

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 27, 2010 – For the Period May 15, 2010 through May 21, 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	1/4/10	{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open
2	1/11/10			Fairfield	Meter/Module	Meter/Module clearance issues	Resolved
3	1/11/10			Vacaville	Meter/Module	Meter/Module clearance issues	Resolved
4	1/13/10			LODI	Meter/Module	Under Investigation	Open
5	1/15/10			Napa	Scheduling Problems	Under Investigation	Open
6	1/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
7	1/26/10			American Canyon	Customer Denies Access	Under Investigation	Open
8	1/26/10			MONTARA	Meter/Module	Other	Resolved
9	1/26/10			San Jose	Meter/Module	Meter blocking access to breaker box	Resolved
10	1/27/10			Redwood City	Meter/Module	Other	Resolved
11	1/28/10			Sunnyvale	Power Interruption	Under Investigation	Open
12	1/29/10			San Jose	Meter/Module	Meter blocking access to breaker box	Resolved
13	2/1/10			LA HONDA	Customer Denies Access	Under Investigation	Open
14	2/1/10			Livermore	Household items affected by SM installation	Gas Appliance Not Working	Resolved
15	2/1/10			Pleasanton	Meter/Module	Under Investigation	Open
16	2/1/10			Vacaville	Meter/Module	Meter/Module clearance issues	Resolved
17	2/3/10			CORDELIA	Wellington Installer	Under Investigation	Open
18	2/3/10			Pleasanton	Meter/Module	Under Investigation	Open
19	2/3/10			RAYMOND	Wellington Installer	Under Investigation	Open
20	2/4/10			Fresno	Household items affected by SM installation	Under Investigation	Open
21	2/4/10			Suisun City	Meter/Module	Other	Resolved
22	2/5/10			Pleasanton	Meter/Module	Under Investigation	Open
23	2/5/10			San Ramon	Meter/Module	Under Investigation	Open
24	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
25	2/9/10			Cupertino	Wellington Installer	Under Investigation	Open
26	2/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
27	2/10/10			Berkeley	Wellington Installer	Under Investigation	Open
28	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
29	2/10/10			Cupertino	Meter/Module	Meter/Module clearance issues	Resolved
30	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
31	2/10/10			NORTH FOLK	Wellington Installer	Under Investigation	Open
32	2/10/10			Rancho Cordova	Meter/Module	Meter/Module clearance issues	Resolved
33	2/10/10			San Jose	Wellington Installer	Under Investigation	Open
34	2/10/10			San Ramon	Wellington Installer	Under Investigation	Open
35	2/11/10			Vallejo	Wellington Installer	Under Investigation	Open
36	2/12/10			Berkeley	Wellington Installer	Under Investigation	Open
37	2/12/10			San Ramon	Wellington Installer	Under Investigation	Open
38	2/14/10			Sunnyvale	Meter/Module	Other	Resolved
39	2/16/10			Berkeley	Wellington Installer	Under Investigation	Open
40	2/16/10		{Redacted}	Cupertino	Wellington Installer	Under Investigation	Open
41	2/16/10			RIPON	Meter/Module	Under Investigation	Open

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42	2/16/10			Santa Clara	Meter/Module	Under Investigation	Open
43	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
44	2/17/10			Forestville	Customer Denies Access	Under Investigation	Open
45	2/17/10			Madera	Wellington Installer	Under Investigation	Open
46	2/17/10			San Jose	Wellington Installer	Under Investigation	Open
47	2/17/10			Sunnyvale	Meter/Module	Meter/Module clearance issues	Resolved
48	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
49	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
50	2/18/10			Madera	Wellington Installer	Under Investigation	Open
51	2/18/10			Mariposa	Wellington Installer	Under Investigation	Open
52	2/18/10			Sanger	Scheduling Problems	Unable to Complete	Resolved
53	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
54	2/18/10			Somerset	Wellington Installer	Under Investigation	Open
55	2/19/10			American Canyon	Wellington Installer	Under Investigation	Open
56	2/19/10			Mountain View	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
57	2/19/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
58	2/19/10			Pleasanton	Meter/Module	Under Investigation	Open
59	2/21/10			Pleasanton	Meter/Module	Under Investigation	Open
60	2/21/10			Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
61	2/22/10			Occidental	Customer Denies Access	Under Investigation	Open
62	2/22/10			Placerville	Wellington Installer	Under Investigation	Open
63	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
64	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
65	2/22/10			San Jose	Household items affected by SM installation	Other	Resolved
66	2/22/10			San Ramon	Meter/Module	Under Investigation	Open
67	2/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
68	2/22/10			Vacaville	Meter/Module	Meter/Module clearance issues	Resolved
69	2/22/10			Vallejo	Network Equipment Installation	Under Investigation	Open
70	2/23/10			ALTA	Meter/Module	Other	Resolved
71	2/23/10			Clayton	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
72	2/23/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
73	2/23/10			Mariposa	Wellington Installer	Under Investigation	Open
74	2/23/10			San Jose	Household items affected by SM installation	Gas Appliance Not Working	Resolved
75	2/23/10			San Jose	Meter/Module	Other	Resolved
76	2/23/10			San Pablo	Wellington Installer	Under Investigation	Open
77	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
78	2/24/10			Madera	Wellington Installer	Under Investigation	Open
79	2/24/10			Merced	Meter/Module	Under Investigation	Open
80	2/24/10			Mountain View	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
81	2/24/10			Napa	Wellington Installer	Under Investigation	Open
82	2/24/10			Pollock Pines	Wellington Installer	Under Investigation	Open

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83	2/24/10			San Jose	Meter/Module	Meter/Module clearance issues	Resolved
84	2/24/10			San Jose	Wellington Installer	Under Investigation	Open
85	2/24/10			Sunnyvale	Household items affected by SM installation	Gas Appliance Not Working	Resolved
86	2/25/10			Mountain View	Meter/Module	Meter/Module clearance issues	Resolved
87	2/26/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open
88	2/26/10			Hercules	Wellington Installer	Under Investigation	Open
89	2/26/10			San Jose	Household items affected by SM installation	Other	Resolved
90	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
91	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
92	3/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
93	3/1/10			Livermore	Meter/Module	Under Investigation	Open
94	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
95	3/1/10			Madera	Other	Under Investigation	Open
96	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
97	3/1/10			San Jose	Meter/Module	Other	Resolved
98	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
99	3/1/10			Tracy	Meter/Module	Under Investigation	Open
100	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
101	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
102	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
103	3/2/10			Dinuba	Customer Denies Access	Under Investigation	Open
104	3/2/10			Kensington	Customer Denies Access	Under Investigation	Open
105	3/2/10			NEWCASTLE	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
106	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
107	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
108	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
109	3/3/10			Mountain View	Meter/Module	Other	Resolved
110	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
111	3/4/10			Berkeley	Customer Denies Access	Under Investigation	Open
112	3/4/10			Danville	Customer Denies Access	Under Investigation	Open
113	3/4/10			El Cerrito	Meter/Module	Other	Resolved
114	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
115	3/4/10			Merced	Customer Denies Access	Under Investigation	Open
116	3/4/10			MOCCASIN	Customer Denies Access	Under Investigation	Open
117	3/4/10			Placerville	Customer Denies Access	Under Investigation	Open
118	3/4/10			San Carlos	Customer Denies Access	Under Investigation	Open
119	3/4/10			San Jose	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
120	3/4/10			Tracy	Customer Denies Access	Under Investigation	Open
121	3/4/10			Tracy	Household items affected by SM installation	Under Investigation	Open
122	3/5/10			Danville	Customer Denies Access	Under Investigation	Open
123	3/5/10			San Ramon	Household items affected by SM installation	Under Investigation	Open

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124	3/7/10			Atwater	Customer Denies Access	Under Investigation	Open
125	3/7/10			Clovis	Customer Denies Access	Under Investigation	Open
126	3/7/10			Hanford	Customer Denies Access	Under Investigation	Open
127	3/7/10			Loomis	Meter/Module	Meter blocking access to breaker box	Resolved
128	3/7/10			Sanger	Customer Denies Access	Under Investigation	Open
129	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
130	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
131	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
132	3/7/10			Tracy	Customer Denies Access	Under Investigation	Open
133	3/7/10			Woodlake	Customer Denies Access	Under Investigation	Open
134	3/8/10			Clovis	Customer Denies Access	Under Investigation	Open
135	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
136	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
137	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
138	3/8/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
139	3/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
140	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
141	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
142	3/9/10			Danville	Customer Denies Access	Under Investigation	Open
143	3/9/10			Livermore	Meter/Module	Under Investigation	Open
144	3/9/10			Madera	Customer Denies Access	Under Investigation	Open
145	3/9/10			Richmond	Customer Denies Access	Under Investigation	Open
146	3/9/10			Richmond	Household items affected by SM installation	Under Investigation	Open
147	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
148	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
149	3/9/10			San Jose	Meter/Module	Meter/Module clearance issues	Resolved
150	3/9/10			Seaside	Meter/Module	Under Investigation	Open
151	3/10/10			Albany	Wellington Installer	Under Investigation	Open
152	3/10/10			Angwin	Wellington Installer	Under Investigation	Open
153	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
154	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open
155	3/10/10			Daly City	Customer Denies Access	Under Investigation	Open
156	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
157	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open
158	3/10/10			Livermore	Customer Denies Access	Under Investigation	Open
159	3/10/10			Livermore	Meter/Module	Under Investigation	Open
160	3/10/10			Martinez	Customer Denies Access	Under Investigation	Open
161	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
162	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
163	3/10/10			Pleasanton	Meter/Module	Under Investigation	Open
164	3/10/10			San Jose	Customer Denies Access	Under Investigation	Open

