access	Under Investigation	Open
445	3/23/10			Lafayette	Customer Denies Access	Under Investigation	Open
446	3/23/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
447	3/23/10			San Jose	Customer Denies Access	Under Investigation	Open
448	3/23/10			San Jose	Customer Denies Access	Under Investigation	Open
449	3/23/10			San Ramon	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
450	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
451	3/24/10			Berkeley	Wellington Installer	Under Investigation	Open

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452	3/24/10			Clayton	Customer Denies Access	Under Investigation	Open
453	3/24/10			Martinez	Customer Denies Access	Under Investigation	Open
454	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
455	3/24/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
456	3/24/10			Vallejo	Wellington Installer	Under Investigation	Open
457	3/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
458	3/25/10			Dublin	Customer Denies Access	Under Investigation	Open
459	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
460	3/25/10			Firebaugh	Wellington Installer	Under Investigation	Open
461	3/25/10			Livermore	Power Interruption	Breaker keeps tripping	Resolved
462	3/25/10			Los Altos	Meter/Module	Under Investigation	Open
463	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
464	3/25/10			MOSS BEACH	Customer Denies Access	Customer does not want a SmartMeter	Resolved
465	3/25/10			PINE GROVE	Household items affected by SM installation	Under Investigation	Open
466	3/25/10			Richmond	Customer Denies Access	Under Investigation	Open
467	3/25/10			Rohnert Park	Customer Denies Access	Customer Denies Wellington Access	Resolved
468	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
469	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
470	3/25/10			San Jose	Meter/Module	Under Investigation	Open
471	3/25/10			San Jose	Other	Under Investigation	Open
472	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
473	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
474	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
475	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
476	3/25/10			San Jose	Wellington Installer	Installer rude to customer	Resolved
477	3/25/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
478	3/25/10			Somerset	Customer Denies Access	Customer does not want a SmartMeter	Resolved
479	3/25/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
480	3/26/10			Calistoga	Wellington Installer	Under Investigation	Open
481	3/26/10			Livermore	Household items affected by SM installation	Other	Resolved
482	3/26/10			Mariposa	Household items affected by SM installation	Damaged Refrigerator	Resolved
483	3/26/10			Milpitas	Customer Denies Access	Under Investigation	Open
484	3/26/10			Mountain View	Household items affected by SM installation	Other	Resolved
485	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
486	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
487	3/26/10			San Jose	Customer Denies Access	Under Investigation	Open
488	3/26/10			San Jose	Customer Denies Access	Under Investigation	Open
489	3/26/10			Santa Cruz	Meter/Module	Under Investigation	Open
490	3/26/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
491	3/26/10			Sunnyvale	Household items affected by SM installation	Other	Resolved
492	3/26/10			Sunnyvale	Household items affected by SM installation	Other	Resolved

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493	3/26/10			Vallejo	Wellington Installer	Under Investigation	Open
494	3/27/10			Pinole	Wellington Installer	Under Investigation	Open
495	3/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
496	3/27/10			San Jose	Network Equipment Installation	Under Investigation	Open
497	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
498	3/27/10			San Jose	Wellington Installer	No time given to powerdown equipment	Resolved
499	3/27/10			San Pablo	Customer Denies Access	Under Investigation	Open
500	3/27/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
501	3/27/10			Sunnyvale	Meter/Module	Under Investigation	Open
502	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
503	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
504	3/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
505	3/28/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
506	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
507	3/28/10			Vallejo	SmartMeter Customer Communication	Other	Resolved
508	3/28/10			Yuba City	Meter/Module	Under Investigation	Open
509	3/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
510	3/29/10			Cotati	Customer Denies Access	Customer does not want a SmartMeter	Resolved
511	3/29/10			Cupertino	Meter/Module	Under Investigation	Open
512	3/29/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
513	3/29/10			El Dorado Hills	Household items affected by SM installation	Gas Appliance Not Working	Resolved
514	3/29/10			Martinez	Customer Denies Access	Under Investigation	Open
515	3/29/10			San Jose	Customer Denies Access	Under Investigation	Open
516	3/29/10			San Jose	Meter/Module	Under Investigation	Open
517	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
518	3/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
519	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
520	3/29/10			Stockton	Meter/Module	Under Investigation	Open
521	3/29/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
522	3/29/10			Tracy	Meter/Module	Under Investigation	Open
523	3/29/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
524	3/29/10			WINTERS	Household items affected by SM installation	Under Investigation	Open
525	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
526	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
527	3/30/10			Clayton	Customer Denies Access	Under Investigation	Open
528	3/30/10			Cupertino	Wellington Installer	Under Investigation	Open
529	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
530	3/30/10			Dublin	Meter/Module	Under Investigation	Open
531	3/30/10			Healdsburg	Customer Denies Access	Under Investigation	Open
532	3/30/10			Los Altos	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
533	3/30/10			Los Altos	Meter/Module	Under Investigation	Open

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534	3/30/10			Merced	Customer Denies Access	Customer does not want a SmartMeter	Resolved
535	3/30/10			Napa	Other	Other	Resolved
536	3/30/10			Orosi	Customer Denies Access	Customer does not want a SmartMeter	Resolved
537	3/30/10			S. San Francisco	Meter/Module	Under Investigation	Open
538	3/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
539	3/30/10			San Jose	Customer Denies Access	Under Investigation	Open
540	3/30/10			San Jose	Household items affected by SM installation	Under Investigation	Open
541	3/30/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
542	3/30/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
543	3/30/10			Santa Rosa	Wellington Installer	Damaged private property	Resolved
544	3/30/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
545	3/30/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
546	3/30/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
547	3/30/10			Sunnyvale	Power Interruption	Hi/Low Voltage	Resolved
548	3/31/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
549	3/31/10			Berkeley	Customer Denies Access	Under Investigation	Open
550	3/31/10			Fremont	Customer Denies Access	Under Investigation	Open
551	3/31/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
552	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
553	3/31/10			Marysville	Wellington Installer	Under Investigation	Open
554	3/31/10			Milpitas	Customer Denies Access	Under Investigation	Open
555	3/31/10			Napa	Other	Under Investigation	Open
556	3/31/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
557	3/31/10			Pinole	Customer Denies Access	Under Investigation	Open
558	3/31/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
559	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
560	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
561	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
562	3/31/10			San Jose	Power Interruption	Breaker keeps tripping	Resolved
563	3/31/10			San Jose	Power Interruption	Partial Power Outage	Resolved
564	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
565	3/31/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
566	3/31/10			Santa Rosa	Meter/Module	Under Investigation	Open
567	3/31/10			Tracy	Scheduling Problems	Under Investigation	Open
568	3/31/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
569	3/31/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
570	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
571	4/1/10			Calistoga	Wellington Installer	Other	Resolved
572	4/1/10			Danville	Customer Denies Access	Under Investigation	Open
573	4/1/10			Hayward	Household items affected by SM installation	Under Investigation	Open
574	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open

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575	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
576	4/1/10			Lafayette	Scheduling Problems	Under Investigation	Open
577	4/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
578	4/1/10			Madera	Power Interruption	Other	Resolved
579	4/1/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
580	4/1/10			Richmond	Customer Denies Access	Under Investigation	Open
581	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
582	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
583	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
584	4/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
585	4/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
586	4/1/10			San Jose	Meter/Module	Under Investigation	Open
587	4/1/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
588	4/1/10			San Ramon	Customer Denies Access	Under Investigation	Open
589	4/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
590	4/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
591	4/1/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
592	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
593	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
594	4/1/10			Tracy	Meter/Module	Under Investigation	Open
595	4/2/10			Brentwood	Customer Denies Access	Under Investigation	Open
596	4/2/10			Danville	Customer Denies Access	Under Investigation	Open
597	4/2/10			Forestville	Customer Denies Access	Under Investigation	Open
598	4/2/10			Mountain View	Customer Denies Access	Under Investigation	Open
599	4/2/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
600	4/2/10			Richmond	Customer Denies Access	Under Investigation	Open
601	4/2/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
602	4/2/10			San Jose	Customer Denies Access	Under Investigation	Open
603	4/2/10			San Jose	Meter/Module	Under Investigation	Open
604	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
605	4/2/10			San Jose	Wellington Installer	Installer jumped fence, broke lock	Resolved
606	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
607	4/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
608	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
609	4/2/10			Vallejo	Other	Other	Resolved
610	4/3/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
611	4/3/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
612	4/3/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
613	4/3/10			Sunnyvale	Other	Under Investigation	Open
614	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
615	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open

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616	4/5/10			Berkeley	Meter/Module	Under Investigation	Open
617	4/5/10			Campbell	Household items affected by SM installation	Under Investigation	Open
618	4/5/10			Danville	Customer Denies Access	Under Investigation	Open
619	4/5/10			Fowler	Customer Denies Access	Under Investigation	Open
620	4/5/10			KENWOOD	Customer Denies Access	Under Investigation	Open
621	4/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
622	4/5/10			Pinole	Other	Under Investigation	Open
623	4/5/10			Redding	Wellington Installer	Under Investigation	Open
624	4/5/10			Richmond	Customer Denies Access	Under Investigation	Open
625	4/5/10			San Jose	Customer Denies Access	Under Investigation	Open
626	4/5/10			San Jose	Household items affected by SM installation	Under Investigation	Open
627	4/5/10			San Jose	Household items affected by SM installation	Under Investigation	Open
628	4/5/10			San Jose	Household items affected by SM installation	Under Investigation	Open
629	4/5/10			San Jose	Household items affected by SM installation	Under Investigation	Open
630	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
631	4/5/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
632	4/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
633	4/5/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
634	4/5/10			Santa Rosa	Wellington Installer	Damaged private property	Resolved
635	4/5/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
636	4/5/10			Tracy	Household items affected by SM installation	Under Investigation	Open
637	4/5/10			Vacaville	Other	Under Investigation	Open
638	4/5/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
639	4/6/10			Berkeley	Customer Denies Access	Under Investigation	Open
640	4/6/10			Berkeley	Wellington Installer	Under Investigation	Open
641	4/6/10			Castro Valley	Household items affected by SM installation	Under Investigation	Open
642	4/6/10			Danville	Household items affected by SM installation	Under Investigation	Open
643	4/6/10			GEYSERVILLE	Customer Denies Access	Customer does not want a SmartMeter	Resolved
644	4/6/10			Hanford	Customer Denies Access	Under Investigation	Open
645	4/6/10			Hercules	Customer Denies Access	Under Investigation	Open
646	4/6/10			Lemoore	Customer Denies Access	Under Investigation	Open
647	4/6/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
648	4/6/10			Mill Valley	Other	Other	Resolved
649	4/6/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
650	4/6/10			Pleasanton	Customer Denies Access	Under Investigation	Open
651	4/6/10			Richmond	Customer Denies Access	Under Investigation	Open
652	4/6/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
653	4/6/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
654	4/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
655	4/6/10			San Jose	Meter/Module	Under Investigation	Open
656	4/6/10			San Jose	Power Interruption	Breaker keeps tripping	Resolved



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657	4/6/10			San Jose	Power Interruption	Breaker keeps tripping	Resolved
658	4/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
659	4/6/10			Santa Clara	Other	Under Investigation	Open
660	4/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
661	4/6/10			Sunnyvale	Scheduling Problems	Under Investigation	Open
662	4/6/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
663	4/6/10			Tracy	Other	Under Investigation	Open
664	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
665	4/6/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
666	4/6/10			VERNALIS	Customer Denies Access	Customer does not want a SmartMeter	Resolved
667	4/6/10			VERNALIS	Customer Denies Access	Customer does not want a SmartMeter	Resolved
668	4/6/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
669	4/7/10			Berkeley	Customer Denies Access	Under Investigation	Open
670	4/7/10			Berkeley	Other	Under Investigation	Open
671	4/7/10			Concord	Meter/Module	Under Investigation	Open
672	4/7/10			Dublin	Household items affected by SM installation	Under Investigation	Open
673	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
674	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
675	4/7/10			Graton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
676	4/7/10			Graton	Customer Denies Access	Under Investigation	Open
677	4/7/10			Guerneville	Customer Denies Access	Under Investigation	Open
678	4/7/10			INVERNESS	Customer Denies Access	Customer does not want a SmartMeter	Resolved
679	4/7/10			Livermore	Customer Denies Access	Under Investigation	Open
680	4/7/10			Pinole	Power Interruption	Under Investigation	Open
681	4/7/10			Richmond	Customer Denies Access	Under Investigation	Open
682	4/7/10			Richmond	Other	Under Investigation	Open
683	4/7/10			Richmond	Scheduling Problems	Under Investigation	Open
684	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
685	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
686	4/7/10			San Ramon	Other	Under Investigation	Open
687	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
688	4/7/10			Sanger	Customer Denies Access	Under Investigation	Open
689	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
690	4/7/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
691	4/7/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
692	4/7/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
693	4/7/10			Sunnyvale	Other	Under Investigation	Open
694	4/8/10			Benicia	Household items affected by SM installation	Other	Resolved
695	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
696	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
697	4/8/10			Berkeley	Other	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
698	4/8/10			Cupertino	Customer Denies Access	Under Investigation	Open
699	4/8/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
700	4/8/10			Livermore	Meter/Module	Under Investigation	Open
701	4/8/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
702	4/8/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
703	4/8/10			Napa	Household items affected by SM installation	Other	Resolved
704	4/8/10			Napa	Household items affected by SM installation	Other	Resolved
705	4/8/10			Petaluma	Power Interruption	Internet/Cable Connection Problem	Resolved
706	4/8/10			Pleasanton	Customer Denies Access	Under Investigation	Open
707	4/8/10			Richmond	Household items affected by SM installation	Under Investigation	Open
708	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
709	4/8/10			San Jose	Customer Denies Access	Under Investigation	Open
710	4/8/10			San Jose	Customer Denies Access	Under Investigation	Open
711	4/8/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
712	4/8/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
713	4/8/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
714	4/8/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
715	4/8/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
716	4/8/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
717	4/8/10			Ukiah	Other	Under Investigation	Open
718	4/8/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
719	4/8/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
720	4/9/10			Alameda	Other	Under Investigation	Open
721	4/9/10			ANGWIN	Other	Other	Resolved
722	4/9/10			El Dorado Hills	Other	Other	Resolved
723	4/9/10			Napa	Customer Denies Access	Under Investigation	Open
724	4/9/10			Reedley	Customer Denies Access	Under Investigation	Open
725	4/9/10			Richmond	Wellington Installer	Installer left gate open	Resolved
726	4/9/10			San Anselmo	Bad Meter / Module Equipment	Other	Resolved
727	4/9/10			Santa Rosa	Other	Other	Resolved
728	4/9/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
729	4/9/10			Tiburon	Customer Denies Access	Under Investigation	Open
730	4/10/10			Aptos	Household items affected by SM installation	Under Investigation	Open
731	4/11/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
732	4/12/10			Alamo	Customer Denies Access	Under Investigation	Open
733	4/12/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
734	4/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
735	4/12/10			Berkeley	Meter/Module	Under Investigation	Open
736	4/12/10			El Cerrito	Other	Under Investigation	Open
737	4/12/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
738	4/12/10			Mountain View	Household items affected by SM installation	Under Investigation	Open