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165	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
166	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
167	3/10/10			San Ramon	Meter/Module	Under Investigation	Open
168	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
169	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
170	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
171	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
172	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
173	3/10/10			Tracy	Meter/Module	Under Investigation	Open
174	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
175	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
176	3/11/10			San Ramon	Customer Denies Access	Under Investigation	Open
177	3/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
178	3/12/10			GRIDLEY	Meter/Module	Other	Resolved
179	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
180	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
181	3/12/10			Los Altos	Meter/Module	Under Investigation	Open
182	3/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
183	3/12/10			San Francisco	Meter/Module	Meter/Module clearance issues	Resolved
184	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
185	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
186	3/12/10			San Jose	Wellington Installer	No time given to powerdown equipment	Resolved
187	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
188	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
189	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
190	3/12/10			Union City	Meter/Module	Under Investigation	Open
191	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
192	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
193	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
194	3/13/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
195	3/15/10			Bakersfield	Household items affected by SM installation	Other	Resolved
196	3/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
197	3/15/10			MADISON	Household items affected by SM installation	Other	Resolved
198	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
199	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
200	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
201	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
202	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
203	3/15/10			San Jose	Customer Denies Access	Under Investigation	Open
204	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
205	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open

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206	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
207	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
208	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
209	3/16/10			Martinez	Customer Denies Access	Under Investigation	Open
210	3/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
211	3/16/10			San Jose	Meter/Module	Meter/Module clearance issues	Resolved
212	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
213	3/16/10			Tracy	Meter/Module	Under Investigation	Open
214	3/16/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
215	3/17/10			Cupertino	Customer Denies Access	Under Investigation	Open
216	3/17/10			Cupertino	Meter/Module	Under Investigation	Open
217	3/17/10			Livermore	Customer Denies Access	Under Investigation	Open
218	3/17/10			Los Altos	Customer Denies Access	Under Investigation	Open
219	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
220	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
221	3/17/10			San Jose	Wellington Installer	Under Investigation	Open
222	3/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
223	3/17/10			Santa Clara	Meter/Module	Under Investigation	Open
224	3/17/10			Sunnyvale	Wellington Installer	Under Investigation	Open
225	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
226	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
227	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
228	3/18/10			Livermore	Customer Denies Access	Under Investigation	Open
229	3/18/10			San Jose	Customer Denies Access	Under Investigation	Open
230	3/18/10			San Jose	Meter/Module	Under Investigation	Open
231	3/18/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
232	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
233	3/19/10			San Jose	Customer Denies Access	Under Investigation	Open
234	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
235	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
236	3/19/10			Sanger	Other	Under Investigation	Open
237	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
238	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
239	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
240	3/19/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
241	3/20/10			Union City	Customer Denies Access	Under Investigation	Open
242	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
243	3/21/10			Martinez	Customer Denies Access	Under Investigation	Open
244	3/21/10			San Jose	Customer Denies Access	Under Investigation	Open
245	3/22/10			Antioch	Other	Under Investigation	Open
246	3/22/10			Berkeley	Customer Denies Access	Under Investigation	Open

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247	3/22/10			Livermore	Customer Denies Access	Under Investigation	Open
248	3/22/10			Los Altos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
249	3/22/10			Martinez	Customer Denies Access	Under Investigation	Open
250	3/22/10			Saint Helena	Other	Under Investigation	Open
251	3/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
252	3/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
253	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
254	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
255	3/22/10			San Jose	Meter/Module	Under Investigation	Open
256	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
257	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
258	3/22/10			Tracy	Meter/Module	Under Investigation	Open
259	3/23/10			Berkeley	Customer Denies Access	Under Investigation	Open
260	3/23/10			Hercules	Customer Denies Access	Under Investigation	Open
261	3/23/10			Lafayette	Customer Denies Access	Under Investigation	Open
262	3/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
263	3/23/10			San Jose	Customer Denies Access	Under Investigation	Open
264	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
265	3/24/10			Berkeley	Wellington Installer	Under Investigation	Open
266	3/24/10			Clayton	Customer Denies Access	Under Investigation	Open
267	3/24/10			Martinez	Customer Denies Access	Under Investigation	Open
268	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
269	3/24/10			Vallejo	Wellington Installer	Under Investigation	Open
270	3/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
271	3/25/10			Dublin	Customer Denies Access	Under Investigation	Open
272	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
273	3/25/10			Firebaugh	Wellington Installer	Safety Concern	Resolved
274	3/25/10			Los Altos	Meter/Module	Under Investigation	Open
275	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
276	3/25/10			PINE GROVE	Household items affected by SM installation	Under Investigation	Open
277	3/25/10			Richmond	Customer Denies Access	Under Investigation	Open
278	3/25/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
279	3/25/10			San Jose	Customer Denies Access	Under Investigation	Open
280	3/25/10			San Jose	Meter/Module	Under Investigation	Open
281	3/25/10			San Jose	Other	Under Investigation	Open
282	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
283	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
284	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
285	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
286	3/26/10			Calistoga	Wellington Installer	Under Investigation	Open
287	3/26/10			Milpitas	Customer Denies Access	Customer Denies Wellington Access	Resolved

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288	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
289	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
290	3/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
291	3/26/10			San Jose	Customer Denies Access	Unhappy with SM program	Resolved
292	3/26/10			Santa Cruz	Meter/Module	Under Investigation	Open
293	3/26/10			Vallejo	Wellington Installer	Installer Rude to Customer	Resolved
294	3/27/10			Pinole	Wellington Installer	Installer Rude to Customer	Resolved
295	3/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
296	3/27/10			San Jose	Network Equipment Installation	Under Investigation	Open
297	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
298	3/27/10			San Pablo	Customer Denies Access	Under Investigation	Open
299	3/27/10			Sunnyvale	Meter/Module	Under Investigation	Open
300	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
301	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
302	3/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
303	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
304	3/28/10			Yuba City	Meter/Module	Meter/Module clearance issues	Resolved
305	3/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
306	3/29/10			Cupertino	Meter/Module	Under Investigation	Open
307	3/29/10			Martinez	Customer Denies Access	Under Investigation	Open
308	3/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
309	3/29/10			San Jose	Meter/Module	Under Investigation	Open
310	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
311	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
312	3/29/10			Stockton	Meter/Module	Under Investigation	Open
313	3/29/10			Tracy	Meter/Module	Under Investigation	Open
314	3/29/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
315	3/29/10			WINTERS	Household items affected by SM installation	Under Investigation	Open
316	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
317	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
318	3/30/10			Clayton	Customer Denies Access	Under Investigation	Open
319	3/30/10			Cupertino	Wellington Installer	Under Investigation	Open
320	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
321	3/30/10			Dublin	Meter/Module	Under Investigation	Open
322	3/30/10			Healdsburg	Customer Denies Access	Under Investigation	Open
323	3/30/10			Los Altos	Meter/Module	Under Investigation	Open
324	3/30/10			S. San Francisco	Meter/Module	Under Investigation	Open
325	3/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
326	3/30/10			San Jose	Household items affected by SM installation	Under Investigation	Open
327	3/31/10			Berkeley	Customer Denies Access	Under Investigation	Open
328	3/31/10			Fremont	Customer Denies Access	Under Investigation	Open



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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
329	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
330	3/31/10			Marysville	Wellington Installer	Under Investigation	Open
331	3/31/10			Millpitas	Customer Denies Access	Under Investigation	Open
332	3/31/10			Napa	Other	Under Investigation	Open
333	3/31/10			Pinole	Customer Denies Access	Under Investigation	Open
334	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
335	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
336	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
337	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
338	3/31/10			Santa Rosa	Meter/Module	Under Investigation	Open
339	3/31/10			Tracy	Scheduling Problems	Under Investigation	Open
340	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
341	4/1/10			Danville	Customer Denies Access	Under Investigation	Open
342	4/1/10			Hayward	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
343	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
344	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
345	4/1/10			Lafayette	Scheduling Problems	Under Investigation	Open
346	4/1/10			Livermore	Household items affected by SM installation	Other	Resolved
347	4/1/10			Richmond	Customer Denies Access	Under Investigation	Open
348	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
349	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
350	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
351	4/1/10			San Jose	Household items affected by SM installation	Other	Resolved
352	4/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
353	4/1/10			San Jose	Meter/Module	Other	Resolved
354	4/1/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
355	4/1/10			San Ramon	Customer Denies Access	Under Investigation	Open
356	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
357	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
358	4/1/10			Tracy	Meter/Module	Under Investigation	Open
359	4/2/10			Brentwood	Customer Denies Access	Under Investigation	Open
360	4/2/10			Danville	Customer Denies Access	Under Investigation	Open
361	4/2/10			Forestville	Customer Denies Access	Under Investigation	Open
362	4/2/10			Mountain View	Customer Denies Access	Customer Denies Wellington Access	Resolved
363	4/2/10			Richmond	Customer Denies Access	Under Investigation	Open
364	4/2/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
365	4/2/10			San Jose	Customer Denies Access	Under Investigation	Open
366	4/2/10			San Jose	Meter/Module	Under Investigation	Open
367	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
368	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
369	4/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
370	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
371	4/3/10			Sunnyvale	Other	Under Investigation	Open
372	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
373	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
374	4/5/10			Berkeley	Meter/Module	Meter/Module clearance issues	Resolved
375	4/5/10			Campbell	Household items affected by SM installation	Under Investigation	Open
376	4/5/10			Danville	Customer Denies Access	Under Investigation	Open
377	4/5/10			Fowler	Customer Denies Access	Under Investigation	Open
378	4/5/10			Kenwood	Customer Denies Access	Under Investigation	Open
379	4/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
380	4/5/10			Pinole	Other	Under Investigation	Open
381	4/5/10			Redding	Wellington Installer	Under Investigation	Open
382	4/5/10			Richmond	Customer Denies Access	Under Investigation	Open
383	4/5/10			San Jose	Customer Denies Access	Under Investigation	Open
384	4/5/10			San Jose	Household items affected by SM installation	Damaged Television	Resolved
385	4/5/10			San Jose	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
386	4/5/10			San Jose	Household items affected by SM installation	Other	Resolved
387	4/5/10			San Jose	Household items affected by SM installation	Other	Resolved
388	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
389	4/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
390	4/5/10			Santa Rosa	Household items affected by SM installation	Damaged Television	Resolved
391	4/5/10			Tracy	Household items affected by SM installation	Other	Resolved
392	4/5/10			Vacaville	Other	Under Investigation	Open
393	4/5/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
394	4/6/10			Berkeley	Customer Denies Access	Under Investigation	Open
395	4/6/10			Berkeley	Wellington Installer	Under Investigation	Open
396	4/6/10			Castro Valley	Household items affected by SM installation	Under Investigation	Open
397	4/6/10			Danville	Household items affected by SM installation	Other	Resolved
398	4/6/10			Hanford	Customer Denies Access	Under Investigation	Open
399	4/6/10			Hercules	Customer Denies Access	Under Investigation	Open
400	4/6/10			Lemoore	Customer Denies Access	Under Investigation	Open
401	4/6/10			Los Altos	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
402	4/6/10			Pleasanton	Customer Denies Access	Under Investigation	Open
403	4/6/10			Richmond	Customer Denies Access	Under Investigation	Open
404	4/6/10			San Jose	Household items affected by SM installation	Other	Resolved
405	4/6/10			San Jose	Meter/Module	Under Investigation	Open
406	4/6/10			Santa Clara	Other	Under Investigation	Open
407	4/6/10			Sunnyvale	Scheduling Problems	Under Investigation	Open
408	4/6/10			Tracy	Other	Under Investigation	Open
409	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
410	4/7/10			Berkeley	Customer Denies Access	Under Investigation	Open

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

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
411	4/7/10			Berkeley	Other	Under Investigation	Open
412	4/7/10			Concord	Meter/Module	Under Investigation	Open
413	4/7/10			Dublin	Household items affected by SM installation	Gas Appliance Not Working	Resolved
414	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
415	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
416	4/7/10			Graton	Customer Denies Access	Under Investigation	Open
417	4/7/10			Guerneville	Customer Denies Access	Under Investigation	Open
418	4/7/10			Livermore	Customer Denies Access	Under Investigation	Open
419	4/7/10			Pinole	Power Interruption	Under Investigation	Open
420	4/7/10			Richmond	Customer Denies Access	Under Investigation	Open
421	4/7/10			Richmond	Other	Under Investigation	Open
422	4/7/10			Richmond	Scheduling Problems	Under Investigation	Open
423	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
424	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
425	4/7/10			San Ramon	Other	Under Investigation	Open
426	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
427	4/7/10			Sanger	Customer Denies Access	Under Investigation	Open
428	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
429	4/7/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
430	4/7/10			Sunnyvale	Other	Other	Resolved
431	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
432	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
433	4/8/10			Berkeley	Other	Under Investigation	Open
434	4/8/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
435	4/8/10			Livermore	Meter/Module	Under Investigation	Open
436	4/8/10			Los Altos	Household items affected by SM installation	Gas Appliance Not Working	Resolved
437	4/8/10			Pleasanton	Customer Denies Access	Under Investigation	Open
438	4/8/10			Richmond	Household items affected by SM installation	Under Investigation	Open
439	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
440	4/8/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
441	4/8/10			San Jose	Customer Denies Access	Under Investigation	Open
442	4/8/10			Ukiah	Other	Under Investigation	Open
443	4/8/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
444	4/8/10			Walnut Creek	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
445	4/9/10			Alameda	Other	Under Investigation	Open
446	4/9/10			Napa	Customer Denies Access	Under Investigation	Open
447	4/9/10			Reedley	Customer Denies Access	Under Investigation	Open
448	4/9/10			Tiburon	Customer Denies Access	Under Investigation	Open
449	4/10/10			Aptos	Household items affected by SM installation	Under Investigation	Open
450	4/12/10			Alamo	Customer Denies Access	Under Investigation	Open
451	4/12/10			Berkeley	Customer Denies Access	Under Investigation	Open

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

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

May 27, 2010 -- For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
452	4/12/10			Berkeley	Meter/Module	Under Investigation	Open
453	4/12/10			El Cerrito	Other	Under Investigation	Open
454	4/12/10			Mountain View	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
455	4/12/10			San Jose	Customer Denies Access	Under Investigation	Open
456	4/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
457	4/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
458	4/12/10			San Jose	Meter/Module	Under Investigation	Open
459	4/12/10			San Pablo	Customer Denies Access	Under Investigation	Open
460	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
461	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
462	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
463	4/13/10			Chowchilla	Bad Meter / Module Equipment	Other	Resolved
464	4/13/10			Monterey	Customer Denies Access	Under Investigation	Open
465	4/13/10			Occidental	Customer Denies Access	Under Investigation	Open
466	4/13/10			Placerville	Customer Denies Access	Under Investigation	Open
467	4/13/10			San Jose	Customer Denies Access	Under Investigation	Open
468	4/13/10			San Jose	Household items affected by SM installation	Under Investigation	Open
469	4/13/10			San Jose	Meter/Module	Under Investigation	Open
470	4/13/10			San Ramon	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
471	4/13/10			San Ramon	Other	Under Investigation	Open
472	4/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
473	4/13/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
474	4/14/10			BEAR VALLEY	Meter/Module	Under Investigation	Open
475	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
476	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
477	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
478	4/14/10			El Cerrito	Customer Denies Access	Under Investigation	Open
479	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
480	4/14/10			Madera	Wellington Installer	Under Investigation	Open
481	4/14/10			Orinda	Other	Under Investigation	Open
482	4/14/10			Petaluma	Household items affected by SM installation	Damaged Computer	Resolved
483	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
484	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
485	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
486	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
487	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
488	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
489	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
490	4/14/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
491	4/14/10			San Jose	Household items affected by SM installation	Under Investigation	Open
492	4/14/10			San Jose	Other	Under Investigation	Open

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

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
493	4/14/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
494	4/14/10			San Jose	Wellington Installer	Under Investigation	Open
495	4/14/10			San Mateo	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
496	4/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
497	4/14/10			San Ramon	Power Interruption	Under Investigation	Open
498	4/14/10			Sebastopol	Customer Denies Access	Under Investigation	Open
499	4/14/10			Tracy	Power Interruption	Under Investigation	Open
500	4/14/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
501	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
502	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
503	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
504	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
505	4/15/10			Berkeley	Other	Under Investigation	Open
506	4/15/10			Forestville	Customer Denies Access	Under Investigation	Open
507	4/15/10			Fremont	Customer Denies Access	Under Investigation	Open
508	4/15/10			Hanford	Meter/Module	Other	Resolved
509	4/15/10			Madera	Other	Under Investigation	Open
510	4/15/10			Pittsburg	Other	Under Investigation	Open
511	4/15/10			Richmond	Customer Denies Access	Under Investigation	Open
512	4/15/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
513	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
514	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
515	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
516	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
517	4/15/10			San Jose	Household items affected by SM installation	Other	Resolved
518	4/15/10			San Jose	Other	Under Investigation	Open
519	4/15/10			San Jose	Other	Under Investigation	Open
520	4/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
521	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
522	4/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
523	4/15/10			Tracy	Meter/Module	Under Investigation	Open
524	4/16/10			Healdsburg	Wellington Installer	Under Investigation	Open
525	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
526	4/16/10			Madera	Meter/Module	Other	Resolved
527	4/16/10			Milpitas	Customer Denies Access	Under Investigation	Open
528	4/16/10			Novato	Meter/Module	Under Investigation	Open
529	4/16/10			Pinole	Customer Denies Access	Customer does not want a SmartMeter	Resolved
530	4/16/10			San Jose	Customer Denies Access	Under Investigation	Open
531	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
532	4/16/10			Tracy	Household items affected by SM installation	Other	Resolved
533	4/17/10			San Jose	Household items affected by SM installation	Other	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 27, 2010 -- For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
534	4/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
535	4/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
536	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
537	4/19/10			Cupertino	Meter/Module	Under Investigation	Open
538	4/19/10			El Sobrante	Customer Denies Access	Under Investigation	Open
539	4/19/10			Forestville	Customer Denies Access	Under Investigation	Open
540	4/19/10			Los Altos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
541	4/19/10			Milpitas	Customer Denies Access	Other	Resolved
542	4/19/10			Milpitas	Other	Other	Resolved
543	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
544	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
545	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
546	4/19/10			Pinole	Customer Denies Access	Under Investigation	Open
547	4/19/10			Richmond	Household items affected by SM installation	Under Investigation	Open
548	4/19/10			Sacramento	Meter/Module	Other	Resolved
549	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
550	4/19/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
551	4/19/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
552	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
553	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
554	4/19/10			Santa Rosa	Meter/Module	Under Investigation	Open
555	4/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
556	4/20/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
557	4/20/10			Hercules	Other	Under Investigation	Open
558	4/20/10			Hopland	Network Equipment Installation	Under Investigation	Open
559	4/20/10			Milpitas	Household items affected by SM installation	Damaged Television	Resolved
560	4/20/10			Oakland	Customer Denies Access	Under Investigation	Open
561	4/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
562	4/20/10			Richmond	Customer Denies Access	Under Investigation	Open
563	4/20/10			San Jose	Customer Denies Access	Under Investigation	Open
564	4/20/10			San Jose	Household items affected by SM installation	Other	Resolved
565	4/20/10			San Jose	Meter/Module	Under Investigation	Open
566	4/20/10			San Pablo	Household items affected by SM installation	Under Investigation	Open
567	4/20/10			San Ramon	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
568	4/20/10			Tracy	Household items affected by SM installation	Other	Resolved
569	4/20/10			Walnut Creek	Other	Under Investigation	Open
570	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
571	4/21/10			Danville	Customer Denies Access	Under Investigation	Open
572	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
573	4/21/10			Livermore	Household items affected by SM installation	Under Investigation	Open
574	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open