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739	4/12/10			Pinole	Meter/Module	Other	Resolved
740	4/12/10			San Jose	Customer Denies Access	Under Investigation	Open
741	4/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
742	4/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
743	4/12/10			San Jose	Meter/Module	Under Investigation	Open
744	4/12/10			San Pablo	Customer Denies Access	Under Investigation	Open
745	4/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
746	4/12/10			Santa Rosa	Wellington Installer	Damaged private property	Resolved
747	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
748	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
749	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
750	4/13/10			Chowchilla	Bad Meter / Module Equipment	Under Investigation	Open
751	4/13/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
752	4/13/10			Hercules	Power Interruption	Breaker keeps tripping	Resolved
753	4/13/10			Hercules	Power Interruption	Breaker keeps tripping	Resolved
754	4/13/10			Hercules	Power Interruption	Partial Power Outage	Resolved
755	4/13/10			Merced	Power Interruption	Partial Power Outage	Resolved
756	4/13/10			Monterey	Customer Denies Access	Under Investigation	Open
757	4/13/10			OCCIDENTAL	Customer Denies Access	Under Investigation	Open
758	4/13/10			Placerville	Customer Denies Access	Under Investigation	Open
759	4/13/10			San Francisco	SmartMeter Customer Communication	Other	Resolved
760	4/13/10			San Jose	Customer Denies Access	Under Investigation	Open
761	4/13/10			San Jose	Household items affected by SM installation	Under Investigation	Open
762	4/13/10			San Jose	Meter/Module	Under Investigation	Open
763	4/13/10			San Jose	Power Interruption	Breaker keeps tripping	Resolved
764	4/13/10			San Jose	Power Interruption	Complete Power Outage	Resolved
765	4/13/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
766	4/13/10			San Ramon	Other	Under Investigation	Open
767	4/13/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
768	4/13/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
769	4/14/10			BEAR VALLEY	Meter/Module	Under Investigation	Open
770	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
771	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
772	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
773	4/14/10			El Cerrito	Customer Denies Access	Under Investigation	Open
774	4/14/10			KENWOOD	Customer Denies Access	Customer does not want a SmartMeter	Resolved
775	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
776	4/14/10			Madera	Wellington Installer	Under Investigation	Open
777	4/14/10			Napa	Power Interruption	Breaker keeps tripping	Resolved
778	4/14/10			Orinda	Other	Under Investigation	Open
779	4/14/10			Petaluma	Household items affected by SM installation	Under Investigation	Open

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780	4/14/10			Petaluma	Power Interruption	Motion/Sensor Appliance Malfunctioning	Resolved
781	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
782	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
783	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
784	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
785	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
786	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
787	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
788	4/14/10			San Jose	Household items affected by SM installation	Under Investigation	Open
789	4/14/10			San Jose	Household items affected by SM installation	Under Investigation	Open
790	4/14/10			San Jose	Other	Under Investigation	Open
791	4/14/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
792	4/14/10			San Jose	Wellington Installer	Under Investigation	Open
793	4/14/10			San Mateo	Household items affected by SM installation	Under Investigation	Open
794	4/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
795	4/14/10			San Ramon	Power Interruption	Under Investigation	Open
796	4/14/10			Sebastopol	Customer Denies Access	Under Investigation	Open
797	4/14/10			Tracy	Power Interruption	Under Investigation	Open
798	4/14/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
799	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
800	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
801	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
802	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
803	4/15/10			Berkeley	Other	Under Investigation	Open
804	4/15/10			El Cerrito	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
805	4/15/10			El Cerrito	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
806	4/15/10			Forestville	Customer Denies Access	Under Investigation	Open
807	4/15/10			Fremont	Customer Denies Access	Under Investigation	Open
808	4/15/10			Hanford	Meter/Module	Under Investigation	Open
809	4/15/10			Madera	Other	Under Investigation	Open
810	4/15/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
811	4/15/10			Pittsburg	Other	Under Investigation	Open
812	4/15/10			Richmond	Customer Denies Access	Under Investigation	Open
813	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
814	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
815	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
816	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
817	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
818	4/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
819	4/15/10			San Jose	Other	Under Investigation	Open
820	4/15/10			San Jose	Other	Under Investigation	Open

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821	4/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
822	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
823	4/15/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
824	4/15/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
825	4/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
826	4/15/10			Tracy	Meter/Module	Under Investigation	Open
827	4/15/10			Tracy	Power Interruption	Partial Power Outage	Resolved
828	4/15/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
829	4/16/10			Berkeley	Power Interruption	Flickering Lights	Resolved
830	4/16/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
831	4/16/10			Healdsburg	Wellington Installer	Under Investigation	Open
832	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
833	4/16/10			Madera	Meter/Module	Under Investigation	Open
834	4/16/10			Madera	Power Interruption	Breaker keeps tripping	Resolved
835	4/16/10			Milpitas	Customer Denies Access	Under Investigation	Open
836	4/16/10			Novato	Meter/Module	Under Investigation	Open
837	4/16/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
838	4/16/10			Pinole	Customer Denies Access	Under Investigation	Open
839	4/16/10			San Jose	Customer Denies Access	Under Investigation	Open
840	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
841	4/16/10			Tracy	Household items affected by SM installation	Under Investigation	Open
842	4/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
843	4/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
844	4/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
845	4/19/10			Berkeley	Household items affected by SM installation	Other	Resolved
846	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
847	4/19/10			Calistoga	Meter/Module	Other	Resolved
848	4/19/10			Cupertino	Meter/Module	Under Investigation	Open
849	4/19/10			Cupertino	Power Interruption	Breaker keeps tripping	Resolved
850	4/19/10			Dos Palos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
851	4/19/10			El Cerrito	Household items affected by SM installation	Other	Resolved
852	4/19/10			El Sobrante	Customer Denies Access	Under Investigation	Open
853	4/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
854	4/19/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
855	4/19/10			Forestville	Customer Denies Access	Under Investigation	Open
856	4/19/10			Los Altos	Customer Denies Access	Under Investigation	Open
857	4/19/10			Madera	Wellington Installer	Installer failed to knock	Resolved
858	4/19/10			Milpitas	Customer Denies Access	Under Investigation	Open
859	4/19/10			Milpitas	Other	Under Investigation	Open
860	4/19/10			Milpitas	Power Interruption	Breaker keeps tripping	Resolved
861	4/19/10			Mokelumne Hill	Power Interruption	Breaker keeps tripping	Resolved

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862	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
863	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
864	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
865	4/19/10			Pinole	Customer Denies Access	Under Investigation	Open
866	4/19/10			Richmond	Household items affected by SM installation	Under Investigation	Open
867	4/19/10			Richmond	Meter/Module	Meter/Module clearance issues	Resolved
868	4/19/10			Sacramento	Meter/Module	Under Investigation	Open
869	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
870	4/19/10			San Jose	Household items affected by SM installation	Under Investigation	Open
871	4/19/10			San Jose	Wellington Installer	Installer jumped fence, broke lock	Resolved
872	4/19/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
873	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
874	4/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
875	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
876	4/19/10			Santa Rosa	Meter/Module	Under Investigation	Open
877	4/19/10			Stockton	Wellington Installer	Fails to identify self as PG&E contractor	Resolved
878	4/19/10			Sunnyvale	Other	Other	Resolved
879	4/19/10			Sunnyvale	Wellington Installer	Other	Resolved
880	4/19/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
881	4/19/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
882	4/20/10			Acampo	Other	Other	Resolved
883	4/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
884	4/20/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
885	4/20/10			Berkeley	Other	Other	Resolved
886	4/20/10			Berkeley	Power Interruption	Flickering Lights	Resolved
887	4/20/10			Berkeley	Power Interruption	Other	Resolved
888	4/20/10			Daly City	Meter/Module	Meter/Module clearance issues	Resolved
889	4/20/10			Glenn	Wellington Installer	Damaged private property	Resolved
890	4/20/10			Hercules	Other	Under Investigation	Open
891	4/20/10			Hopland	Network Equipment Installation	Under Investigation	Open
892	4/20/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
893	4/20/10			Mountain View	Wellington Installer	Damaged private property	Resolved
894	4/20/10			Oakland	Customer Denies Access	Under Investigation	Open
895	4/20/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
896	4/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
897	4/20/10			Richmond	Customer Denies Access	Under Investigation	Open
898	4/20/10			San Francisco	Other	Other	Resolved
899	4/20/10			San Jose	Customer Denies Access	Under Investigation	Open
900	4/20/10			San Jose	Household items affected by SM installation	Under Investigation	Open
901	4/20/10			San Jose	Meter/Module	Under Investigation	Open
902	4/20/10			San Jose	Power Interruption	Breaker keeps tripping	Resolved

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903	4/20/10			San Pablo	Household items affected by SM installation	Under Investigation	Open
904	4/20/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
905	4/20/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
906	4/20/10			Tracy	Household items affected by SM installation	Under Investigation	Open
907	4/20/10			Walnut Creek	Other	Under Investigation	Open
908	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
909	4/21/10			Berkeley	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
910	4/21/10			Berkeley	Other	Radio Frequency	Resolved
911	4/21/10			Berkeley	Power Interruption	Breaker keeps tripping	Resolved
912	4/21/10			Danville	Customer Denies Access	Under Investigation	Open
913	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
914	4/21/10			Fortuna	Household items affected by SM installation	Other	Resolved
915	4/21/10			Livermore	Household items affected by SM installation	Under Investigation	Open
916	4/21/10			Los Banos	Other	Other	Resolved
917	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
918	4/21/10			Mariposa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
919	4/21/10			Mountain View	Meter/Module	Under Investigation	Open
920	4/21/10			Richmond	Meter/Module	Meter/Module clearance issues	Resolved
921	4/21/10			Sacramento	Meter/Module	Under Investigation	Open
922	4/21/10			San Jose	Customer Denies Access	Under Investigation	Open
923	4/21/10			San Jose	Customer Denies Access	Under Investigation	Open
924	4/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
925	4/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
926	4/21/10			San Jose	Wellington Installer	Installer jumped fence, broke lock	Resolved
927	4/21/10			Santa Clara	Wellington Installer	Under Investigation	Open
928	4/21/10			Santa Rosa	Power Interruption	Partial Power Outage	Resolved
929	4/21/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
930	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
931	4/22/10			Alamo	Other	Under Investigation	Open
932	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
933	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
934	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
935	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
936	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
937	4/22/10			Colfax	Power Interruption	Breaker keeps tripping	Resolved
938	4/22/10			Copperopolis	Meter/Module	Other	Resolved
939	4/22/10			Copperopolis	Meter/Module	Other	Resolved
940	4/22/10			El Cerrito	Customer Denies Access	Under Investigation	Open
941	4/22/10			El Sobrante	Power Interruption	Partial Power Outage	Resolved
942	4/22/10			Forestville	Customer Denies Access	Under Investigation	Open
943	4/22/10			Fresno	Meter/Module	Under Investigation	Open

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944	4/22/10			Glen Ellen	Power Interruption	Hi/Low Voltage	Resolved
945	4/22/10			Los Banos	Customer Denies Access	Under Investigation	Open
946	4/22/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
947	4/22/10			Madera	Household items affected by SM installation	Under Investigation	Open
948	4/22/10			Mountain View	Meter/Module	Under Investigation	Open
949	4/22/10			Pacifica	Power Interruption	Flickering Lights	Resolved
950	4/22/10			Pinole	Meter/Module	Meter/Module clearance issues	Resolved
951	4/22/10			San Jose	Customer Denies Access	Under Investigation	Open
952	4/22/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
953	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
954	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
955	4/22/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
956	4/22/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
957	4/22/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
958	4/22/10			Tracy	Customer Denies Access	Under Investigation	Open
959	4/22/10			Vallejo	Customer Denies Access	Under Investigation	Open
960	4/22/10			Vallejo	Other	Under Investigation	Open
961	4/22/10			Willits	Customer Denies Access	Under Investigation	Open
962	4/23/10			Berkeley	Other	Under Investigation	Open
963	4/23/10			Berkeley	Other	Under Investigation	Open
964	4/23/10			Berkeley	Other	Under Investigation	Open
965	4/23/10			Berkeley	Power Interruption	Breaker keeps tripping	Resolved
966	4/23/10			Calistoga	Power Interruption	Breaker keeps tripping	Resolved
967	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
968	4/23/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
969	4/23/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
970	4/23/10			El Dorado Hills	Other	Other	Resolved
971	4/23/10			El Sobrante	Power Interruption	Partial Power Outage	Resolved
972	4/23/10			Escalon	Meter/Module	Under Investigation	Open
973	4/23/10			Madera	Wellington Installer	Under Investigation	Open
974	4/23/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
975	4/23/10			Oakland	Customer Denies Access	Under Investigation	Open
976	4/23/10			Pleasanton	Customer Denies Access	Under Investigation	Open
977	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
978	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
979	4/23/10			San Jose	Customer Denies Access	Under Investigation	Open
980	4/23/10			San Jose	Customer Denies Access	Under Investigation	Open
981	4/23/10			San Jose	Customer Denies Access	Under Investigation	Open
982	4/23/10			San Jose	Meter/Module	Under Investigation	Open
983	4/23/10			San Ramon	Customer Denies Access	Under Investigation	Open
984	4/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open



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985	4/23/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
986	4/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
987	4/23/10			Selma	Wellington Installer	Under Investigation	Open
988	4/23/10			Stockton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
989	4/23/10			Tracy	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
990	4/23/10			Tracy	Household items affected by SM installation	Under Investigation	Open
991	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
992	4/25/10			Cloverdale	Customer Denies Access	Under Investigation	Open
993	4/25/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
994	4/25/10			Oakland	Customer Denies Access	Under Investigation	Open
995	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
996	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
997	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
998	4/26/10			Berkeley	Meter/Module	Meter/Module clearance issues	Resolved
999	4/26/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1000	4/26/10			Calistoga	Meter/Module	Other	Resolved
1001	4/26/10			Campbell	Wellington Installer	Under Investigation	Open
1002	4/26/10			Clayton	Customer Denies Access	Under Investigation	Open
1003	4/26/10			Clayton	Customer Denies Access	Under Investigation	Open
1004	4/26/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1005	4/26/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1006	4/26/10			Livermore	Meter/Module	Under Investigation	Open
1007	4/26/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1008	4/26/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1009	4/26/10			Madera	Household items affected by SM installation	Under Investigation	Open
1010	4/26/10			Madera	Scheduling Problems	Under Investigation	Open
1011	4/26/10			Madera	Wellington Installer	Under Investigation	Open
1012	4/26/10			Napa	Wellington Installer	Under Investigation	Open
1013	4/26/10			Oakhurst	Customer Denies Access	Under Investigation	Open
1014	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1015	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1016	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1017	4/26/10			Oakland	Meter/Module	Meter/Module clearance issues	Resolved
1018	4/26/10			Orinda	Meter/Module	Under Investigation	Open
1019	4/26/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1020	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
1021	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
1022	4/26/10			Richmond	Scheduling Problems	Other	Resolved
1023	4/26/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
1024	4/26/10			San Carlos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1025	4/26/10			San Jose	Customer Denies Access	Under Investigation	Open