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

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

May 27, 2010 -- For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
575	4/21/10			Mountain View	Meter/Module	Under Investigation	Open
576	4/21/10			Sacramento	Meter/Module	Under Investigation	Open
577	4/21/10			San Jose	Customer Denies Access	Under Investigation	Open
578	4/21/10			San Jose	Customer Denies Access	Under Investigation	Open
579	4/21/10			San Jose	Household items affected by SM installation	Other	Resolved
580	4/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
581	4/21/10			Santa Clara	Wellington Installer	Under Investigation	Open
582	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
583	4/22/10			Alamo	Other	Under Investigation	Open
584	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
585	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
586	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
587	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
588	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
589	4/22/10			El Cerrito	Customer Denies Access	Under Investigation	Open
590	4/22/10			Forestville	Customer Denies Access	Under Investigation	Open
591	4/22/10			Fresno	Meter/Module	Other	Resolved
592	4/22/10			Los Banos	Customer Denies Access	Under Investigation	Open
593	4/22/10			Madera	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
594	4/22/10			Mountain View	Meter/Module	Other	Resolved
595	4/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
596	4/22/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
597	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
598	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
599	4/22/10			Tracy	Customer Denies Access	Under Investigation	Open
600	4/22/10			Vallejo	Customer Denies Access	Under Investigation	Open
601	4/22/10			Vallejo	Other	Under Investigation	Open
602	4/22/10			Willits	Customer Denies Access	Under Investigation	Open
603	4/23/10			Berkeley	Other	Under Investigation	Open
604	4/23/10			Berkeley	Other	Under Investigation	Open
605	4/23/10			Berkeley	Other	Under Investigation	Open
606	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
607	4/23/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
608	4/23/10			Escalon	Meter/Module	Other	Resolved
609	4/23/10			Madera	Wellington Installer	Under Investigation	Open
610	4/23/10			Milpitas	Household items affected by SM installation	Damaged Television	Resolved
611	4/23/10			Oakland	Customer Denies Access	Under Investigation	Open
612	4/23/10			Pleasanton	Customer Denies Access	Under Investigation	Open
613	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
614	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
615	4/23/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved

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

May 27, 2010 -- For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
616	4/23/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
617	4/23/10			San Jose	Customer Denies Access	Under Investigation	Open
618	4/23/10			San Jose	Meter/Module	Under Investigation	Open
619	4/23/10			San Ramon	Customer Denies Access	Under Investigation	Open
620	4/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
621	4/23/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
622	4/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
623	4/23/10			Selma	Wellington Installer	Under Investigation	Open
624	4/23/10			Tracy	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
625	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
626	4/25/10			Cloverdale	Customer Denies Access	Under Investigation	Open
627	4/25/10			Oakland	Customer Denies Access	Under Investigation	Open
628	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
629	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
630	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
631	4/26/10			Campbell	Wellington Installer	Under Investigation	Open
632	4/26/10			Clayton	Customer Denies Access	Under Investigation	Open
633	4/26/10			Clayton	Customer Denies Access	Under Investigation	Open
634	4/26/10			El Cerrito	Customer Denies Access	Under Investigation	Open
635	4/26/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
636	4/26/10			Livermore	Meter/Module	Meter/Module clearance issues	Resolved
637	4/26/10			Los Gatos	Customer Denies Access	Under Investigation	Open
638	4/26/10			Los Gatos	Customer Denies Access	Under Investigation	Open
639	4/26/10			Madera	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
640	4/26/10			Madera	Scheduling Problems	Installer missed appointment	Resolved
641	4/26/10			Madera	Wellington Installer	Under Investigation	Open
642	4/26/10			Napa	Wellington Installer	Under Investigation	Open
643	4/26/10			Oakhurst	Customer Denies Access	Under Investigation	Open
644	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
645	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
646	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
647	4/26/10			Orinda	Meter/Module	Under Investigation	Open
648	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
649	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
650	4/26/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
651	4/26/10			San Jose	Customer Denies Access	Under Investigation	Open
652	4/26/10			San Jose	Customer Denies Access	Under Investigation	Open
653	4/26/10			San Ramon	Customer Denies Access	Under Investigation	Open
654	4/26/10			San Ramon	Wellington Installer	Under Investigation	Open
655	4/26/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
656	4/26/10			Seaside	Meter/Module	Under Investigation	Open



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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

Color Key	
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New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
657	4/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
658	4/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
659	4/26/10			Sonoma	Customer Denies Access	Under Investigation	Open
660	4/26/10			Tracy	Household items affected by SM installation	Under Investigation	Open
661	4/26/10			Walnut Creek	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
662	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
663	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
664	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
665	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
666	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
667	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
668	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
669	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
670	4/27/10			Bakersfield	Power Interruption	Flickering Lights	Resolved
671	4/27/10			Belmont	SmartMeter Customer Communication	Under Investigation	Open
672	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
673	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
674	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
675	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
676	4/27/10			Clovis	Household items affected by SM installation	Gas Appliance Not Working	Resolved
677	4/27/10			Cupertino	Customer Denies Access	Customer Denies Wellington Access	Resolved
678	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
679	4/27/10			Madera	Customer Denies Access	Under Investigation	Open
680	4/27/10			Oakland	Customer Denies Access	Under Investigation	Open
681	4/27/10			Orinda	Customer Denies Access	Under Investigation	Open
682	4/27/10			Pittsburg	Other	Under Investigation	Open
683	4/27/10			Pleasanton	Other	Under Investigation	Open
684	4/27/10			Richmond	Customer Denies Access	Under Investigation	Open
685	4/27/10			Richmond	Customer Denies Access	Under Investigation	Open
686	4/27/10			San Jose	Customer Denies Access	Under Investigation	Open
687	4/27/10			San Ramon	Customer Denies Access	Under Investigation	Open
688	4/27/10			Saratoga	Customer Denies Access	Under Investigation	Open
689	4/27/10			Saratoga	Customer Denies Access	Under Investigation	Open
690	4/27/10			Saratoga	Customer Denies Access	Under Investigation	Open
691	4/27/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
692	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
693	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
694	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
695	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
696	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
697	4/28/10			Alamo	Customer Denies Access	Under Investigation	Open

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

Color Key	
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New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
698	4/28/10			Antioch	Meter/Module	Other	Resolved
699	4/28/10			Berkeley	Customer Denies Access	Under Investigation	Open
700	4/28/10			Berkeley	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
701	4/28/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
702	4/28/10			Hayward	SmartMeter Customer Communication	Under Investigation	Open
703	4/28/10			Lafayette	SmartMeter Customer Communication	Under Investigation	Open
704	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
705	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
706	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
707	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
708	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
709	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
710	4/28/10			Oakley	Other	Under Investigation	Open
711	4/28/10			Petaluma	Customer Denies Access	Under Investigation	Open
712	4/28/10			Pinole	Customer Denies Access	Under Investigation	Open
713	4/28/10			Richmond	Customer Denies Access	Under Investigation	Open
714	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
715	4/28/10			San Jose	Customer Denies Access	Under Investigation	Open
716	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
717	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
718	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
719	4/29/10			Danville	Customer Denies Access	Under Investigation	Open
720	4/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
721	4/29/10			Livermore	Other	Under Investigation	Open
722	4/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
723	4/29/10			Madera	Wellington Installer	Under Investigation	Open
724	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
725	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
726	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
727	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
728	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
729	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
730	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
731	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
732	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
733	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
734	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
735	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
736	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
737	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
738	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open

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

May 27, 2010 -- For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
739	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
740	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
741	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
742	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
743	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
744	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
745	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
746	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
747	4/29/10			Oakland	Wellington Installer	Under Investigation	Open
748	4/29/10			Pinole	Household items affected by SM installation	Under Investigation	Open
749	4/29/10			Redding	Meter/Module	Meter/Module clearance issues	Resolved
750	4/29/10			San Jose	Customer Denies Access	Under Investigation	Open
751	4/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
752	4/29/10			San Pablo	Customer Denies Access	Under Investigation	Open
753	4/29/10			Stockton	Meter/Module	Under Investigation	Open
754	4/29/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
755	4/29/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
756	4/29/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
757	4/30/10			Alameda	Customer Denies Access	Under Investigation	Open
758	4/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
759	4/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
760	4/30/10			Berkeley	Other	Under Investigation	Open
761	4/30/10			Berkeley	Other	Under Investigation	Open
762	4/30/10			Concord	Other	Under Investigation	Open
763	4/30/10			Livermore	Customer Denies Access	Under Investigation	Open
764	4/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open
765	4/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open
766	4/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open
767	4/30/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
768	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
769	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
770	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
771	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
772	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
773	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
774	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
775	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
776	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
777	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
778	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
779	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open

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

May 27, 2010 -- For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
780	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
781	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
782	4/30/10			Richmond	Customer Denies Access	Under Investigation	Open
783	4/30/10			Richmond	Other	Under Investigation	Open
784	4/30/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
785	4/30/10			Richmond	Wellington Installer	Under Investigation	Open
786	4/30/10			San Jose	Customer Denies Access	Under Investigation	Open
787	4/30/10			San Jose	Customer Denies Access	Under Investigation	Open
788	4/30/10			San Jose	Customer Denies Access	Under Investigation	Open
789	4/30/10			San Jose	Household items affected by SM installation	Under Investigation	Open
790	4/30/10			San Jose	Other	Under Investigation	Open
791	4/30/10			San Pablo	Customer Denies Access	Under Investigation	Open
792	4/30/10			Santa Cruz	Meter/Module	Under Investigation	Open
793	4/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
794	4/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
795	4/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
796	4/30/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
797	5/1/10			Chowchilla	Customer Denies Access	Under Investigation	Open
798	5/1/10			Los Gatos	Customer Denies Access	Under Investigation	Open
799	5/1/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
800	5/1/10			San Jose	Household items affected by SM	Under Investigation	Open
801	5/1/10			San Jose	Other	Under Investigation	Open
802	5/1/10			San Jose	Other	Under Investigation	Open
803	5/3/10			Bodega Bay	Customer Denies Access	Under Investigation	Open
804	5/3/10			Cupertino	Meter/Module	Under Investigation	Open
805	5/3/10			Forestville	Customer Denies Access	Under Investigation	Open
806	5/3/10			Los Gatos	Customer Denies Access	Under Investigation	Open
807	5/3/10			Los Gatos	Customer Denies Access	Under Investigation	Open
808	5/3/10			Madera	Household items affected by SM	Other	Resolved
809	5/3/10			Oakland	Customer Denies Access	Under Investigation	Open
810	5/3/10			Oakland	Customer Denies Access	Under Investigation	Open
811	5/3/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
812	5/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
813	5/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
814	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
815	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
816	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
817	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
818	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
819	5/3/10			Tracy	Customer Denies Access	Under Investigation	Open
820	5/3/10			Tracy	Customer Denies Access	Under Investigation	Open

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

May 27, 2010 -- For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
821	5/3/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
822	5/3/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
823	5/3/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
824	5/4/10			Concord	Customer Denies Access	Under Investigation	Open
825	5/4/10			Concord	Meter/Module	Other	Resolved
826	5/4/10			El Cerrito	Power Interruption	Partial Power Outage	Resolved
827	5/4/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
828	5/4/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
829	5/4/10			Oakley	Other	Under Investigation	Open
830	5/4/10			Pacifica	Household items affected by SM	Internet/Cable Connection Problem	Resolved
831	5/4/10			S. San Francisco	Wellington Installer	Under Investigation	Open
832	5/4/10			San Jose	Customer Denies Access	Under Investigation	Open
833	5/4/10			San Jose	Customer Denies Access	Under Investigation	Open
834	5/4/10			San Jose	Household items affected by SM	Other	Resolved
835	5/4/10			San Ramon	Other	Under Investigation	Open
836	5/4/10			Saratoga	Customer Denies Access	Under Investigation	Open
837	5/4/10			Saratoga	Customer Denies Access	Under Investigation	Open
838	5/4/10			Tracy	Power Interruption	Under Investigation	Open
839	5/5/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
840	5/5/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
841	5/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
842	5/5/10			Corcoran	Customer Denies Access	Under Investigation	Open
843	5/5/10			El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
844	5/5/10			Los Banos	Household items affected by SM	Under Investigation	Open
845	5/5/10			Madera	Household items affected by SM	Under Investigation	Open
846	5/5/10			Manteca	SmartMeter Customer Communication	Under Investigation	Open
847	5/5/10			Napa	Power Interruption	Breaker keeps tripping	Resolved
848	5/5/10			Oakland	Customer Denies Access	Under Investigation	Open
849	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
850	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
851	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
852	5/5/10			San Jose	Meter/Module	Under Investigation	Open
853	5/5/10			San Jose	Other	Under Investigation	Open
854	5/5/10			San Jose	Wellington Installer	Under Investigation	Open
855	5/5/10			San Leandro	Meter/Module	Other	Resolved
856	5/5/10			Santa Nella	Household items affected by SM	Under Investigation	Open
857	5/5/10			Santa Nella	Other	Under Investigation	Open
858	5/5/10			Saratoga	Customer Denies Access	Under Investigation	Open
859	5/5/10			Vallejo	Other	Under Investigation	Open
860	5/5/10			Watsonville	Meter/Module	Under Investigation	Open
861	5/6/10			Los Banos	Power Interruption	Partial Power Outage	Resolved

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
862	5/6/10			Madera	Customer Denies Access	Under Investigation	Open
863	5/6/10			Madera	Household items affected by SM	Under Investigation	Open
864	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
865	5/6/10			Newark	Customer Denies Access	Customer does not want a SmartMeter	Resolved
866	5/6/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
867	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
868	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
869	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
870	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
871	5/6/10			Petaluma	Meter/Module	Under Investigation	Open
872	5/6/10			Pinole	Customer Denies Access	Customer does not want a SmartMeter	Resolved
873	5/6/10			Pinole	Customer Denies Access	Customer does not want a SmartMeter	Resolved
874	5/6/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
875	5/6/10			San Jose	Customer Denies Access	Under Investigation	Open
876	5/6/10			San Jose	Wellington Installer	Under Investigation	Open
877	5/7/10			Alameda	Customer Denies Access	Under Investigation	Open
878	5/7/10			Berkeley	Wellington Installer	Under Investigation	Open
879	5/7/10			Brentwood	Customer Denies Access	Under Investigation	Open
880	5/7/10			Clayton	Other	Motion/Sensor Appliance Malfunctioning	Resolved
881	5/7/10			Concord	Bad Meter / Module Equipment	Other	Resolved
882	5/7/10			Concord	Wellington Installer	Other	Resolved
883	5/7/10			Cupertino	Meter/Module	Under Investigation	Open
884	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
885	5/7/10			Firebaugh	Power Interruption	Under Investigation	Open
886	5/7/10			Kingsburg	Household items affected by SM	Under Investigation	Open
887	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
888	5/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
889	5/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
890	5/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
891	5/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
892	5/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
893	5/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
894	5/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
895	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
896	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
897	5/7/10			Oakland	Other	Under Investigation	Open
898	5/7/10			Oakland	Scheduling Problems	Under Investigation	Open
899	5/7/10			Pinole	Customer Denies Access	Customer does not want a SmartMeter	Resolved
900	5/7/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
901	5/7/10			Richmond	Other	Under Investigation	Open
902	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
903	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
904	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
905	5/7/10			San Jose	Household items affected by SM	Damaged Other Household Appliances	Resolved
906	5/7/10			San Jose	Household items affected by SM	Damaged Other Household Appliances	Resolved
907	5/7/10			San Jose	Meter/Module	Under Investigation	Open
908	5/7/10			San Mateo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
909	5/7/10			San Ramon	Wellington Installer	Under Investigation	Open
910	5/7/10			Santa Rosa	Household items affected by SM	Damaged Other Household Appliances	Resolved
911	5/7/10			Squaw Valley	Customer Denies Access	Under Investigation	Open
912	5/7/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
913	5/7/10			Taft	Meter/Module	Meter blocking access to breaker box	Resolved
914	5/7/10			Tracy	Customer Denies Access	Under Investigation	Open
915	5/7/10			Tracy	Customer Denies Access	Under Investigation	Open
916	5/7/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
917	5/7/10			Walnut Creek	Household items affected by SM	Motion/Sensor Appliance Malfunctioning	Resolved
918	5/8/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
919	5/8/10			Orinda	Household items affected by SM	Other	Resolved
920	5/8/10			Placerville	Wellington Installer	Under Investigation	Open
921	5/8/10			Richmond	Customer Denies Access	Under Investigation	Open
922	5/8/10			San Jose	Household items affected by SM	Under Investigation	Open
923	5/8/10			San Jose	Meter/Module	Under Investigation	Open
924	5/8/10			Vacaville	Meter/Module	Meter/Module clearance issues	Resolved
925	5/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
926	5/9/10			Oakland	Customer Denies Access	Under Investigation	Open
927	5/10/10			Alameda	Meter/Module	Meter/Module clearance issues	Resolved
928	5/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
929	5/10/10			Chowchilla	SmartMeter Customer Communication	Under Investigation	Open
930	5/10/10			Concord	Power Interruption	Complete Power Outage	Resolved
931	5/10/10			Fresno	Meter/Module	Other	Resolved
932	5/10/10			Fresno	Power Interruption	Breaker keeps tripping	Resolved
933	5/10/10			Hercules	Household items affected by SM	Under Investigation	Open
934	5/10/10			Live Oak	Customer Denies Access	Customer Denies Wellington Access	Resolved
935	5/10/10			Livermore	Customer Denies Access	Under Investigation	Open
936	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
937	5/10/10			Madera	Customer Denies Access	Under Investigation	Open
938	5/10/10			Milpitas	Wellington Installer	Under Investigation	Open
939	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
940	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
941	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
942	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
943	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