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1026	4/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1027	4/26/10			San Jose	Power Interruption	Complete Power Outage	Resolved
1028	4/26/10			San Leandro	Other	Other	Resolved
1029	4/26/10			San Ramon	Customer Denies Access	Under Investigation	Open
1030	4/26/10			San Ramon	Wellington Installer	Under Investigation	Open
1031	4/26/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1032	4/26/10			Seaside	Meter/Module	Under Investigation	Open
1033	4/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1034	4/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1035	4/26/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1036	4/26/10			Sonoma	Customer Denies Access	Under Investigation	Open
1037	4/26/10			Tracy	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1038	4/26/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1039	4/26/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
1040	4/27/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1041	4/27/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1042	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1043	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1044	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1045	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1046	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1047	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1048	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1049	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
1050	4/27/10			Bakersfield	Power Interruption	Under Investigation	Open
1051	4/27/10			Belmont	SmartMeter Customer Communication	Under Investigation	Open
1052	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1053	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1054	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1055	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1056	4/27/10			Berkeley	Household items affected by SM installation	Gas Appliance Not Working	Resolved
1057	4/27/10			Clovis	Household items affected by SM installation	Under Investigation	Open
1058	4/27/10			Coarsegold	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1059	4/27/10			Cupertino	Customer Denies Access	Under Investigation	Open
1060	4/27/10			El Cerrito	Meter/Module	Meter/Module clearance issues	Resolved
1061	4/27/10			Fresno	Other	Other	Resolved
1062	4/27/10			Jenner	Other	Other	Resolved
1063	4/27/10			Kingsburg	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1064	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
1065	4/27/10			Madera	Customer Denies Access	Under Investigation	Open
1066	4/27/10			Manteca	Household items affected by SM installation	Damaged Other Household Appliances	Resolved

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1067	4/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1068	4/27/10			Orinda	Customer Denies Access	Under Investigation	Open
1069	4/27/10			Pittsburg	Other	Under Investigation	Open
1070	4/27/10			Pleasanton	Other	Under Investigation	Open
1071	4/27/10			Reedley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1072	4/27/10			Reedley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1073	4/27/10			Reedley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1074	4/27/10			Reedley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1075	4/27/10			Reedley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1076	4/27/10			Richmond	Customer Denies Access	Under Investigation	Open
1077	4/27/10			Richmond	Customer Denies Access	Under Investigation	Open
1078	4/27/10			San Carlos	SmartMeter Customer Communication	Other	Resolved
1079	4/27/10			San Jose	Customer Denies Access	Under Investigation	Open
1080	4/27/10			San Jose	Power Interruption	Breaker keeps tripping	Resolved
1081	4/27/10			San Leandro	Other	Other	Resolved
1082	4/27/10			San Ramon	Customer Denies Access	Under Investigation	Open
1083	4/27/10			Saratoga	Customer Denies Access	Under Investigation	Open
1084	4/27/10			Saratoga	Customer Denies Access	Under Investigation	Open
1085	4/27/10			Saratoga	Customer Denies Access	Under Investigation	Open
1086	4/27/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
1087	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
1088	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
1089	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
1090	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
1091	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
1092	4/28/10			Alamo	Customer Denies Access	Under Investigation	Open
1093	4/28/10			Antioch	Meter/Module	Under Investigation	Open
1094	4/28/10			Atwater	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1095	4/28/10			Bakersfield	Power Interruption	Complete Power Outage	Resolved
1096	4/28/10			Berkeley	Customer Denies Access	Under Investigation	Open
1097	4/28/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1098	4/28/10			Cupertino	Customer Denies Access	Under Investigation	Open
1099	4/28/10			Hayward	SmartMeter Customer Communication	Under Investigation	Open
1100	4/28/10			Hercules	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1101	4/28/10			Lafayette	SmartMeter Customer Communication	Under Investigation	Open
1102	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1103	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1104	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1105	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1106	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1107	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open

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1108	4/28/10			Oakley	Other	Under Investigation	Open
1109	4/28/10			Petaluma	Customer Denies Access	Under Investigation	Open
1110	4/28/10			Pinole	Customer Denies Access	Under Investigation	Open
1111	4/28/10			Richmond	Customer Denies Access	Under Investigation	Open
1112	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
1113	4/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1114	4/28/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1115	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
1116	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
1117	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
1118	4/29/10			American Canyon	Other	Other	Resolved
1119	4/29/10			Danville	Customer Denies Access	Under Investigation	Open
1120	4/29/10			Danville	Other	Other	Resolved
1121	4/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
1122	4/29/10			Livermore	Other	Under Investigation	Open
1123	4/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1124	4/29/10			Madera	Wellington Installer	Under Investigation	Open
1125	4/29/10			Marysville	Power Interruption	Complete Power Outage	Resolved
1126	4/29/10			Mountain House	Other	Other	Resolved
1127	4/29/10			Napa	Meter/Module	Meter/Module clearance issues	Resolved
1128	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1129	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1130	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1131	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1132	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1133	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1134	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1135	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1136	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1137	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1138	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1139	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1140	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1141	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1142	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1143	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1144	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1145	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1146	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1147	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1148	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open

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Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
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Color Key	
Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1149	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1150	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1151	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1152	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1153	4/29/10			Oakland	Wellington Installer	Under Investigation	Open
1154	4/29/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1155	4/29/10			Pinole	Household items affected by SM installation	Under Investigation	Open
1156	4/29/10			Redding	Meter/Module	Under Investigation	Open
1157	4/29/10			San Jose	Customer Denies Access	Under Investigation	Open
1158	4/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1159	4/29/10			San Pablo	Customer Denies Access	Under Investigation	Open
1160	4/29/10			Santa Rosa	Power Interruption	Breaker keeps tripping	Resolved
1161	4/29/10			Stockton	Meter/Module	Under Investigation	Open
1162	4/29/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
1163	4/29/10			Yuba City	Customer Denies Access	Under Investigation	Open
1164	4/29/10			Yuba City	Customer Denies Access	Under Investigation	Open
1165	4/30/10			Alameda	Customer Denies Access	Under Investigation	Open
1166	4/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
1167	4/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
1168	4/30/10			Berkeley	Other	Under Investigation	Open
1169	4/30/10			Berkeley	Other	Under Investigation	Open
1170	4/30/10			Concord	Other	Under Investigation	Open
1171	4/30/10			El Cerrito	Household items affected by SM installation	Damaged Computer	Resolved
1172	4/30/10			Forestville	Other	Other	Resolved
1173	4/30/10			Forestville	Other	Other	Resolved
1174	4/30/10			Fresno	Meter/Module	Meter/Module clearance issues	Resolved
1175	4/30/10			Fresno	Power Interruption	Breaker keeps tripping	Resolved
1176	4/30/10			Livermore	Customer Denies Access	Under Investigation	Open
1177	4/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1178	4/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1179	4/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1180	4/30/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1181	4/30/10			Madera	Power Interruption	Complete Power Outage	Resolved
1182	4/30/10			Marysville	Customer Denies Access	Under Investigation	Open
1183	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1184	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1185	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1186	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1187	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1188	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1189	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1190	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1191	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1192	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1193	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1194	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1195	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1196	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1197	4/30/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1198	4/30/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1199	4/30/10			Richmond	Customer Denies Access	Under Investigation	Open
1200	4/30/10			Richmond	Other	Under Investigation	Open
1201	4/30/10			Richmond	Power Interruption	Complete Power Outage	Resolved
1202	4/30/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
1203	4/30/10			Richmond	Wellington Installer	Under Investigation	Open
1204	4/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1205	4/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1206	4/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1207	4/30/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1208	4/30/10			San Jose	Other	Under Investigation	Open
1209	4/30/10			San Pablo	Customer Denies Access	Under Investigation	Open
1210	4/30/10			Santa Cruz	Meter/Module	Under Investigation	Open
1211	4/30/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1212	4/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
1213	4/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
1214	4/30/10			Tracy	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1215	4/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1216	4/30/10			Valley Springs	Power Interruption	Hi/Low Voltage	Resolved
1217	4/30/10			Yuba City	Customer Denies Access	Under Investigation	Open
1218	5/1/10			Chowchilla	Customer Denies Access	Under Investigation	Open
1219	5/1/10			El Cerrito	installation	Damaged Computer	Resolved
1220	5/1/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1221	5/1/10			Marysville	Customer Denies Access	Under Investigation	Open
1222	5/1/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1223	5/1/10			San Jose	installation	Internet/Cable Connection Problem	Resolved
1224	5/1/10			San Jose	installation	Internet/Cable Connection Problem	Resolved
1225	5/1/10			San Jose	installation	Under Investigation	Open
1226	5/1/10			San Jose	Other	Under Investigation	Open
1227	5/1/10			San Jose	Other	Under Investigation	Open
1228	5/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1229	5/3/10			Bodega Bay	Customer Denies Access	Under Investigation	Open
1230	5/3/10			Cupertino	Meter/Module	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1231	5/3/10			El Dorado Hills	Customer Denies Access	Gas Appliance Not Working	Resolved
1232	5/3/10			Forestville	Customer Denies Access	Under Investigation	Open
1233	5/3/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1234	5/3/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1235	5/3/10			Madera	installation	Under Investigation	Open
1236	5/3/10			Napa	Other	Other	Resolved
1237	5/3/10			Napa	SmartMeter Customer Communication	General inquiry on communication	Resolved
1238	5/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1239	5/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1240	5/3/10			Oakland	Customer Denies Access	Under Investigation	Open
1241	5/3/10			Oakland	Customer Denies Access	Under Investigation	Open
1242	5/3/10			Richmond	installation	Damaged Television	Resolved
1243	5/3/10			San Francisco	Customer Denies Access	Under Investigation	Open
1244	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
1245	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
1246	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
1247	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
1248	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
1249	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
1250	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
1251	5/3/10			Tracy	Customer Denies Access	Under Investigation	Open
1252	5/3/10			Tracy	Customer Denies Access	Under Investigation	Open
1253	5/3/10			Yuba City	Customer Denies Access	Under Investigation	Open
1254	5/3/10			Yuba City	Customer Denies Access	Under Investigation	Open
1255	5/3/10			Yuba City	Customer Denies Access	Under Investigation	Open
1256	5/4/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1257	5/4/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1258	5/4/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1259	5/4/10			Concord	Customer Denies Access	Under Investigation	Open
1260	5/4/10			Concord	Meter/Module	Under Investigation	Open
1261	5/4/10			El Cerrito	Power Interruption	Under Investigation	Open
1262	5/4/10			Folsom	Customer Denies Access	Meter/Module clearance issues	Resolved
1263	5/4/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
1264	5/4/10			Hercules	Meter/Module	Meter/Module clearance issues	Resolved
1265	5/4/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1266	5/4/10			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1267	5/4/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1268	5/4/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1269	5/4/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1270	5/4/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1271	5/4/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1272	5/4/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1273	5/4/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1274	5/4/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1275	5/4/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1276	5/4/10			Oakland	installation	Damaged Television	Resolved
1277	5/4/10			Oakland	Other	Other	Resolved
1278	5/4/10			Oakland	Other	Other	Resolved
1279	5/4/10			Oakley	Other	Under Investigation	Open
1280	5/4/10			Pacifica	installation	Under Investigation	Open
1281	5/4/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1282	5/4/10			Pinole	Customer Denies Access	Customer Denies Wellington Access	Resolved
1283	5/4/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1284	5/4/10			S. San Francisco	Wellington Installer	Under Investigation	Open
1285	5/4/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1286	5/4/10			San Jose	Customer Denies Access	Under Investigation	Open
1287	5/4/10			San Jose	Customer Denies Access	Under Investigation	Open
1288	5/4/10			San Jose	installation	Under Investigation	Open
1289	5/4/10			San Ramon	Other	Under Investigation	Open
1290	5/4/10			Saratoga	Customer Denies Access	Under Investigation	Open
1291	5/4/10			Saratoga	Customer Denies Access	Under Investigation	Open
1292	5/4/10			Tracy	Power Interruption	Under Investigation	Open
1293	5/5/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1294	5/5/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1295	5/5/10			Alameda	Customer Denies Access	Under Investigation	Open
1296	5/5/10			Alameda	Customer Denies Access	Under Investigation	Open
1297	5/5/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1298	5/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
1299	5/5/10			Berkeley	installation	Motion/Sensor Appliance Malfunctioning	Resolved
1300	5/5/10			Calistoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1301	5/5/10			Corcoran	Customer Denies Access	Under Investigation	Open
1302	5/5/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1303	5/5/10			Livermore	installation	Damaged Computer	Resolved
1304	5/5/10			Los Banos	installation	Under Investigation	Open
1305	5/5/10			Madera	installation	Under Investigation	Open
1306	5/5/10			Manteca	SmartMeter Customer Communication	Under Investigation	Open
1307	5/5/10			Napa	Power Interruption	Under Investigation	Open
1308	5/5/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1309	5/5/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1310	5/5/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1311	5/5/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1312	5/5/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved



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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1313	5/5/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1314	5/5/10			Oakland	Customer Denies Access	Under Investigation	Open
1315	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
1316	5/5/10			Petaluma	installation	Damaged Computer	Resolved
1317	5/5/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1318	5/5/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1319	5/5/10			Richmond	Other	Other	Resolved
1320	5/5/10			Rodeo	Meter/Module	Meter/Module clearance issues	Resolved
1321	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
1322	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
1323	5/5/10			San Jose	Meter/Module	Under Investigation	Open
1324	5/5/10			San Jose	Other	Under Investigation	Open
1325	5/5/10			San Jose	Wellington Installer	Under Investigation	Open
1326	5/5/10			San Leandro	Meter/Module	Under Investigation	Open
1327	5/5/10			San Leandro	SmartMeter Customer Communication	Other	Resolved
1328	5/5/10			Santa Nella	installation	Under Investigation	Open
1329	5/5/10			Santa Nella	Other	Under Investigation	Open
1330	5/5/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1331	5/5/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1332	5/5/10			Santa Rosa	installation	Damaged Other Household Appliances	Resolved
1333	5/5/10			Saratoga	Customer Denies Access	Under Investigation	Open
1334	5/5/10			Vallejo	Other	Under Investigation	Open
1335	5/5/10			Watsonville	Meter/Module	Under Investigation	Open
1336	5/6/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1337	5/6/10			Camino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1338	5/6/10			Concord	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1339	5/6/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1340	5/6/10			Fremont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1341	5/6/10			Galt	Meter/Module	Meter/Module clearance issues	Resolved
1342	5/6/10			Los Banos	Power Interruption	Under Investigation	Open
1343	5/6/10			Madera	Customer Denies Access	Under Investigation	Open
1344	5/6/10			Madera	installation	Under Investigation	Open
1345	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
1346	5/6/10			Newark	Customer Denies Access	Under Investigation	Open
1347	5/6/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1348	5/6/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1349	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1350	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1351	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1352	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1353	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1354	5/6/10			Petaluma	Meter/Module	Under Investigation	Open
1355	5/6/10			Pinole	Customer Denies Access	Under Investigation	Open
1356	5/6/10			Pinole	Customer Denies Access	Under Investigation	Open
1357	5/6/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1358	5/6/10			San Francisco	Customer Denies Access	Under Investigation	Open
1359	5/6/10			San Jose	Customer Denies Access	Under Investigation	Open
1360	5/6/10			San Jose	Wellington Installer	Under Investigation	Open
1361	5/6/10			San Mateo	Other	Other	Resolved
1362	5/6/10			Sebastopol	Other	Other	Resolved
1363	5/6/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1364	5/6/10			Vacaville	Meter/Module	Meter/Module clearance issues	Resolved
1365	5/6/10			Yuba City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1366	5/7/10			Alameda	Customer Denies Access	Under Investigation	Open
1367	5/7/10			Berkeley	Wellington Installer	Under Investigation	Open
1368	5/7/10			Brentwood	Customer Denies Access	Under Investigation	Open
1369	5/7/10			Clayton	Other	Under Investigation	Open
1370	5/7/10			Concord	Bad Meter / Module Equipment	Under Investigation	Open
1371	5/7/10			Concord	Wellington Installer	Under Investigation	Open
1372	5/7/10			Cupertino	Meter/Module	Under Investigation	Open
1373	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
1374	5/7/10			El Sobrante	Other	Other	Resolved
1375	5/7/10			Fairfield	Meter/Module	Meter/Module clearance issues	Resolved
1376	5/7/10			Firebaugh	Power Interruption	Under Investigation	Open
1377	5/7/10			Fremont	Meter/Module	Meter/Module clearance issues	Resolved
1378	5/7/10			Healdsburg	Scheduling Problems	Customer does not want a SmartMeter	Resolved
1379	5/7/10			Kingsburg	installation	Under Investigation	Open
1380	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
1381	5/7/10			Napa	installation	Damaged Other Household Appliances	Resolved
1382	5/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1383	5/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1384	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1385	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1386	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1387	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1388	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1389	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1390	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1391	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1392	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1393	5/7/10			Oakland	Other	Under Investigation	Open
1394	5/7/10			Oakland	Scheduling Problems	Under Investigation	Open

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1395	5/7/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1396	5/7/10			Pinole	Customer Denies Access	Under Investigation	Open
1397	5/7/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1398	5/7/10			Pleasanton	installation	Motion/Sensor Appliance Malfunctioning	Resolved
1399	5/7/10			Redwood City	installation	Motion/Sensor Appliance Malfunctioning	Resolved
1400	5/7/10			Richmond	Other	Under Investigation	Open
1401	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
1402	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
1403	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
1404	5/7/10			San Jose	installation	Damaged Other Household Appliances	Resolved
1405	5/7/10			San Jose	installation	Motion/Sensor Appliance Malfunctioning	Resolved
1406	5/7/10			San Jose	installation	Under Investigation	Open
1407	5/7/10			San Jose	installation	Under Investigation	Open
1408	5/7/10			San Jose	Meter/Module	Under Investigation	Open
1409	5/7/10			San Mateo	Customer Denies Access	Under Investigation	Open
1410	5/7/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1411	5/7/10			San Ramon	installation	Damaged Fans	Resolved
1412	5/7/10			San Ramon	Wellington Installer	Under Investigation	Open
1413	5/7/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1414	5/7/10			Santa Rosa	installation	Damaged Other Household Appliances	Resolved
1415	5/7/10			Santa Rosa	installation	Under Investigation	Open
1416	5/7/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1417	5/7/10			Shingle Springs	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1418	5/7/10			Squaw Valley	Customer Denies Access	Under Investigation	Open
1419	5/7/10			Stockton	Meter/Module	Other	Resolved
1420	5/7/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
1421	5/7/10			Taft	Meter/Module	Under Investigation	Open
1422	5/7/10			Tiburon	installation	Gas Appliance Not Working	Resolved
1423	5/7/10			Tracy	Customer Denies Access	Under Investigation	Open
1424	5/7/10			Tracy	Customer Denies Access	Under Investigation	Open
1425	5/7/10			Tracy	installation	Other	Resolved
1426	5/7/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
1427	5/7/10			Walnut Creek	installation	Under Investigation	Open
1428	5/7/10			Wheatland	installation	Damaged Other Household Appliances	Resolved
1429	5/8/10			Berkeley	installation	Other	Resolved
1430	5/8/10			Chico	Customer Denies Access	Under Investigation	Open
1431	5/8/10			Orinda	installation	Under Investigation	Open
1432	5/8/10			Placerville	Wellington Installer	Under Investigation	Open
1433	5/8/10			Richmond	Customer Denies Access	Under Investigation	Open
1434	5/8/10			San Jose	installation	Under Investigation	Open
1435	5/8/10			San Jose	Meter/Module	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1436	5/8/10			San Jose	Power Interruption	Partial Power Outage	Resolved
1437	5/8/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1438	5/8/10			Vacaville	Meter/Module	Under Investigation	Open
1439	5/9/10			American Canyon	installation	Damaged Other Household Appliances	Resolved
1440	5/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
1441	5/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1442	5/10/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1443	5/10/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1444	5/10/10			Alameda	Meter/Module	Under Investigation	Open
1445	5/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
1446	5/10/10			Chowchilla	SmartMeter Customer Communication	Under Investigation	Open
1447	5/10/10			Coarsegold	Power Interruption	Hi/Low Voltage	Resolved
1448	5/10/10			Concord	Power Interruption	Under Investigation	Open
1449	5/10/10			El Dorado Hills	installation	Gas Appliance Not Working	Resolved
1450	5/10/10			Fresno	Meter/Module	Under Investigation	Open
1451	5/10/10			Fresno	Power Interruption	Under Investigation	Open
1452	5/10/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1453	5/10/10			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1454	5/10/10			Hercules	installation	Under Investigation	Open
1455	5/10/10			Live Oak	Customer Denies Access	Under Investigation	Open
1456	5/10/10			Livermore	Customer Denies Access	Under Investigation	Open
1457	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1458	5/10/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1459	5/10/10			Madera	Customer Denies Access	Under Investigation	Open
1460	5/10/10			Marysville	installation	Other	Resolved
1461	5/10/10			Milpitas	Wellington Installer	Under Investigation	Open
1462	5/10/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1463	5/10/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1464	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
1465	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
1466	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
1467	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
1468	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
1469	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
1470	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
1471	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
1472	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
1473	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
1474	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open
1475	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
1476	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open

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1477	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
1478	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
1479	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
1480	5/10/10			Redding	Meter/Module	Under Investigation	Open
1481	5/10/10			Richmond	installation	Under Investigation	Open
1482	5/10/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
1483	5/10/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
1484	5/10/10			Roseville	Other	Other	Resolved
1485	5/10/10			San Anselmo	SmartMeter Customer Communication	Other	Resolved
1486	5/10/10			San Francisco	Customer Denies Access	Under Investigation	Open
1487	5/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1488	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
1489	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
1490	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
1491	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
1492	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
1493	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
1494	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
1495	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
1496	5/10/10			San Jose	Other	Under Investigation	Open
1497	5/10/10			San Ramon	Meter/Module	Other	Resolved
1498	5/10/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1499	5/10/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1500	5/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1501	5/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1502	5/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1503	5/10/10			Sebastopol	Other	Under Investigation	Open
1504	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
1505	5/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
1506	5/10/10			Stockton	Wellington Installer	Under Investigation	Open
1507	5/10/10			Tracy	Customer Denies Access	Under Investigation	Open
1508	5/10/10			Tracy	installation	Other	Resolved
1509	5/10/10			Twin Bridges	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1510	5/10/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1511	5/10/10			W Sacramento	Other	Other	Resolved
1512	5/10/10			Walnut Creek	Meter/Module	Under Investigation	Open
1513	5/10/10			Wheatland	installation	Damaged Other Household Appliances	Resolved
1514	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
1515	5/10/10			Yuba City	Customer Denies Access	Under Investigation	Open
1516	5/10/10			Yuba City	Customer Denies Access	Under Investigation	Open
1517	5/11/10			Alameda	Customer Denies Access	Under Investigation	Open

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1518	5/11/10			Alameda	Customer Denies Access	Under Investigation	Open
1519	5/11/10			Alameda	Power Interruption	Under Investigation	Open
1520	5/11/10			Alamo	SmartMeter Customer Communication	Under Investigation	Open
1521	5/11/10			Benicia	Customer Denies Access	Under Investigation	Open
1522	5/11/10			Berkeley	Customer Denies Access	Under Investigation	Open
1523	5/11/10			Berkeley	Customer Denies Access	Under Investigation	Open
1524	5/11/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1525	5/11/10			Cameron Park	Customer Denies Access	Under Investigation	Open
1526	5/11/10			Chico	installation	Under Investigation	Open
1527	5/11/10			Chico	Wellington Installer	Under Investigation	Open
1528	5/11/10			Concord	installation	Under Investigation	Open
1529	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
1530	5/11/10			Dublin	Meter/Module	Under Investigation	Open
1531	5/11/10			Forestville	Customer Denies Access	Under Investigation	Open
1532	5/11/10			Kingsburg	Power Interruption	Breaker keeps tripping	Resolved
1533	5/11/10			Lafayette	SmartMeter Customer Communication	Under Investigation	Open
1534	5/11/10			Los Banos	SmartMeter Customer Communication	Under Investigation	Open
1535	5/11/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1536	5/11/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1537	5/11/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1538	5/11/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1539	5/11/10			Millbrae	Customer Denies Access	Under Investigation	Open
1540	5/11/10			Milpitas	Wellington Installer	Under Investigation	Open
1541	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1542	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1543	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1544	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1545	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1546	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1547	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1548	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1549	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1550	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1551	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1552	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1553	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1554	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1555	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open
1556	5/11/10			Petaluma	Customer Denies Access	Under Investigation	Open
1557	5/11/10			Petaluma	installation	Under Investigation	Open
1558	5/11/10			Petaluma	Other	Under Investigation	Open

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1559	5/11/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1560	5/11/10			Pollock Pines	Customer Denies Access	Customer Denies Wellington Access	Resolved
1561	5/11/10			Richmond	Customer Denies Access	Under Investigation	Open
1562	5/11/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
1563	5/11/10			Rohnert Park	Meter/Module	Under Investigation	Open
1564	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1565	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1566	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1567	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1568	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1569	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1570	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1571	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1572	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1573	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1574	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1575	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1576	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1577	5/11/10			San Jose	installation	Under Investigation	Open
1578	5/11/10			San Jose	Wellington Installer	Under Investigation	Open
1579	5/11/10			San Leandro	SmartMeter Customer Communication	Under Investigation	Open
1580	5/11/10			San Ramon	Meter/Module	Under Investigation	Open
1581	5/11/10			Santa Nella	installation	Under Investigation	Open
1582	5/11/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1583	5/11/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1584	5/11/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1585	5/11/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1586	5/11/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1587	5/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1588	5/11/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1589	5/11/10			Shafter	SmartMeter Customer Communication	Under Investigation	Open
1590	5/11/10			Tracy	Customer Denies Access	Under Investigation	Open
1591	5/11/10			Tracy	Power Interruption	Partial Power Outage	Resolved
1592	5/11/10			Tracy	Wellington Installer	Under Investigation	Open
1593	5/11/10			Vallejo	Customer Denies Access	Under Investigation	Open
1594	5/11/10			Vallejo	Wellington Installer	Under Investigation	Open
1595	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
1596	5/11/10			Windsor	Customer Denies Access	Under Investigation	Open
1597	5/11/10			Yuba City	Customer Denies Access	Under Investigation	Open
1598	5/11/10			Yuba City	installation	Internet/Cable Connection Problem	Resolved
1599	5/12/10			Albion	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1600	5/12/10			Benicia	Customer Denies Access	Under Investigation	Open
1601	5/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
1602	5/12/10			Berkeley	Power Interruption	Under Investigation	Open
1603	5/12/10			Cameron Park	Customer Denies Access	Under Investigation	Open
1604	5/12/10			Cameron Park	Customer Denies Access	Under Investigation	Open
1605	5/12/10			Camino	Customer Denies Access	Under Investigation	Open
1606	5/12/10			Campbell	Customer Denies Access	Under Investigation	Open
1607	5/12/10			Chico	Bad Meter / Module Equipment	Under Investigation	Open
1608	5/12/10			Chico	Power Interruption	Breaker keeps tripping	Resolved
1609	5/12/10			Dos Palos	Power Interruption	Under Investigation	Open
1610	5/12/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1611	5/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
1612	5/12/10			Fremont	Meter/Module	Under Investigation	Open
1613	5/12/10			Fresno	Other	Under Investigation	Open
1614	5/12/10			Little Norway	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1615	5/12/10			Livermore	Wellington Installer	Under Investigation	Open
1616	5/12/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1617	5/12/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1618	5/12/10			Martinez	installation	Under Investigation	Open
1619	5/12/10			Marysville	installation	Under Investigation	Open
1620	5/12/10			Marysville	Power Interruption	Under Investigation	Open
1621	5/12/10			Marysville	Wellington Installer	Under Investigation	Open
1622	5/12/10			Milpitas	Customer Denies Access	Under Investigation	Open
1623	5/12/10			Milpitas	Power Interruption	Under Investigation	Open
1624	5/12/10			Milpitas	Power Interruption	Under Investigation	Open
1625	5/12/10			Mountain View	Wellington Installer	Under Investigation	Open
1626	5/12/10			Napa	Wellington Installer	Under Investigation	Open
1627	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1628	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1629	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1630	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1631	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1632	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1633	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1634	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1635	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1636	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1637	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1638	5/12/10			Oakland	installation	Motion/Sensor Appliance Malfunctioning	Resolved
1639	5/12/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1640	5/12/10			Petaluma	Customer Denies Access	Under Investigation	Open