Color Key	
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New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
944	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
945	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
946	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
947	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
948	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
949	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open
950	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
951	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
952	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
953	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
954	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
955	5/10/10			Redding	Meter/Module	Under Investigation	Open
956	5/10/10			Richmond	Household items affected by SM	Other	Resolved
957	5/10/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
958	5/10/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
959	5/10/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
960	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
961	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
962	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
963	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
964	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
965	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
966	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
967	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
968	5/10/10			San Jose	Other	Under Investigation	Open
969	5/10/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
970	5/10/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
971	5/10/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
972	5/10/10			Sebastopol	Other	Under Investigation	Open
973	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
974	5/10/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
975	5/10/10			Stockton	Wellington Installer	Under Investigation	Open
976	5/10/10			Tracy	Customer Denies Access	Under Investigation	Open
977	5/10/10			Walnut Creek	Meter/Module	Meter/Module clearance issues	Resolved
978	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
979	5/10/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
980	5/10/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
981	5/11/10			Alameda	Customer Denies Access	Radio Frequency Concern	Resolved
982	5/11/10			Alameda	Customer Denies Access	Under Investigation	Open
983	5/11/10			Alameda	Power Interruption	Other	Resolved
984	5/11/10			Alamo	SmartMeter Customer Communication	Under Investigation	Open



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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

Color Key	
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New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
985	5/11/10			Benicia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
986	5/11/10			Berkeley	Customer Denies Access	Under Investigation	Open
987	5/11/10			Berkeley	Customer Denies Access	Under Investigation	Open
988	5/11/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
989	5/11/10			Chico	Household items affected by SM	Under Investigation	Open
990	5/11/10			Chico	Wellington Installer	Under Investigation	Open
991	5/11/10			Concord	Household items affected by SM	Under Investigation	Open
992	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
993	5/11/10			Dublin	Meter/Module	Under Investigation	Open
994	5/11/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
995	5/11/10			Lafayette	SmartMeter Customer Communication	Under Investigation	Open
996	5/11/10			Los Banos	SmartMeter Customer Communication	Under Investigation	Open
997	5/11/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
998	5/11/10			Los Gatos	Customer Denies Access	Under Investigation	Open
999	5/11/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1000	5/11/10			Millbrae	Customer Denies Access	Under Investigation	Open
1001	5/11/10			Milpitas	Wellington Installer	Under Investigation	Open
1002	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1003	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1004	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1005	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1006	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1007	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1008	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1009	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1010	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1011	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1012	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1013	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1014	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1015	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1016	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open
1017	5/11/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1018	5/11/10			Petaluma	Household items affected by SM	Damaged Other Household Appliances	Resolved
1019	5/11/10			Petaluma	Other	Other	Resolved
1020	5/11/10			Richmond	Customer Denies Access	Under Investigation	Open
1021	5/11/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
1022	5/11/10			Rohnert Park	Meter/Module	Under Investigation	Open
1023	5/11/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1024	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1025	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open

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

May 27, 2010 -- For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1026	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1027	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1028	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1029	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1030	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1031	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1032	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1033	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1034	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1035	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1036	5/11/10			San Jose	Household items affected by SM	Damaged Other Household Appliances	Resolved
1037	5/11/10			San Jose	Wellington Installer	Under Investigation	Open
1038	5/11/10			San Leandro	SmartMeter Customer Communication	Under Investigation	Open
1039	5/11/10			San Ramon	Meter/Module	Other	Resolved
1040	5/11/10			Santa Nella	Household items affected by SM	Under Investigation	Open
1041	5/11/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1042	5/11/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1043	5/11/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1044	5/11/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1045	5/11/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1046	5/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1047	5/11/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1048	5/11/10			Shafter	SmartMeter Customer Communication	Under Investigation	Open
1049	5/11/10			Tracy	Customer Denies Access	Under Investigation	Open
1050	5/11/10			Tracy	Wellington Installer	Under Investigation	Open
1051	5/11/10			Vallejo	Customer Denies Access	Under Investigation	Open
1052	5/11/10			Vallejo	Wellington Installer	Under Investigation	Open
1053	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
1054	5/11/10			Windsor	Customer Denies Access	Under Investigation	Open
1055	5/11/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1056	5/12/10			Albion	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1057	5/12/10			Benicia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1058	5/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
1059	5/12/10			Berkeley	Power Interruption	Flickering Lights	Resolved
1060	5/12/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1061	5/12/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1062	5/12/10			Camino	Customer Denies Access	Under Investigation	Open
1063	5/12/10			Campbell	Customer Denies Access	Under Investigation	Open
1064	5/12/10			Chico	Bad Meter / Module Equipment	Other	Resolved
1065	5/12/10			Dos Palos	Power Interruption	Other	Resolved
1066	5/12/10			El Cerrito	Customer Denies Access	Under Investigation	Open

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

May 27, 2010 -- For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1067	5/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1068	5/12/10			Fremont	Meter/Module	Under Investigation	Open
1069	5/12/10			Fresno	Other	Under Investigation	Open
1070	5/12/10			Livermore	Wellington Installer	Under Investigation	Open
1071	5/12/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1072	5/12/10			Martinez	Household items affected by SM	Under Investigation	Open
1073	5/12/10			Marysville	Household items affected by SM	Under Investigation	Open
1074	5/12/10			Marysville	Power Interruption	Other	Resolved
1075	5/12/10			Marysville	Wellington Installer	Under Investigation	Open
1076	5/12/10			Milpitas	Customer Denies Access	Under Investigation	Open
1077	5/12/10			Milpitas	Power Interruption	Under Investigation	Open
1078	5/12/10			Milpitas	Power Interruption	Under Investigation	Open
1079	5/12/10			Mountain View	Wellington Installer	Under Investigation	Open
1080	5/12/10			Napa	Wellington Installer	Under Investigation	Open
1081	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1082	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1083	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1084	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1085	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1086	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1087	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1088	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1089	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1090	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1091	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1092	5/12/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1093	5/12/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1094	5/12/10			Petaluma	Customer Denies Access	Under Investigation	Open
1095	5/12/10			Petaluma	Scheduling Problems	Installer missed appointment	Resolved
1096	5/12/10			Piedmont	Customer Denies Access	Under Investigation	Open
1097	5/12/10			Piedmont	Customer Denies Access	Under Investigation	Open
1098	5/12/10			Pinole	Customer Denies Access	Under Investigation	Open
1099	5/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1100	5/12/10			Richmond	Other	Under Investigation	Open
1101	5/12/10			Richmond	Wellington Installer	Under Investigation	Open
1102	5/12/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1103	5/12/10			S. San Francisco	Customer Denies Access	Under Investigation	Open
1104	5/12/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1105	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1106	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1107	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1108	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1109	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1110	5/12/10			San Jose	Other	Under Investigation	Open
1111	5/12/10			San Jose	Power Interruption	Under Investigation	Open
1112	5/12/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1113	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
1114	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
1115	5/12/10			San Mateo	SmartMeter Customer Communication	Under Investigation	Open
1116	5/12/10			San Mateo	SmartMeter Customer Communication	Under Investigation	Open
1117	5/12/10			San Ramon	Wellington Installer	Under Investigation	Open
1118	5/12/10			Santa Clara	Customer Denies Access	Under Investigation	Open
1119	5/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1120	5/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1121	5/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1122	5/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1123	5/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1124	5/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1125	5/12/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1126	5/12/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1127	5/12/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1128	5/12/10			Sonoma	Power Interruption	Under Investigation	Open
1129	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open
1130	5/12/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1131	5/12/10			Tracy	Wellington Installer	Under Investigation	Open
1132	5/12/10			Twin Bridges	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1133	5/12/10			Vallejo	Household items affected by SM	Under Investigation	Open
1134	5/12/10			Vallejo	Meter/Module	Other	Resolved
1135	5/12/10			Villa Grande	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1136	5/12/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1137	5/12/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1138	5/12/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1139	5/12/10			Yuba City	Customer Denies Access	Under Investigation	Open
1140	5/13/10			Alameda	Household items affected by SM	Damaged Other Household Appliances	Resolved
1141	5/13/10			Aptos	Customer Denies Access	Under Investigation	Open
1142	5/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
1143	5/13/10			Bolinas	Customer Denies Access	Under Investigation	Open
1144	5/13/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1145	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
1146	5/13/10			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1147	5/13/10			Daly City	Household items affected by SM	Other	Resolved
1148	5/13/10			Dos Palos	Other	Under Investigation	Open