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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1641	5/12/10			Petaluma	Customer Denies Access	Under Investigation	Open
1642	5/12/10			Petaluma	Customer Denies Access	Under Investigation	Open
1643	5/12/10			Petaluma	Scheduling Problems	Under Investigation	Open
1644	5/12/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1645	5/12/10			Piedmont	Customer Denies Access	Under Investigation	Open
1646	5/12/10			Piedmont	Customer Denies Access	Under Investigation	Open
1647	5/12/10			Pinole	Customer Denies Access	Under Investigation	Open
1648	5/12/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1649	5/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1650	5/12/10			Pleasanton	installation	Damaged Other Household Appliances	Resolved
1651	5/12/10			Richmond	Other	Under Investigation	Open
1652	5/12/10			Richmond	Wellington Installer	Under Investigation	Open
1653	5/12/10			Rocklin	installation	Other	Resolved
1654	5/12/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1655	5/12/10			S. San Francisco	Customer Denies Access	Under Investigation	Open
1656	5/12/10			Sacramento	SmartMeter Customer Communication	General inquiry on communication	Resolved
1657	5/12/10			San Francisco	Customer Denies Access	Under Investigation	Open
1658	5/12/10			San Francisco	installation	Motion/Sensor Appliance Malfunctioning	Resolved
1659	5/12/10			San Francisco	Power Interruption	Other	Resolved
1660	5/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1661	5/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1662	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1663	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1664	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1665	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1666	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1667	5/12/10			San Jose	Other	Other	Resolved
1668	5/12/10			San Jose	Other	Under Investigation	Open
1669	5/12/10			San Jose	Power Interruption	Under Investigation	Open
1670	5/12/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1671	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
1672	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
1673	5/12/10			San Mateo	SmartMeter Customer Communication	Under Investigation	Open
1674	5/12/10			San Mateo	SmartMeter Customer Communication	Under Investigation	Open
1675	5/12/10			San Ramon	Wellington Installer	Under Investigation	Open
1676	5/12/10			Santa Clara	Customer Denies Access	Under Investigation	Open
1677	5/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1678	5/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1679	5/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1680	5/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1681	5/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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1682	5/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1683	5/12/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1684	5/12/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1685	5/12/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1686	5/12/10			Sonoma	Power Interruption	Under Investigation	Open
1687	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open
1688	5/12/10			Tracy	Customer Denies Access	Under Investigation	Open
1689	5/12/10			Tracy	Wellington Installer	Under Investigation	Open
1690	5/12/10			Twin Bridges	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1691	5/12/10			Twin Bridges	Customer Denies Access	Under Investigation	Open
1692	5/12/10			Vallejo	installation	Under Investigation	Open
1693	5/12/10			Vallejo	Meter/Module	Under Investigation	Open
1694	5/12/10			Villa Grande	Customer Denies Access	Under Investigation	Open
1695	5/12/10			Windsor	Customer Denies Access	Under Investigation	Open
1696	5/12/10			Yuba City	Customer Denies Access	Under Investigation	Open
1697	5/12/10			Yuba City	Customer Denies Access	Under Investigation	Open
1698	5/12/10			Yuba City	Customer Denies Access	Under Investigation	Open
1699	5/13/10			Alameda	installation	Under Investigation	Open
1700	5/13/10			Aptos	Customer Denies Access	Under Investigation	Open
1701	5/13/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1702	5/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
1703	5/13/10			Bolinas	Customer Denies Access	Under Investigation	Open
1704	5/13/10			Cameron Park	Customer Denies Access	Under Investigation	Open
1705	5/13/10			Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1706	5/13/10			Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1707	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
1708	5/13/10			Daly City	Customer Denies Access	Under Investigation	Open
1709	5/13/10			Daly City	installation	Under Investigation	Open
1710	5/13/10			Dos Palos	Other	Under Investigation	Open
1711	5/13/10			El Dorado Hills	installation	Gas Appliance Not Working	Resolved
1712	5/13/10			El Dorado Hills	Power Interruption	Under Investigation	Open
1713	5/13/10			Hercules	Meter/Module	Under Investigation	Open
1714	5/13/10			Los Banos	Customer Denies Access	Under Investigation	Open
1715	5/13/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1716	5/13/10			Marysville	Wellington Installer	Under Investigation	Open
1717	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
1718	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
1719	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
1720	5/13/10			Pacifica	Meter/Module	Other	Resolved
1721	5/13/10			Petaluma	Customer Denies Access	Under Investigation	Open
1722	5/13/10			Petaluma	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1723	5/13/10			Piedmont	Customer Denies Access	Under Investigation	Open
1724	5/13/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1725	5/13/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1726	5/13/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1727	5/13/10			Placerville	Power Interruption	Under Investigation	Open
1728	5/13/10			Pleasant Grove	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1729	5/13/10			Pleasant Grove	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1730	5/13/10			Redding	Customer Denies Access	Under Investigation	Open
1731	5/13/10			Redding	Wellington Installer	Under Investigation	Open
1732	5/13/10			Rio Oso	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1733	5/13/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1734	5/13/10			San Francisco	Customer Denies Access	Under Investigation	Open
1735	5/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1736	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
1737	5/13/10			San Jose	Meter/Module	Under Investigation	Open
1738	5/13/10			San Jose	Other	Under Investigation	Open
1739	5/13/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1740	5/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1741	5/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1742	5/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1743	5/13/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1744	5/13/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1745	5/13/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1746	5/13/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1747	5/13/10			Santa Rosa	installation	Under Investigation	Open
1748	5/13/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1749	5/13/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1750	5/13/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1751	5/13/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
1752	5/13/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
1753	5/13/10			Tracy	installation	Under Investigation	Open
1754	5/13/10			Tracy	installation	Under Investigation	Open
1755	5/13/10			Tracy	Other	Under Investigation	Open
1756	5/13/10			Willits	Meter/Module	Under Investigation	Open
1757	5/13/10			Yuba City	Customer Denies Access	Under Investigation	Open
1758	5/13/10			Yuba City	Customer Denies Access	Under Investigation	Open
1759	5/13/10			Yuba City	Other	Under Investigation	Open
1760	5/14/10			Alameda	Customer Denies Access	Under Investigation	Open
1761	5/14/10			Antioch	Meter/Module	Under Investigation	Open
1762	5/14/10			Aptos	Customer Denies Access	Under Investigation	Open
1763	5/14/10			Benicia	installation	Under Investigation	Open

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1764	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
1765	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
1766	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
1767	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
1768	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
1769	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
1770	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
1771	5/14/10			Chico	Other	Under Investigation	Open
1772	5/14/10			Clayton	Wellington Installer	Under Investigation	Open
1773	5/14/10			East Nicolaus	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1774	5/14/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1775	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
1776	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
1777	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
1778	5/14/10			Forestville	Customer Denies Access	Under Investigation	Open
1779	5/14/10			Graton	Customer Denies Access	Under Investigation	Open
1780	5/14/10			Los Banos	Meter/Module	Under Investigation	Open
1781	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
1782	5/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1783	5/14/10			Mountain View	Customer wants SmartMeter Removed	Under Investigation	Open
1784	5/14/10			Napa	SmartMeter Customer Communication	Under Investigation	Open
1785	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1786	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1787	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1788	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1789	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1790	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1791	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1792	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1793	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1794	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1795	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1796	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1797	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1798	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1799	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1800	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1801	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1802	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1803	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1804	5/14/10			Pacific House	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1805	5/14/10			Petaluma	Customer Denies Access	Under Investigation	Open
1806	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
1807	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
1808	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
1809	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
1810	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
1811	5/14/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1812	5/14/10			Pleasanton	Wellington Installer	Under Investigation	Open
1813	5/14/10			Redwood City	Meter/Module	Under Investigation	Open
1814	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1815	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1816	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1817	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1818	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1819	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1820	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1821	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1822	5/14/10			San Jose	installation	Under Investigation	Open
1823	5/14/10			San Jose	Meter/Module	Under Investigation	Open
1824	5/14/10			San Jose	Power Interruption	Complete Power Outage	Resolved
1825	5/14/10			San Leandro	Customer Denies Access	Under Investigation	Open
1826	5/14/10			San Leandro	Customer wants SmartMeter Removed	Under Investigation	Open
1827	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
1828	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
1829	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
1830	5/14/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1831	5/14/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1832	5/14/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
1833	5/14/10			Sonoma	Meter/Module	Under Investigation	Open
1834	5/14/10			Tracy	Customer Denies Access	Under Investigation	Open
1835	5/14/10			Tracy	installation	Under Investigation	Open
1836	5/14/10			Tracy	SmartMeter Customer Communication	Under Investigation	Open
1837	5/14/10			Tranquillity	Meter/Module	Under Investigation	Open
1838	5/14/10			Turlock	installation	Under Investigation	Open
1839	5/14/10			Vacaville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1840	5/14/10			Wheatland	Meter/Module	Under Investigation	Open
1841	5/14/10			Windsor	Customer Denies Access	Under Investigation	Open
1842	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
1843	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
1844	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
1845	5/14/10			Yuba City	Customer wants SmartMeter Removed	Under Investigation	Open

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1846	5/14/10			Yuba City	installation	Under Investigation	Open

1,428	Open Complaints on Last Report
511	Open Complaints Resolved Since the Last Report
418	New Complaints Since the Last Report
69	New Complaints Resolved Since the Last Report
349	New Complaints Open

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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	Damaged Television	Resolved
2	6/9/09	{Redacted}	{Redacted}	Citrus Heights	Meter/Module	Meter/Module creating a hazard	Resolved
3	6/25/09	{Redacted}	{Redacted}	Paradise	Meter/Module	Meter/Module creating a hazard	Resolved
4	7/1/09	{Redacted}	{Redacted}	Capay	Other	Other	Resolved
5	7/2/09	{Redacted}	{Redacted}	Soda Springs	Scheduling Problems	Other	Resolved
6	9/18/09	{Redacted}	{Redacted}	Moraga	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Resolved
7	9/29/09	{Redacted}	{Redacted}	Ahwahnee	Meter/Module	Other	Resolved
8	10/15/09	{Redacted}	{Redacted}	Stockton	Household items affected by SM installation	Other	Resolved
9	10/26/09	{Redacted}	{Redacted}	Fremont	Other	Other	Resolved
10	10/28/09	{Redacted}	{Redacted}	Vacaville	Wellington Installer	Damaged private property	Resolved
11	11/10/09	{Redacted}	{Redacted}	Hillsborough	Customer Denies Access	Other	Resolved
12	11/12/09	{Redacted}	{Redacted}	Newark	Meter/Module	Meter/Module clearance issues	Resolved
13	11/16/09	{Redacted}	{Redacted}	Vacaville	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
14	11/20/09	{Redacted}	{Redacted}	Fremont	Meter/Module	Other	Resolved
15	11/23/09	{Redacted}	{Redacted}	WOODLAND	Meter/Module	Other	Resolved
16	11/24/09	{Redacted}	{Redacted}	Kingsburg	Meter/Module	Other	Resolved
17	11/25/09	{Redacted}	{Redacted}	Richmond	Network Equipment Installation	Other	Resolved
18	11/30/09	{Redacted}	{Redacted}	Fresno	Household items affected by SM installation	Other	Resolved
19	11/30/09	{Redacted}	{Redacted}	MIRAMONTE	Household items affected by SM installation	Other	Resolved
20	12/2/09	{Redacted}	{Redacted}	Fremont	Power Interruption	Complete Power Outage	Resolved
21	12/2/09	{Redacted}	{Redacted}	Redwood City	Household items affected by SM installation	Damaged Computer	Resolved
22	12/3/09	{Redacted}	{Redacted}	Manteca	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
23	12/3/09	{Redacted}	{Redacted}	Manteca	Household items affected by SM installation	Other	Resolved
24	12/3/09	{Redacted}	{Redacted}	Stockton	Household items affected by SM installation	Other	Resolved
25	12/4/09	{Redacted}	{Redacted}	Hanford	Household items affected by SM installation	Other	Resolved
26	12/4/09	{Redacted}	{Redacted}	Napa	Household items affected by SM installation	Other	Resolved
27	12/7/09	{Redacted}	{Redacted}	Napa	Wellington Installer	Other	Resolved
28	12/8/09	{Redacted}	{Redacted}	PIONEER	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
29	12/9/09	{Redacted}	{Redacted}	Los Altos	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
30	12/9/09	{Redacted}	{Redacted}	Stockton	Power Interruption	Complete Power Outage	Resolved
31	12/11/09	{Redacted}	{Redacted}	Millbrae	Power Interruption	Partial Power Outage	Resolved
32	12/11/09	{Redacted}	{Redacted}	Plymouth	Meter/Module	Other	Resolved
33	12/11/09	{Redacted}	{Redacted}	Stockton	Household items affected by SM installation	Gas Appliance Not Working	Resolved
34	12/16/09	{Redacted}	{Redacted}	Mountain View	Scheduling Problems	Other	Resolved
35	12/17/09	{Redacted}	{Redacted}	Sunnyvale	Meter/Module	Other	Resolved
36	12/17/09	{Redacted}	{Redacted}	Vacaville	Meter/Module	Other	Resolved
37	12/22/09	{Redacted}	{Redacted}	Fremont	Household items affected by SM installation	Gas Appliance Not Working	Resolved
38	12/22/09	{Redacted}	{Redacted}	PINE GROVE	Wellington Installer	Installer jumped fence, broke lock	Resolved
39	12/23/09	{Redacted}	{Redacted}	Dublin	Meter/Module	Other	Resolved
40	12/23/09	{Redacted}	{Redacted}	Sunnyvale	Household items affected by SM installation	Damaged Refrigerator	Resolved
41	12/23/09	{Redacted}	{Redacted}	Sunnyvale	Household items affected by SM installation	Damaged Television	Resolved

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42	12/23/09			Walnut Creek	SmartMeter Customer Communication	Other	Resolved
43	12/29/09			El Granada	Power Interruption	Breaker keeps tripping	Resolved
44	12/29/09			Livermore	Meter/Module	Other	Resolved
45	12/29/09			Pleasanton	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
46	12/30/09			Los Banos	Network Equipment Installation	Other	Resolved
47	12/31/09			Livermore	Household items affected by SM installation	Other	Resolved
48	12/31/09			Mountain View	Household items affected by SM installation	Other	Resolved
49	1/4/10			Menlo Park	Customer Denies Access	Under Investigation	Open
50	1/4/10			Merced	Customer Denies Access	Customer does not want a SmartMeter	Resolved
51	1/5/10			AUBURN	Power Interruption	Complete Power Outage	Resolved
52	1/8/10			Livermore	Household items affected by SM installation	Damaged Television	Resolved
53	1/11/10			Burlingame	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
54	1/11/10			Fairfield	Meter/Module	Under Investigation	Open
55	1/11/10			Livermore	Household items affected by SM installation	Damaged Television	Resolved
56	1/11/10			Vacaville	Meter/Module	Under Investigation	Open
57	1/12/10			Livermore	Power Interruption	Breaker keeps tripping	Resolved
58	1/12/10			Moraga	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
59	1/12/10			Sunnyvale	Household items affected by SM installation	Damaged Television	Resolved
60	1/13/10			LODI	Meter/Module	Under Investigation	Open
61	1/14/10			Cupertino	Household items affected by SM installation	Damaged Television	Resolved
62	1/14/10			Cupertino	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
63	1/14/10			Dublin	Household items affected by SM installation	Other	Resolved
64	1/15/10			Corcoran	Wellington Installer	Installer rude to customer	Resolved
65	1/15/10			Dublin	Household items affected by SM installation	Installer jumped fence, broke lock	Resolved
66	1/15/10			Napa	Scheduling Problems	Under Investigation	Open
67	1/16/10			San Jose	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
68	1/19/10			Martinez	Other	Other	Resolved
69	1/20/10			Cupertino	Household items affected by SM installation	Other	Resolved
70	1/20/10			Cupertino	Power Interruption	Partial Power Outage	Resolved
71	1/22/10			Fremont	Household items affected by SM installation	Gas Appliance Not Working	Resolved
72	1/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
73	1/23/10			Kensington	Household items affected by SM installation	Other	Resolved
74	1/26/10			American Canyon	Customer Denies Access	Under Investigation	Open
75	1/26/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
76	1/26/10			Madera	Wellington Installer	Installer left gate open	Resolved
77	1/26/10			MONTARA	Meter/Module	Under Investigation	Open
78	1/26/10			Pleasanton	Wellington Installer	Installer upset animals	Resolved
79	1/26/10			San Jose	Household items affected by SM installation	Damaged Television	Resolved
80	1/26/10			San Jose	Meter/Module	Under Investigation	Open
81	1/26/10			Stockton	Wellington Installer	Damaged private property	Resolved
82	1/26/10			Sunnyvale	Household items affected by SM installation	Damaged Refrigerator	Resolved