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1149	5/13/10			El Dorado Hills	Power Interruption	Other	Resolved
1150	5/13/10			Hercules	Meter/Module	Under Investigation	Open
1151	5/13/10			Los Banos	Customer Denies Access	Under Investigation	Open
1152	5/13/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1153	5/13/10			Marysville	Wellington Installer	Under Investigation	Open
1154	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
1155	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
1156	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
1157	5/13/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1158	5/13/10			Petaluma	Customer Denies Access	Under Investigation	Open
1159	5/13/10			Piedmont	Customer Denies Access	Under Investigation	Open
1160	5/13/10			Placerville	Power Interruption	Breaker keeps tripping	Resolved
1161	5/13/10			Redding	Customer Denies Access	Under Investigation	Open
1162	5/13/10			Redding	Wellington Installer	Under Investigation	Open
1163	5/13/10			San Francisco	Customer Denies Access	Under Investigation	Open
1164	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
1165	5/13/10			San Jose	Meter/Module	Under Investigation	Open
1166	5/13/10			San Jose	Other	Under Investigation	Open
1167	5/13/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1168	5/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1169	5/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1170	5/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1171	5/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1172	5/13/10			Santa Rosa	Household items affected by SM	Damaged Computer	Resolved
1173	5/13/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1174	5/13/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1175	5/13/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1176	5/13/10			Shingle Springs	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1177	5/13/10			Shingle Springs	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1178	5/13/10			Tracy	Household items affected by SM	Under Investigation	Open
1179	5/13/10			Tracy	Household items affected by SM	Under Investigation	Open
1180	5/13/10			Tracy	Other	Under Investigation	Open
1181	5/13/10			Willits	Meter/Module	Under Investigation	Open
1182	5/13/10			Yuba City	Customer Denies Access	Under Investigation	Open
1183	5/13/10			Yuba City	Customer Denies Access	Under Investigation	Open
1184	5/13/10			Yuba City	Other	Under Investigation	Open
1185	5/14/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1186	5/14/10			Antioch	Meter/Module	Under Investigation	Open
1187	5/14/10			Aptos	Customer Denies Access	Under Investigation	Open
1188	5/14/10			Benicia	Household items affected by SM	Under Investigation	Open
1189	5/14/10			Chico	Customer Denies Access	Under Investigation	Open

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

May 27, 2010 -- For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1190	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
1191	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
1192	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
1193	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
1194	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
1195	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
1196	5/14/10			Chico	Other	Under Investigation	Open
1197	5/14/10			Clayton	Wellington Installer	Under Investigation	Open
1198	5/14/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1199	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
1200	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
1201	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
1202	5/14/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1203	5/14/10			Graton	Customer Denies Access	Under Investigation	Open
1204	5/14/10			Los Banos	Meter/Module	Other	Resolved
1205	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
1206	5/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1207	5/14/10			Mountain View	Customer wants SmartMeter Removed	Under Investigation	Open
1208	5/14/10			Napa	SmartMeter Customer Communication	Other	Resolved
1209	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1210	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1211	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1212	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1213	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1214	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1215	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1216	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1217	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1218	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1219	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1220	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1221	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1222	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1223	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1224	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1225	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1226	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1227	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1228	5/14/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1229	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
1230	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1231	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
1232	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
1233	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
1234	5/14/10			Pleasanton	Wellington Installer	Under Investigation	Open
1235	5/14/10			Redwood City	Meter/Module	Meter/Module creating a hazard	Resolved
1236	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1237	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1238	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1239	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1240	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1241	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1242	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1243	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1244	5/14/10			San Jose	Household items affected by SM	Under Investigation	Open
1245	5/14/10			San Jose	Meter/Module	Under Investigation	Open
1246	5/14/10			San Leandro	Customer Denies Access	Under Investigation	Open
1247	5/14/10			San Leandro	Customer wants SmartMeter Removed	Under Investigation	Open
1248	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
1249	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
1250	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
1251	5/14/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1252	5/14/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1253	5/14/10			Shingle Springs	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1254	5/14/10			Sonoma	Meter/Module	Under Investigation	Open
1255	5/14/10			Tracy	Customer Denies Access	Under Investigation	Open
1256	5/14/10			Tracy	Household items affected by SM	Damaged Other Household Appliances	Resolved
1257	5/14/10			Tracy	SmartMeter Customer Communication	Under Investigation	Open
1258	5/14/10			Tranquillity	Meter/Module	Under Investigation	Open
1259	5/14/10			Turlock	Household items affected by SM	Gas Appliance Not Working	Resolved
1260	5/14/10			Wheatland	Meter/Module	Meter/Module clearance issues	Resolved
1261	5/14/10			Windsor	Customer Denies Access	Under Investigation	Open
1262	5/14/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1263	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
1264	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
1265	5/14/10			Yuba City	Customer wants SmartMeter Removed	Under Investigation	Open
1266	5/14/10			Yuba City	Household items affected by SM	Internet/Cable Connection Problem	Resolved
1267	5/15/10			Alameda	Customer Denies Access	Under Investigation	Open
1268	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
1269	5/15/10			Chico	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1270	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
1271	5/15/10			Concord	Customer Denies Access	Under Investigation	Open

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

May 27, 2010 -- For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1272	5/15/10			Emeryville	Customer Denies Access	Under Investigation	Open
1273	5/15/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
1274	5/15/10			Inverness	Customer Denies Access	Under Investigation	Open
1275	5/15/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
1276	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1277	5/15/10			Marysville	Customer Denies Access	Under Investigation	Open
1278	5/15/10			Monte Rio	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1279	5/15/10			Mount Aukum	Customer Denies Access	Under Investigation	Open
1280	5/15/10			Napa	Household items affected by SM installation	Damaged Refrigerator	Resolved
1281	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1282	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1283	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1284	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1285	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1286	5/15/10			Piedmont	Customer Denies Access	Under Investigation	Open
1287	5/15/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1288	5/15/10			San Francisco	Customer Denies Access	Under Investigation	Open
1289	5/15/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1290	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1291	5/15/10			San Jose	Meter/Module	Under Investigation	Open
1292	5/15/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1293	5/15/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1294	5/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1295	5/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1296	5/15/10			Santa Rosa	Other	Other	Resolved
1297	5/15/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
1298	5/15/10			Windsor	Customer Denies Access	Under Investigation	Open
1299	5/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
1300	5/16/10			El Dorado Hills	Meter/Module	Other	Resolved
1301	5/16/10			El Dorado Hills	Power Interruption	Under Investigation	Open
1302	5/16/10			Fairfield	Meter/Module	Meter/Module clearance issues	Resolved
1303	5/16/10			Marysville	SmartMeter Customer Communication	Under Investigation	Open
1304	5/16/10			Monte Rio	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1305	5/16/10			Monte Rio	Customer Denies Access	Under Investigation	Open
1306	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1307	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1308	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1309	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1310	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1311	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1312	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open



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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1313	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1314	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1315	5/16/10			Sacramento	SmartMeter Customer Communication	Other	Resolved
1316	5/16/10			Sacramento	Wellington Installer	Under Investigation	Open
1317	5/16/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1318	5/16/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1319	5/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1320	5/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1321	5/17/10			Alameda	Customer Denies Access	Under Investigation	Open
1322	5/17/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
1323	5/17/10			Alameda	Wellington Installer	Under Investigation	Open
1324	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
1325	5/17/10			Aptos	Customer Denies Access	Under Investigation	Open
1326	5/17/10			Benicia	Wellington Installer	Under Investigation	Open
1327	5/17/10			Berkeley	Customer Denies Access	Under Investigation	Open
1328	5/17/10			Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1329	5/17/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1330	5/17/10			Cotati	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1331	5/17/10			Dillon Beach	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1332	5/17/10			Dos Palos	Wellington Installer	Under Investigation	Open
1333	5/17/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1334	5/17/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1335	5/17/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1336	5/17/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1337	5/17/10			Fresno	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1338	5/17/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1339	5/17/10			Guerneville	Customer Denies Access	Under Investigation	Open
1340	5/17/10			Jenner	Customer Denies Access	Under Investigation	Open
1341	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1342	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1343	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1344	5/17/10			Los Gatos	Scheduling Problems	Under Investigation	Open
1345	5/17/10			Marysville	Customer Denies Access	Under Investigation	Open
1346	5/17/10			Marysville	Customer Denies Access	Under Investigation	Open
1347	5/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1348	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1349	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1350	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1351	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1352	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1353	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1354	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1355	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1356	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1357	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1358	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1359	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1360	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1361	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1362	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1363	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1364	5/17/10			Petaluma	Customer Denies Access	Under Investigation	Open
1365	5/17/10			Petaluma	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1366	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
1367	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
1368	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
1369	5/17/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1370	5/17/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1371	5/17/10			Pollock Pines	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1372	5/17/10			Portola Valley	Household items affected by SM installation	Gas Appliance Not Working	Resolved
1373	5/17/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
1374	5/17/10			S. San Francisco	Other	Under Investigation	Open
1375	5/17/10			San Bruno	Household items affected by SM installation	Other	Resolved
1376	5/17/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1377	5/17/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1378	5/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1379	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1380	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1381	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1382	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1383	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1384	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1385	5/17/10			San Jose	Wellington Installer	Under Investigation	Open
1386	5/17/10			San Mateo	Household items affected by SM installation	Other	Resolved
1387	5/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
1388	5/17/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1389	5/17/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1390	5/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1391	5/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1392	5/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1393	5/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1394	5/17/10			Santa Rosa	Household items affected by SM installation	Other	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 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1395	5/17/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1396	5/17/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1397	5/17/10			Sonoma	Customer Denies Access	Under Investigation	Open
1398	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
1399	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
1400	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
1401	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
1402	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
1403	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
1404	5/17/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1405	5/17/10			Vallejo	Customer Denies Access	Under Investigation	Open
1406	5/17/10			Vallejo	Customer wants SmartMeter Removed	Unhappy with SM program	Resolved
1407	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
1408	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
1409	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
1410	5/17/10			Yuba City	Customer wants Smartmeter Removed	Under Investigation	Open
1411	5/18/10			Alameda	Meter/Module	Under Investigation	Open
1412	5/18/10			Bakersfield	Meter/Module	Other	Resolved
1413	5/18/10			Bodega Bay	Customer Denies Access	Under Investigation	Open
1414	5/18/10			Bolinas	Customer Denies Access	Under Investigation	Open
1415	5/18/10			Campbell	Meter/Module	Under Investigation	Open
1416	5/18/10			Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1417	5/18/10			Chico	Customer Denies Access	Under Investigation	Open
1418	5/18/10			Chowchilla	Customer Denies Access	Under Investigation	Open
1419	5/18/10			Cotati	Customer Denies Access	Under Investigation	Open
1420	5/18/10			Cotati	Customer Denies Access	Under Investigation	Open
1421	5/18/10			Dos Palos	Wellington Installer	Under Investigation	Open
1422	5/18/10			Dublin	Wellington Installer	Under Investigation	Open
1423	5/18/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1424	5/18/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1425	5/18/10			Forestville	Customer Denies Access	Under Investigation	Open
1426	5/18/10			Fresno	Household items affected by SM installation	Other	Resolved
1427	5/18/10			Galt	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1428	5/18/10			Guerneville	Customer Denies Access	Under Investigation	Open
1429	5/18/10			Inverness	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1430	5/18/10			Livermore	Customer Denies Access	Under Investigation	Open
1431	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1432	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1433	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1434	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1435	5/18/10			Madera	Customer Denies Access	Under Investigation	Open