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83	1/26/10			Sunnyvale	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
84	1/27/10			Hillsborough	Customer Denies Access	Customer does not want a SmartMeter	Resolved
85	1/27/10			Pleasanton	Wellington Installer	Fails to identify self as PG&E contractor	Resolved
86	1/27/10			Redwood City	Meter/Module	Under Investigation	Open
87	1/28/10			American Canyon	Wellington Installer	Installer rude to customer	Resolved
88	1/28/10			El Sobrante	Wellington Installer	Installer rude to customer	Resolved
89	1/28/10			Moraga	Wellington Installer	Installer failed to knock	Resolved
90	1/28/10			Pleasanton	Household items affected by SM installation	Damaged Refrigerator	Resolved
91	1/28/10			San Francisco	Power Interruption	Partial Power Outage	Resolved
92	1/28/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
93	1/28/10			San Jose	Wellington Installer	Door hanger not left or placed incorrectly	Resolved
94	1/28/10			Sunnyvale	Power Interruption	Under Investigation	Open
95	1/29/10			Cupertino	Household items affected by SM installation	Other	Resolved
96	1/29/10			Madera	Wellington Installer	No time given to answer door	Resolved
97	1/29/10			Pinole	Wellington Installer	Safety concern	Resolved
98	1/29/10			Richmond	Wellington Installer	No time given to powerdown equipment	Resolved
99	1/29/10			Rio Vista	Household items affected by SM installation	Other	Resolved
100	1/29/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
101	1/29/10			San Jose	Meter/Module	Under Investigation	Open
102	1/29/10			Stockton	Wellington Installer	Installer rude to customer	Resolved
103	1/29/10			Sunnyvale	Household items affected by SM installation	Other	Resolved
104	1/29/10			Sunnyvale	Wellington Installer	Meter/Module damaged in field	Resolved
105	1/31/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
106	1/31/10			San Jose	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
107	1/31/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
108	2/1/10			El Sobrante	Wellington Installer	No time given to powerdown equipment	Resolved
109	2/1/10			LA HONDA	Customer Denies Access	Under Investigation	Open
110	2/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
111	2/1/10			Pleasanton	Meter/Module	Under Investigation	Open
112	2/1/10			San Jose	Power Interruption	Partial Power Outage	Resolved
113	2/1/10			San Jose	Power Interruption	Partial Power Outage	Resolved
114	2/1/10			Vacaville	Meter/Module	Under Investigation	Open
115	2/2/10			San Jose	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
116	2/3/10			CORDELIA	Wellington Installer	Under Investigation	Open
117	2/3/10			Graton	Other	Other	Resolved
118	2/3/10			Livermore	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
119	2/3/10			Mountain View	Power Interruption	Breaker keeps tripping	Resolved
120	2/3/10			Pleasanton	Meter/Module	Under Investigation	Open
121	2/3/10			RAYMOND	Wellington Installer	Under Investigation	Open
122	2/4/10			Fresno	Household items affected by SM installation	Under Investigation	Open
123	2/4/10			San Ramon	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 20, 2010 – For the Period May 8, 2010 through May 14, 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	2/4/10			Suisun City	Meter/Module	Under Investigation	Open
125	2/5/10			Mountain View	Other	Other	Resolved
126	2/5/10			Pleasanton	Meter/Module	Under Investigation	Open
127	2/5/10			San Ramon	Meter/Module	Under Investigation	Open
128	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
129	2/9/10			Cupertino	Wellington Installer	Under Investigation	Open
130	2/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
131	2/10/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
132	2/10/10			Berkeley	Wellington Installer	Under Investigation	Open
133	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
134	2/10/10			Cupertino	Meter/Module	Under Investigation	Open
135	2/10/10			Cupertino	Power Interruption	Partial Power Outage	Resolved
136	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
137	2/10/10			NORTH FOLK	Wellington Installer	Under Investigation	Open
138	2/10/10			Rancho Cordova	Meter/Module	Under Investigation	Open
139	2/10/10			San Jose	Wellington Installer	Under Investigation	Open
140	2/10/10			San Ramon	Wellington Installer	Under Investigation	Open
141	2/10/10			Vacaville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
142	2/11/10			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Resolved
143	2/11/10			Livermore	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
144	2/11/10			Napa	Meter/Module	Meter/Module clearance issues	Resolved
145	2/11/10			Sunnyvale	Power Interruption	Breaker keeps tripping	Resolved
146	2/11/10			Vallejo	Wellington Installer	Under Investigation	Open
147	2/12/10			Berkeley	Wellington Installer	Under Investigation	Open
148	2/12/10			San Jose	Power Interruption	Partial Power Outage	Resolved
149	2/12/10			San Ramon	Household items affected by SM installation	Gas Appliance Not Working	Resolved
150	2/12/10			San Ramon	Household items affected by SM installation	Other	Resolved
151	2/12/10			San Ramon	Wellington Installer	Under Investigation	Open
152	2/13/10			Berkeley	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
153	2/14/10			Sunnyvale	Meter/Module	Under Investigation	Open
154	2/14/10			Walnut Creek	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
155	2/16/10			Berkeley	Wellington Installer	Under Investigation	Open
156	2/16/10			Cupertino	Wellington Installer	Under Investigation	Open
157	2/16/10			RIPON	Meter/Module	Under Investigation	Open
158	2/16/10			Santa Clara	Meter/Module	Under Investigation	Open
159	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
160	2/16/10			Sunnyvale	Household items affected by SM installation	Other	Resolved
161	2/17/10			Cupertino	Household items affected by SM installation	Other	Resolved
162	2/17/10			Forestville	Customer Denies Access	Under Investigation	Open
163	2/17/10			Madera	Wellington Installer	Under Investigation	Open
164	2/17/10			Newark	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved

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

May 20, 2010 – For the Period May 8, 2010 through May 14, 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	2/17/10			San Jose	Wellington Installer	Under Investigation	Open
166	2/17/10			Sunnyvale	Meter/Module	Under Investigation	Open
167	2/17/10			Vallejo	Household items affected by SM installation	Other	Resolved
168	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
169	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
170	2/17/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
171	2/18/10			Madera	Wellington Installer	Under Investigation	Open
172	2/18/10			Mariposa	Wellington Installer	Under Investigation	Open
173	2/18/10			Sanger	Scheduling Problems	Under Investigation	Open
174	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
175	2/18/10			Somerset	Wellington Installer	Under Investigation	Open
176	2/19/10			American Canyon	Wellington Installer	Under Investigation	Open
177	2/19/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
178	2/19/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
179	2/19/10			Pleasanton	Meter/Module	Under Investigation	Open
180	2/21/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
181	2/21/10			Pleasanton	Meter/Module	Under Investigation	Open
182	2/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
183	2/22/10			OCCIDENTAL	Customer Denies Access	Under Investigation	Open
184	2/22/10			Placerville	Wellington Installer	Under Investigation	Open
185	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
186	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
187	2/22/10			San Jose	Household items affected by SM installation	Under Investigation	Open
188	2/22/10			San Ramon	Meter/Module	Under Investigation	Open
189	2/22/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
190	2/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
191	2/22/10			Sunnyvale	Power Interruption	Breaker keeps tripping	Resolved
192	2/22/10			Vacaville	Meter/Module	Under Investigation	Open
193	2/23/10			Vallejo	Network Equipment Installation	Under Investigation	Open
194	2/23/10			ALTA	Meter/Module	Under Investigation	Open
195	2/23/10			Clayton	Household items affected by SM installation	Under Investigation	Open
196	2/23/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
197	2/23/10			Mariposa	Wellington Installer	Under Investigation	Open
198	2/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
199	2/23/10			San Jose	Meter/Module	Under Investigation	Open
200	2/23/10			San Pablo	Wellington Installer	Under Investigation	Open
201	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
202	2/24/10			Livermore	Other	Other	Resolved
203	2/24/10			Madera	Wellington Installer	Under Investigation	Open
204	2/24/10			Merced	Meter/Module	Under Investigation	Open
205	2/24/10			Mountain View	Household items affected by SM installation	Under Investigation	Open

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**Pacific Gas and Electric Company**

**SmartMeter™ Complaint Report**

**SmartMeter™ Installation Complaint Report**

May 20, 2010 – For the Period May 8, 2010 through May 14, 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	2/24/10			Napa	Wellington Installer	Under Investigation	Open
207	2/24/10			Pollock Pines	Wellington Installer	Under Investigation	Open
208	2/24/10			San Jose	Meter/Module	Under Investigation	Open
209	2/24/10			San Jose	Wellington Installer	Under Investigation	Open
210	2/24/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open

Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 May 20, 2010 -- For the Period May 8, 2010 through May 14, 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	Resolved	Bill is Accurate. DCSI SmartMeter installed 2/4/08. SSN SmartMeter installed 2/23/10. Customer's usage has been very consistent before and after installation of the SmartMeters. Usage averages from 50 kwh/day to 120 kwh/day during peak summer months. An energy audit was completed for this customer on 4/30/10. PG&E also provided the customer with information on baseline rates, usage and PG&E's proposal to the CPUC of a three-tier rate structure for summer of 2011. Discussed energy cost and efficiency of both air conditioning units. Mr. Prewett understands his energy usage but believes our baseline allotment is too low and our rates are too high.
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	Resolved	Bill is Accurate. SmartMeter installed 7/25/07. Customer is questioning his final bill for his account, closed on 2/10/10. Final bill for \$2,238.38 was issued on 2/11/10. Customer paid \$238.38 on 2/24/10, leaving a \$2,000 balance. Explained customer was behind on their Balanced Payment Plan when the account was closed and a true-up bill was issued. At customer's request, PG&E's supervisor met with the customer at the local office to review a statement of account. Several calls have been made since to offer a pay plan. Customer wants to meet in the office again but has not called back to set a meeting. Last messages were left on 5/14 and 5/17. Customer is welcome to come to the office or call back for a pay plan
8	4/19/10	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
9	4/22/10	{Redacted}	{Redacted}	FREMONT	Open	Under Investigation
10	4/23/10	{Redacted}	{Redacted}	VALLEY SPRINGS	Open	Under Investigation
11	4/26/10	{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 20, 2010 -- For the Period May 8, 2010 through May 14, 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
12	4/29/10			FORESTHILL	Resolved	Bill is Accurate SmartMeter installed 7/7/09. Customer concerned with baseline allotment and high electric usage. Reviewed all-electric baseline rate and electric heater usage. Reviewed how to check hourly and daily usage online. Reviewed optional time of use rate. Offered meter test, customer declined. Offered energy audit. Customer accepted.
13	4/30/10			DALY CITY	Open	Under Investigation
14	5/1/10			MORAGA	Open	Under Investigation
15	5/3/10			GRANITE BAY	Open	Under Investigation
16	5/5/10			ATHERTON	Resolved	Bill is Accurate SmartMeter installed 8/11/09. Advised customer usage steady and then it did increase in July, the month before the SmartMeter was installed. Customer wanted new meter. Scheduled meter test and energy audit on same day. Demonstrated to customer changing simple behaviors can reduce energy and identified electric load. Customer is satisfied the meter is accurate and appreciated the information. Same SmartMeter is in place.
17	5/7/10			ALTA	Open	Under Investigation
18	5/8/10			CLOVIS	Open	Under Investigation
19	5/12/10			WILSEYVILLE	Open	Under Investigation
20	5/12/10			MI WUK VILLAGE	Open	Under Investigation
21	5/12/10			ACAMPO	Resolved	Delayed Gas Charges due to Meter Communication Issue. Gas and electric SmartMeters were installed on 9/19/08. Gas meter module stopped transmitting on 11/11/09. Customer received estimated bill in December 2009 and January 2010. There were no gas charges on February bill, and then two-month catch-up (February and March) gas charges were billed in March for \$286.33. March billing was based on actual field read verified on 3/9/10. PG&E reduced the March catch-up bill with a credit for \$125.33 because customer was unaware of high usage during this period and therefore not able to take action earlier to conserve energy. Once she was billed in March, she lowered her gas usage. Customer was satisfied.

Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 May 20, 2010 -- For the Period May 8, 2010 through May 14, 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
22	5/13/10			EL GRANADA	Resolved	Bill is Accurate. SmartMeter installed 12/22/09. Customer questioning 1/14/10 - 2/16/10 bill for \$82.97; usage of 338 kwh and 38 therms. Customer used PG&E's online energy analyzer and feels his bill should be \$10 less. Usage is in line with historical usage. The disputed usage of 338 kwh represents 10.2 kwh per day. During the same billing period in the prior year, customer used 9.57 kwh/day. PG&E explained the difference in cost is twofold: rate increase from 2009 to 2010, and 33-day billing cycle in 2010 vs 30-day billing cycle in 2009. Also, the customer's current bills in 2010 for the months before and after the disputed period of 1/14 - 2/16, were also 30-day bill cycles. Customer has declined all offers for a meter test. Customer was not satisfied.
23	5/14/10			ARNOLD	Open	Under Investigation

- 18 Open Complaints on Last Report
- 4 Open Complaints Resolved Since the Last Report
- 5 New Complaints Since the Last Report
- 2 New Complaints Resolved Since the Last Report
- 3 New Complaints Open

Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 May 20, 2010 -- For the Period May 8, 2010 through May 14, 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	Resolved	Bill is Accurate. DCSI SmartMeter installed 2/4/08. SSN SmartMeter installed 2/23/10. Customer's usage has been very consistent before and after installation of the SmartMeters. Usage averages from 50 kwh/day to 120 kwh/day during peak summer months. An energy audit was completed for this customer on 4/30/10. PG&E also provided the customer with information on baseline rates, usage and PG&E's proposal to the CPUC of a three-tier rate structure for summer of 2011. Discussed energy cost and efficiency of both air conditioning units. Mr. Prewett understands his energy usage but believes our baseline allotment is too low and our rates are too high.
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	Resolved	Bill is Accurate. SmartMeter installed 7/25/07. Customer is questioning his final bill for his account, closed on 2/10/10. Final bill for \$2,238.38 was issued on 2/11/10. Customer paid \$238.38 on 2/24/10, leaving a \$2,000 balance. Explained customer was behind on their Balanced Payment Plan when the account was closed and a true-up bill was issued. At customer's request, PG&E's supervisor met with the customer at the local office to review a statement of account. Several calls have been made since to offer a pay plan. Customer wants to meet in the office again but has not called back to set a meeting. Last messages were left on 5/14 and 5/17. Customer is welcome to come to the office or call back for a pay plan.
8	4/19/10	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
9	4/22/10	{Redacted}	{Redacted}	FREMONT	Open	Under Investigation
10	4/23/10	{Redacted}	{Redacted}	VALLEY SPRINGS	Open	Under Investigation
11	4/26/10	{Redacted}	{Redacted}	GRANITE BAY	Open	Under Investigation



12	4/29/10
13	4/30/10
14	5/1/10
15	5/3/10
16	5/5/10
17	5/7/10
18	5/8/10
19	5/12/10
20	5/12/10
21	5/12/10
22	5/13/10

FORESTHILL	Resolved	Bill is Accurate SmartMeter installed 7/7/09. Customer concerned with baseline allotment and high electric usage. Reviewed all-electric baseline rate and electric heater usage. Reviewed how to check hourly and daily usage online. Reviewed optional time of use rate. Offered meter test, customer declined. Offered energy audit. Customer accepted.
DALY CITY	Open	Under Investigation
MORAGA	Open	Under Investigation
GRANITE BAY	Open	Under Investigation
ATHERTON	Resolved	Bill is Accurate SmartMeter installed 8/11/09. Advised customer usage steady and then it did increase in July, the month before the SmartMeter was installed. Customer wanted new meter. Scheduled meter test and energy audit on same day. Demonstrated to customer changing simple behaviors can reduce energy and identified electric load. Customer is satisfied the meter is accurate and appreciated the information. Same SmartMeter is in place.
ALTA	Open	Under Investigation
CLOVIS	Open	Under Investigation
WILSEYVILLE	Open	Under Investigation
MILWUK VILLAGE	Open	Under Investigation
ACAMPO	Resolved	Delayed Gas Charges due to Meter Communication Issue. Gas and electric SmartMeters were installed on 9/19/08. Gas meter module stopped transmitting on 11/11/09. Customer received estimated bill in December 2009 and January 2010. There were no gas charges on February bill, and then two-month catch-up (February and March) gas charges were billed in March for \$286.33. March billing was based on actual field read verified on 3/9/10. PG&E reduced the March catch-up bill with a credit for \$125.33 because customer was unaware of high usage during this period and therefore not able to take action earlier to conserve energy. Once she was billed in March, she lowered her gas usage. Customer was satisfied.
EL GRANADA	Resolved	Bill is Accurate. SmartMeter installed 12/22/09. Customer questioning 1/14/10 - 2/16/10 bill for \$82.97; usage of 338 kwh and 38 therms. Customer used PG&E's online energy analyzer and feels his bill should be \$10 less. Usage is in line with historical usage. The disputed usage of 338 kwh represents 10.2 kwh per day. During the same billing period in the prior year, customer used 9.57 kwh/day. PG&E explained the difference in cost is twofold: rate increase from 2009 to 2010, and 33-day billing cycle in 2010 vs 30-day billing cycle in 2009. Also, the customer's current bills in 2010 for the months before and after the disputed period of 1/14 - 2/16, were also 30-day bill cycles. Customer has declined all offers for a meter test. Customer was not satisfied.

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21
22

- 18 Open Complaints on Last Report
- 4 Open Complaints Resolved Since the Last Report
- 5 New Complaints Since the Last Report
- 2 New Complaints Resolved Since the Last Report
- 3 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	Resolved	<b>Bill is Accurate. DCSI SmartMeter installed 2/4/08. SSN SmartMeter installed 2/23/10. Customer's usage has been very consistent before and after installation of the SmartMeters. Usage averages from 50 kwh/day to 120 kwh/day during peak summer months. An energy audit was completed for this customer on 4/30/10. PG&amp;E also provided the customer with information on baseline rates, usage and PG&amp;E's proposal to the CPUC of a three-tier rate structure for summer of 2011. Discussed energy cost and efficiency of both air conditioning units. Mr. Prewett understands his energy usage but believes our baseline allotment is too low and our rates are too high.</b>
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	Resolved	<b>Bill is Accurate. SmartMeter installed 7/25/07. Customer is questioning his final bill for his account, closed on 2/10/10. Final bill for \$2,238.38 was issued on 2/11/10. Customer paid \$238.38 on 2/24/10, leaving a \$2,000 balance. Explained customer was behind on their Balanced Payment Plan when the account was closed and a true-up bill was issued. At customer's request, PG&amp;E's supervisor met with the customer at the local office to review a statement of account. Several calls have been made since to offer a pay plan. Customer wants to meet in the office again but has not called back to set a meeting. Last messages were left on 5/14 and 5/17. Customer is welcome to come to the office or call back for a pay plan</b>
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

12	4/29/10
13	4/30/10
14	5/1/10
15	5/3/10
16	5/5/10
17	5/7/10
18	5/8/10
19	5/12/10
20	5/12/10
21	5/12/10
22	5/13/10

FORESTHILL	Resolved	Bill is Accurate SmartMeter installed 7/7/09. Customer concerned with baseline allotment and high electric usage. Reviewed all-electric baseline rate and electric heater usage. Reviewed how to check hourly and daily usage online. Reviewed optional time of use rate. Offered meter test, customer declined. Offered energy audit. Customer accepted.
DALY CITY	Open	Under Investigation
MORAGA	Open	Under Investigation
GRANITE BAY	Open	Under Investigation
ATHERTON	Resolved	Bill is Accurate SmartMeter installed 8/11/09. Advised customer usage steady and then it did increase in July, the month before the SmartMeter was installed. Customer wanted new meter. Scheduled meter test and energy audit on same day. Demonstrated to customer changing simple behaviors can reduce energy and identified electric load. Customer is satisfied the meter is accurate and appreciated the information. Same SmartMeter is in place.
ALTA	Open	Under Investigation
CLOVIS	Open	Under Investigation
WILSEYVILLE	Open	Under Investigation
MI WUK VILLAGE	Open	Under Investigation
ACAMPO	Resolved	Delayed Gas Charges due to Meter Communication Issue. Gas and electric SmartMeters were installed on 9/19/08. Gas meter module stopped transmitting on 11/11/09. Customer received estimated bill in December 2009 and January 2010. There were no gas charges on February bill, and then two-month catch-up (February and March) gas charges were billed in March for \$286.33. March billing was based on actual field read verified on 3/9/10. PG&E reduced the March catch-up bill with a credit for \$125.33 because customer was unaware of high usage during this period and therefore not able to take action earlier to conserve energy. Once she was billed in March, she lowered her gas usage. Customer was satisfied.
EL GRANADA	Resolved	Bill is Accurate. SmartMeter installed 12/22/09. Customer questioning 1/14/10 - 2/16/10 bill for \$82.97; usage of 338 kwh and 38 therms. Customer used PG&E's online energy analyzer and feels his bill should be \$10 less. Usage is in line with historical usage. The disputed usage of 338 kwh represents 10.2 kwh per day. During the same billing period in the prior year, customer used 9.57 kwh/day. PG&E explained the difference in cost is twofold: rate increase from 2009 to 2010, and 33-day billing cycle in 2010 vs 30-day billing cycle in 2009. Also, the customer's current bills in 2010 for the months before and after the disputed period of 1/14 - 2/16, were also 30-day bill cycles. Customer has declined all offers for a meter test. Customer was not satisfied.

4/29/10
4/30/10
5/1/10
5/3/10
5/5/10
5/7/10
5/8/10
5/12/10
5/12/10
5/12/10
5/13/10

- 18 Open Complaints on Last Report
- 4 Open Complaints Resolved Since the Last Report
- 5 New Complaints Since the Last Report
- 2 New Complaints Resolved Since the Last Report
- 3 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	Resolved	<b>Bill is Accurate. DCSI SmartMeter installed 2/4/08. SSN SmartMeter installed 2/23/10. Customer's usage has been very consistent before and after installation of the SmartMeters. Usage averages from 50 kwh/day to 120 kwh/day during peak summer months. An energy audit was completed for this customer on 4/30/10. PG&amp;E also provided the customer with information on baseline rates, usage and PG&amp;E's proposal to the CPUC of a three-tier rate structure for summer of 2011. Discussed energy cost and efficiency of both air conditioning units. Mr. Prewett understands his energy usage but believes our baseline allotment is too low and our rates are too high.</b>
		ALAMO	Open	Under Investigation
		BAKERSFIELD	Open	Under Investigation
		SAN PABLO	Open	Under Investigation
		BAKERSFIELD	Resolved	<b>Bill is Accurate. SmartMeter installed 7/25/07. Customer is questioning his final bill for his account, closed on 2/10/10. Final bill for \$2,238.38 was issued on 2/11/10. Customer paid \$238.38 on 2/24/10, leaving a \$2,000 balance. Explained customer was behind on their Balanced Payment Plan when the account was closed and a true-up bill was issued. At customer's request, PG&amp;E's supervisor met with the customer at the local office to review a statement of account. Several calls have been made since to offer a pay plan. Customer wants to meet in the office again but has not called back to set a meeting. Last messages were left on 5/14 and 5/17. Customer is welcome to come to the office or call back for a pay plan</b>
		BAKERSFIELD	Open	Under Investigation
		FREMONT	Open	Under Investigation
		VALLEY SPRINGS	Open	Under Investigation
		GRANITE BAY	Open	Under Investigation

12	4/29/10
13	4/30/10
14	5/1/10
15	5/3/10
16	5/5/10
17	5/7/10
18	5/8/10
19	5/12/10
20	5/12/10
21	5/12/10
22	5/13/10

FORESTHILL	Resolved	Bill is Accurate SmartMeter installed 7/7/09. Customer concerned with baseline allotment and high electric usage. Reviewed all-electric baseline rate and electric heater usage. Reviewed how to check hourly and daily usage online. Reviewed optional time of use rate. Offered meter test, customer declined. Offered energy audit. Customer accepted.
DALY CITY	Open	Under Investigation
MORAGA	Open	Under Investigation
GRANITE BAY	Open	Under Investigation
ATHERTON	Resolved	Bill is Accurate SmartMeter installed 8/11/09. Advised customer usage steady and then it did increase in July, the month before the SmartMeter was installed. Customer wanted new meter. Scheduled meter test and energy audit on same day. Demonstrated to customer changing simple behaviors can reduce energy and identified electric load. Customer is satisfied the meter is accurate and appreciated the information. Same SmartMeter is in place.
ALTA	Open	Under Investigation
CLOVIS	Open	Under Investigation
WILSEYVILLE	Open	Under Investigation
MILWUK VILLAGE	Open	Under Investigation
ACAMPO	Resolved	Delayed Gas Charges due to Meter Communication Issue. Gas and electric SmartMeters were installed on 9/19/08. Gas meter module stopped transmitting on 11/11/09. Customer received estimated bill in December 2009 and January 2010. There were no gas charges on February bill, and then two-month catch-up (February and March) gas charges were billed in March for \$286.33. March billing was based on actual field read verified on 3/9/10. PG&E reduced the March catch-up bill with a credit for \$125.33 because customer was unaware of high usage during this period and therefore not able to take action earlier to conserve energy. Once she was billed in March, she lowered her gas usage. Customer was satisfied.
EL GRANADA	Resolved	Bill is Accurate. SmartMeter installed 12/22/09. Customer questioning 1/14/10 - 2/16/10 bill for \$82.97; usage of 338 kwh and 38 therms. Customer used PG&E's online energy analyzer and feels his bill should be \$10 less. Usage is in line with historical usage. The disputed usage of 338 kwh represents 10.2 kwh per day. During the same billing period in the prior year, customer used 9.57 kwh/day. PG&E explained the difference in cost is twofold: rate increase from 2009 to 2010, and 33-day billing cycle in 2010 vs 30-day billing cycle in 2009. Also, the customer's current bills in 2010 for the months before and after the disputed period of 1/14 - 2/16, were also 30-day bill cycles. Customer has declined all offers for a meter test. Customer was not satisfied.

23	5/14/10	ARNOLD	Open	Under Investigation
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- 18 Open Complaints on Last Report
- 4 Open Complaints Resolved Since the Last Report
- 5 New Complaints Since the Last Report
- 2 New Complaints Resolved Since the Last Report
- 3 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	Resolved	<b>Bill is Accurate. DCSI SmartMeter installed 2/4/08. SSN SmartMeter installed 2/23/10. Customer's usage has been very consistent before and after installation of the SmartMeters. Usage averages from 50 kwh/day to 120 kwh/day during peak summer months. An energy audit was completed for this customer on 4/30/10. PG&amp;E also provided the customer with information on baseline rates, usage and PG&amp;E's proposal to the CPUC of a three-tier rate structure for summer of 2011. Discussed energy cost and efficiency of both air conditioning units. Mr. Prewett understands his energy usage but believes our baseline allotment is too low and our rates are too high.</b>
	ALAMO	Open	Under Investigation
	BAKERSFIELD	Open	Under Investigation
	SAN PABLO	Open	Under Investigation
	BAKERSFIELD	Resolved	<b>Bill is Accurate. SmartMeter installed 7/25/07. Customer is questioning his final bill for his account, closed on 2/10/10. Final bill for \$2,238.38 was issued on 2/11/10. Customer paid \$238.38 on 2/24/10, leaving a \$2,000 balance. Explained customer was behind on their Balanced Payment Plan when the account was closed and a true-up bill was issued. At customer's request, PG&amp;E's supervisor met with the customer at the local office to review a statement of account. Several calls have been made since to offer a pay plan. Customer wants to meet in the office again but has not called back to set a meeting. Last messages were left on 5/14 and 5/17. Customer is welcome to come to the office or call back for a pay plan</b>
	BAKERSFIELD	Open	Under Investigation
	FREMONT	Open	Under Investigation
	VALLEY SPRINGS	Open	Under Investigation
	GRANITE BAY	Open	Under Investigation

12	4/29/10
13	4/30/10
14	5/1/10
15	5/3/10
16	5/5/10
17	5/7/10
18	5/8/10
19	5/12/10
20	5/12/10
21	5/12/10
22	5/13/10

FORESTHILL	Resolved	Bill is Accurate SmartMeter installed 7/7/09. Customer concerned with baseline allotment and high electric usage. Reviewed all-electric baseline rate and electric heater usage. Reviewed how to check hourly and daily usage online. Reviewed optional time of use rate. Offered meter test, customer declined. Offered energy audit. Customer accepted.
DALY CITY	Open	Under Investigation
MORAGA	Open	Under Investigation
GRANITE BAY	Open	Under Investigation
ATHERTON	Resolved	Bill is Accurate SmartMeter installed 8/11/09. Advised customer usage steady and then it did increase in July, the month before the SmartMeter was installed. Customer wanted new meter. Scheduled meter test and energy audit on same day. Demonstrated to customer changing simple behaviors can reduce energy and identified electric load. Customer is satisfied the meter is accurate and appreciated the information. Same SmartMeter is in place.
ALTA	Open	Under Investigation
CLOVIS	Open	Under Investigation
WILSEYVILLE	Open	Under Investigation
MI WUK VILLAGE	Open	Under Investigation
ACAMPO	Resolved	Delayed Gas Charges due to Meter Communication Issue. Gas and electric SmartMeters were installed on 9/19/08. Gas meter module stopped transmitting on 11/11/09. Customer received estimated bill in December 2009 and January 2010. There were no gas charges on February bill, and then two-month catch-up (February and March) gas charges were billed in March for \$286.33. March billing was based on actual field read verified on 3/9/10. PG&E reduced the March catch-up bill with a credit for \$125.33 because customer was unaware of high usage during this period and therefore not able to take action earlier to conserve energy. Once she was billed in March, she lowered her gas usage. Customer was satisfied.
EL GRANADA	Resolved	Bill is Accurate. SmartMeter installed 12/22/09. Customer questioning 1/14/10 - 2/16/10 bill for \$82.97; usage of 338 kwh and 38 therms. Customer used PG&E's online energy analyzer and feels his bill should be \$10 less. Usage is in line with historical usage. The disputed usage of 338 kwh represents 10.2 kwh per day. During the same billing period in the prior year, customer used 9.57 kwh/day. PG&E explained the difference in cost is twofold: rate increase from 2009 to 2010, and 33-day billing cycle in 2010 vs 30-day billing cycle in 2009. Also, the customer's current bills in 2010 for the months before and after the disputed period of 1/14 - 2/16, were also 30-day bill cycles. Customer has declined all offers for a meter test. Customer was not satisfied.

23	5/14/10	ARNOLD	Open	Under Investigation
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- 18 Open Complaints on Last Report
- 4 Open Complaints Resolved Since the Last Report
- 5 New Complaints Since the Last Report
- 2 New Complaints Resolved Since the Last Report
- 3 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	Resolved	<b>Bill is Accurate. DCSI SmartMeter installed 2/4/08. SSN SmartMeter installed 2/23/10. Customer's usage has been very consistent before and after installation of the SmartMeters. Usage averages from 50 kwh/day to 120 kwh/day during peak summer months. An energy audit was completed for this customer on 4/30/10. PG&amp;E also provided the customer with information on baseline rates, usage and PG&amp;E's proposal to the CPUC of a three-tier rate structure for summer of 2011. Discussed energy cost and efficiency of both air conditioning units. Mr. Prewett understands his energy usage but believes our baseline allotment is too low and our rates are too high.</b>
ALAMO	Open	Under Investigation
BAKERSFIELD	Open	Under Investigation
SAN PABLO	Open	Under Investigation
BAKERSFIELD	Resolved	<b>Bill is Accurate. SmartMeter installed 7/25/07. Customer is questioning his final bill for his account, closed on 2/10/10. Final bill for \$2,238.38 was issued on 2/11/10. Customer paid \$238.38 on 2/24/10, leaving a \$2,000 balance. Explained customer was behind on their Balanced Payment Plan when the account was closed and a true-up bill was issued. At customer's request, PG&amp;E's supervisor met with the customer at the local office to review a statement of account. Several calls have been made since to offer a pay plan. Customer wants to meet in the office again but has not called back to set a meeting. Last messages were left on 5/14 and 5/17. Customer is welcome to come to the office or call back for a pay plan</b>
BAKERSFIELD	Open	Under Investigation
FREMONT	Open	Under Investigation
VALLEY SPRINGS	Open	Under Investigation
GRANITE BAY	Open	Under Investigation

12	4/29/10
13	4/30/10
14	5/1/10
15	5/3/10
16	5/5/10
17	5/7/10
18	5/8/10
19	5/12/10
20	5/12/10
21	5/12/10
22	5/13/10

FORESTHILL	Resolved	Bill is Accurate SmartMeter installed 7/7/09. Customer concerned with baseline allotment and high electric usage. Reviewed all-electric baseline rate and electric heater usage. Reviewed how to check hourly and daily usage online. Reviewed optional time of use rate. Offered meter test, customer declined. Offered energy audit. Customer accepted.
DALY CITY	Open	Under Investigation
MORAGA	Open	Under Investigation
GRANITE BAY	Open	Under Investigation
ATHERTON	Resolved	Bill is Accurate SmartMeter installed 8/11/09. Advised customer usage steady and then it did increase in July, the month before the SmartMeter was installed. Customer wanted new meter. Scheduled meter test and energy audit on same day. Demonstrated to customer changing simple behaviors can reduce energy and identified electric load. Customer is satisfied the meter is accurate and appreciated the information. Same SmartMeter is in place.
ALTA	Open	Under Investigation
CLOVIS	Open	Under Investigation
WILSEYVILLE	Open	Under Investigation
MI WUK VILLAGE	Open	Under Investigation
ACAMPO	Resolved	Delayed Gas Charges due to Meter Communication Issue. Gas and electric SmartMeters were installed on 9/19/08. Gas meter module stopped transmitting on 11/11/09. Customer received estimated bill in December 2009 and January 2010. There were no gas charges on February bill, and then two-month catch-up (February and March) gas charges were billed in March for \$286.33. March billing was based on actual field read verified on 3/9/10. PG&E reduced the March catch-up bill with a credit for \$125.33 because customer was unaware of high usage during this period and therefore not able to take action earlier to conserve energy. Once she was billed in March, she lowered her gas usage. Customer was satisfied.
EL GRANADA	Resolved	Bill is Accurate. SmartMeter installed 12/22/09. Customer questioning 1/14/10 - 2/16/10 bill for \$82.97; usage of 338 kwh and 38 therms. Customer used PG&E's online energy analyzer and feels his bill should be \$10 less. Usage is in line with historical usage. The disputed usage of 338 kwh represents 10.2 kwh per day. During the same billing period in the prior year, customer used 9.57 kwh/day. PG&E explained the difference in cost is twofold: rate increase from 2009 to 2010, and 33-day billing cycle in 2010 vs 30-day billing cycle in 2009. Also, the customer's current bills in 2010 for the months before and after the disputed period of 1/14 - 2/16, were also 30-day bill cycles. Customer has declined all offers for a meter test. Customer was not satisfied.

FORESTHILL
DALY CITY
MORAGA
GRANITE BAY
ATHERTON
ALTA
CLOVIS
WILSEYVILLE
MI WUK VILLAGE
ACAMPO
EL GRANADA

- 18 Open Complaints on Last Report
- 4 Open Complaints Resolved Since the Last Report
- 5 New Complaints Since the Last Report
- 2 New Complaints Resolved Since the Last Report
- 3 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
Resolved	<b>Bill is Accurate. DCSI SmartMeter installed 2/4/08. SSN SmartMeter installed 2/23/10. Customer's usage has been very consistent before and after installation of the SmartMeters. Usage averages from 50 kwh/day to 120 kwh/day during peak summer months. An energy audit was completed for this customer on 4/30/10. PG&amp;E also provided the customer with information on baseline rates, usage and PG&amp;E's proposal to the CPUC of a three-tier rate structure for summer of 2011. Discussed energy cost and efficiency of both air conditioning units. Mr. Prewett understands his energy usage but believes our baseline allotment is too low and our rates are too high.</b>
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Resolved	<b>Bill is Accurate. SmartMeter installed 7/25/07. Customer is questioning his final bill for his account, closed on 2/10/10. Final bill for \$2,238.38 was issued on 2/11/10. Customer paid \$238.38 on 2/24/10, leaving a \$2,000 balance. Explained customer was behind on their Balanced Payment Plan when the account was closed and a true-up bill was issued. At customer's request, PG&amp;E's supervisor met with the customer at the local office to review a statement of account. Several calls have been made since to offer a pay plan. Customer wants to meet in the office again but has not called back to set a meeting. Last messages were left on 5/14 and 5/17. Customer is welcome to come to the office or call back for a pay plan</b>
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation

12	4/29/10
13	4/30/10
14	5/1/10
15	5/3/10
16	5/5/10
17	5/7/10
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19	5/12/10
20	5/12/10
21	5/12/10
22	5/13/10

FORESTHILL	Resolved	Bill is Accurate SmartMeter installed 7/7/09. Customer concerned with baseline allotment and high electric usage. Reviewed all-electric baseline rate and electric heater usage. Reviewed how to check hourly and daily usage online. Reviewed optional time of use rate. Offered meter test, customer declined. Offered energy audit. Customer accepted.
DALY CITY	Open	Under Investigation
MORAGA	Open	Under Investigation
GRANITE BAY	Open	Under Investigation
ATHERTON	Resolved	Bill is Accurate SmartMeter installed 8/11/09. Advised customer usage steady and then it did increase in July, the month before the SmartMeter was installed. Customer wanted new meter. Scheduled meter test and energy audit on same day. Demonstrated to customer changing simple behaviors can reduce energy and identified electric load. Customer is satisfied the meter is accurate and appreciated the information. Same SmartMeter is in place.
ALTA	Open	Under Investigation
CLOVIS	Open	Under Investigation
WILSEYVILLE	Open	Under Investigation
MILWUK VILLAGE	Open	Under Investigation
ACAMPO	Resolved	Delayed Gas Charges due to Meter Communication Issue. Gas and electric SmartMeters were installed on 9/19/08. Gas meter module stopped transmitting on 11/11/09. Customer received estimated bill in December 2009 and January 2010. There were no gas charges on February bill, and then two-month catch-up (February and March) gas charges were billed in March for \$286.33. March billing was based on actual field read verified on 3/9/10. PG&E reduced the March catch-up bill with a credit for \$125.33 because customer was unaware of high usage during this period and therefore not able to take action earlier to conserve energy. Once she was billed in March, she lowered her gas usage. Customer was satisfied.
EL GRANADA	Resolved	Bill is Accurate. SmartMeter installed 12/22/09. Customer questioning 1/14/10 - 2/16/10 bill for \$82.97; usage of 338 kwh and 38 therms. Customer used PG&E's online energy analyzer and feels his bill should be \$10 less. Usage is in line with historical usage. The disputed usage of 338 kwh represents 10.2 kwh per day. During the same billing period in the prior year, customer used 9.57 kwh/day. PG&E explained the difference in cost is twofold: rate increase from 2009 to 2010, and 33-day billing cycle in 2010 vs 30-day billing cycle in 2009. Also, the customer's current bills in 2010 for the months before and after the disputed period of 1/14 - 2/16, were also 30-day bill cycles. Customer has declined all offers for a meter test. Customer was not satisfied.

Resolved
Open
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Open
Open
Resolved
Resolved



23	5/14/10	ARNOLD	Open	Under Investigation	Open
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18	Open Complaints on Last Report	18
4	Open Complaints Resolved Since the Last Report	4
5	New Complaints Since the Last Report	5
2	New Complaints Resolved Since the Last Report	2
3	New Complaints Open	3

Color Key

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

Explanation of Complaint Resolution

Under Investigation

Under Investigation

**Bill is Accurate. DCSI SmartMeter installed 2/4/08. SSN SmartMeter installed 2/23/10. Customer's usage has been very consistent before and after installation of the SmartMeters. Usage averages from 50 kwh/day to 120 kwh/day during peak summer months. An energy audit was completed for this customer on 4/30/10. PG&E also provided the customer with information on baseline rates, usage and PG&E's proposal to the CPUC of a three-tier rate structure for summer of 2011. Discussed energy cost and efficiency of both air conditioning units. Mr. Prewett understands his energy usage but believes our baseline allotment is too low and our rates are too high.**

Under Investigation

Under Investigation

Under Investigation

**Bill is Accurate. SmartMeter installed 7/25/07. Customer is questioning his final bill for his account, closed on 2/10/10. Final bill for \$2,238.38 was issued on 2/11/10. Customer paid \$238.38 on 2/24/10, leaving a \$2,000 balance. Explained customer was behind on their Balanced Payment Plan when the account was closed and a true-up bill was issued. At customer's request, PG&E's supervisor met with the customer at the local office to review a statement of account. Several calls have been made since to offer a pay plan. Customer wants to meet in the office again but has not called back to set a meeting. Last messages were left on 5/14 and 5/17. Customer is welcome to come to the office or call back for a pay plan**

Under Investigation

Under Investigation

Under Investigation

Under Investigation

12	4/29/10
13	4/30/10
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16	5/5/10
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21	5/12/10
22	5/13/10

FORESTHILL	Resolved	Bill is Accurate SmartMeter installed 7/7/09. Customer concerned with baseline allotment and high electric usage. Reviewed all-electric baseline rate and electric heater usage. Reviewed how to check hourly and daily usage online. Reviewed optional time of use rate. Offered meter test, customer declined. Offered energy audit. Customer accepted.
DALY CITY	Open	Under Investigation
MORAGA	Open	Under Investigation
GRANITE BAY	Open	Under Investigation
ATHERTON	Resolved	Bill is Accurate SmartMeter installed 8/11/09. Advised customer usage steady and then it did increase in July, the month before the SmartMeter was installed. Customer wanted new meter. Scheduled meter test and energy audit on same day. Demonstrated to customer changing simple behaviors can reduce energy and identified electric load. Customer is satisfied the meter is accurate and appreciated the information. Same SmartMeter is in place.
ALTA	Open	Under Investigation
CLOVIS	Open	Under Investigation
WILSEYVILLE	Open	Under Investigation
MILWAUK VILLAGE	Open	Under Investigation
ACAMPO	Resolved	Delayed Gas Charges due to Meter Communication Issue. Gas and electric SmartMeters were installed on 9/19/08. Gas meter module stopped transmitting on 11/11/09. Customer received estimated bill in December 2009 and January 2010. There were no gas charges on February bill, and then two-month catch-up (February and March) gas charges were billed in March for \$286.33. March billing was based on actual field read verified on 3/9/10. PG&E reduced the March catch-up bill with a credit for \$125.33 because customer was unaware of high usage during this period and therefore not able to take action earlier to conserve energy. Once she was billed in March, she lowered her gas usage. Customer was satisfied.
EL GRANADA	Resolved	Bill is Accurate. SmartMeter installed 12/22/09. Customer questioning 1/14/10 - 2/16/10 bill for \$82.97; usage of 338 kwh and 38 therms. Customer used PG&E's online energy analyzer and feels his bill should be \$10 less. Usage is in line with historical usage. The disputed usage of 338 kwh represents 10.2 kwh per day. During the same billing period in the prior year, customer used 9.57 kwh/day. PG&E explained the difference in cost is twofold: rate increase from 2009 to 2010, and 33-day billing cycle in 2010 vs 30-day billing cycle in 2009. Also, the customer's current bills in 2010 for the months before and after the disputed period of 1/14 - 2/16, were also 30-day bill cycles. Customer has declined all offers for a meter test. Customer was not satisfied.

Bill is Accurate SmartM	concerned with baselin	usage. Reviewed all-ela	heater usage. Reviewe	usage online. Reviewe	Offered meter test, cus	audit. Customer accep
Under Investigation						
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Bill is Accurate SmartM	customer usage steady	the month before the S	Customer wanted new	energy audit on same o	changing simple behav	identified electric load.
Under Investigation						
Under Investigation						
Under Investigation						
Delayed Gas Charges o	Issue. Gas and electric	9/19/08. Gas meter mo	11/11/09. Customer rec	2009 and January 2010	February bill, and then	and March) gas charge
Under Investigation						
Under Investigation						
Under Investigation						
Delayed Gas Charges o	Issue. Gas and electric	9/19/08. Gas meter mo	11/11/09. Customer rec	2009 and January 2010	February bill, and then	and March) gas charge
Under Investigation						
Under Investigation						
Under Investigation						
Bill is Accurate. Smart	questioning 1/14/10 - 2	kwh and 38 therms. Cu	energy analyzer and fe	Usage is in line with hi	usage of 338 kwh repre	the same billing period
Under Investigation						
Under Investigation						
Under Investigation						
Bill is Accurate. Smart	questioning 1/14/10 - 2	kwh and 38 therms. Cu	energy analyzer and fe	Usage is in line with hi	usage of 338 kwh repre	the same billing period
Under Investigation						
Under Investigation						
Under Investigation						

23	5/14/10		ARNOLD	Open	Under Investigation
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Under Investigation

- 18 Open Complaints on Last Report
- 4 Open Complaints Resolved Since the Last Report
- 5 New Complaints Since the Last Report
- 2 New Complaints Resolved Since the Last Report
- 3 New Complaints Open

- Open Complaints on Last
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