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

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1436	5/18/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1437	5/18/10			Mount Aukum	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1438	5/18/10			Mount Aukum	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1439	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1440	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1441	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1442	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1443	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1444	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1445	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1446	5/18/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1447	5/18/10			Occidental	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1448	5/18/10			Paradise	Customer Denies Access	Under Investigation	Open
1449	5/18/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1450	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
1451	5/18/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1452	5/18/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1453	5/18/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1454	5/18/10			Redding	Meter/Module	Under Investigation	Open
1455	5/18/10			Richmond	Customer Denies Access	Under Investigation	Open
1456	5/18/10			Rio Nido	Customer Denies Access	Under Investigation	Open
1457	5/18/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1458	5/18/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1459	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1460	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1461	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1462	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1463	5/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1464	5/18/10			San Jose	Meter/Module	Under Investigation	Open
1465	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
1466	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
1467	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
1468	5/18/10			San Mateo	Power Interruption	Under Investigation	Open
1469	5/18/10			San Mateo	Power Interruption	Under Investigation	Open
1470	5/18/10			San Rafael	Customer Denies Access	Under Investigation	Open
1471	5/18/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1472	5/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1473	5/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1474	5/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1475	5/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1476	5/18/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1477	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1478	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1479	5/18/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1480	5/18/10			Shingle Springs	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1481	5/18/10			Smartville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1482	5/18/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1483	5/18/10			Sonoma	Household items affected by SM installation	Under Investigation	Open
1484	5/18/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
1485	5/18/10			Sunnyvale	Customer wants Smartmeter Removed	Under Investigation	Open
1486	5/18/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1487	5/18/10			Tracy	Customer Denies Access	Under Investigation	Open
1488	5/18/10			Tracy	Household items affected by SM installation	Other	Resolved
1489	5/18/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1490	5/18/10			Vallejo	Household items affected by SM installation	Gas Appliance Not Working	Resolved
1491	5/18/10			Vallejo	Power Interruption	Under Investigation	Open
1492	5/18/10			Yuba City	Power Interruption	Other	Resolved
1493	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
1494	5/19/10			Angwin	Customer Denies Access	Under Investigation	Open
1495	5/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
1496	5/19/10			Bodega Bay	Customer Denies Access	Under Investigation	Open
1497	5/19/10			Bolinas	Customer Denies Access	Under Investigation	Open
1498	5/19/10			Brentwood	Customer wants Smartmeter Removed	Under Investigation	Open
1499	5/19/10			Cameron Park	Customer Denies Access	Under Investigation	Open
1500	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
1501	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
1502	5/19/10			Chico	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1503	5/19/10			Cupertino	Customer Denies Access	Under Investigation	Open
1504	5/19/10			Dublin	Customer Denies Access	Under Investigation	Open
1505	5/19/10			Durham	Customer Denies Access	Under Investigation	Open
1506	5/19/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
1507	5/19/10			Fairfield	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1508	5/19/10			Firebaugh	Household items affected by SM installation	Under Investigation	Open
1509	5/19/10			Forestville	Customer Denies Access	Under Investigation	Open
1510	5/19/10			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
1511	5/19/10			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
1512	5/19/10			Glen Ellen	Customer Denies Access	Under Investigation	Open
1513	5/19/10			Hayward	Customer Denies Access	Under Investigation	Open
1514	5/19/10			Jenner	Customer Denies Access	Under Investigation	Open
1515	5/19/10			Kenwood	Customer Denies Access	Under Investigation	Open
1516	5/19/10			Marysville	Customer Denies Access	Under Investigation	Open
1517	5/19/10			Mendota	Power Interruption	Other	Resolved

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1518	5/19/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1519	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1520	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1521	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1522	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1523	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1524	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1525	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1526	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1527	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1528	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1529	5/19/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1530	5/19/10			Occidental	Customer Denies Access	Under Investigation	Open
1531	5/19/10			Occidental	Customer Denies Access	Under Investigation	Open
1532	5/19/10			Orinda	Household items affected by SM installation	Other	Resolved
1533	5/19/10			Orinda	Potential Wellington Claim	Under Investigation	Open
1534	5/19/10			Petaluma	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1535	5/19/10			Piedmont	Customer Denies Access	Under Investigation	Open
1536	5/19/10			Pinole	Household items affected by SM installation	Under Investigation	Open
1537	5/19/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
1538	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
1539	5/19/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1540	5/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1541	5/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1542	5/19/10			San Jose	Other	Other	Resolved
1543	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
1544	5/19/10			San Jose	Power Interruption	Under Investigation	Open
1545	5/19/10			San Jose	Power Interruption	Under Investigation	Open
1546	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
1547	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1548	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1549	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1550	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1551	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1552	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1553	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1554	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1555	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1556	5/19/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1557	5/19/10			Saratoga	Customer Denies Access	Under Investigation	Open
1558	5/19/10			Sebastopol	Customer Denies Access	Under Investigation	Open

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

Color Key	
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New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1559	5/19/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1560	5/19/10			Sebastopol	Meter/Module	Under Investigation	Open
1561	5/19/10			Shingle Springs	SmartMeter Customer Communication	Other	Resolved
1562	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
1563	5/19/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
1564	5/19/10			Watsonville	Customer Denies Access	Under Investigation	Open
1565	5/19/10			Wheatland	Household items affected by SM installation	Other	Resolved
1566	5/20/10			Alameda	Customer Denies Access	Customer Denies Wellington Access	Resolved
1567	5/20/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
1568	5/20/10			Antioch	Household items affected by SM installation	Under Investigation	Open
1569	5/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
1570	5/20/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1571	5/20/10			Bethel Island	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1572	5/20/10			Bodega	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1573	5/20/10			Bolinas	Customer Denies Access	Under Investigation	Open
1574	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
1575	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
1576	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
1577	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
1578	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
1579	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
1580	5/20/10			Concord	Power Interruption	Under Investigation	Open
1581	5/20/10			Covelo	Customer Denies Access	Under Investigation	Open
1582	5/20/10			Fairfax	Customer Denies Access	Under Investigation	Open
1583	5/20/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1584	5/20/10			Fresno	Customer Denies Access	Under Investigation	Open
1585	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
1586	5/20/10			Hercules	Customer Denies Access	Under Investigation	Open
1587	5/20/10			Live Oak	Customer Denies Access	Under Investigation	Open
1588	5/20/10			Livermore	Customer Denies Access	Under Investigation	Open
1589	5/20/10			Los Altos	Meter/Module	Under Investigation	Open
1590	5/20/10			Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
1591	5/20/10			Madera	Customer Denies Access	Under Investigation	Open
1592	5/20/10			Manteca	Customer Denies Access	Under Investigation	Open
1593	5/20/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1594	5/20/10			Novato	Customer Denies Access	Under Investigation	Open
1595	5/20/10			Novato	Customer Denies Access	Under Investigation	Open
1596	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1597	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1598	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1599	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1600	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1601	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1602	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1603	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1604	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1605	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1606	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1607	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1608	5/20/10			Oakland	Power Interruption	Under Investigation	Open
1609	5/20/10			Oakley	Customer wants Smartmeter Removed	Under Investigation	Open
1610	5/20/10			Occidental	Customer Denies Access	Under Investigation	Open
1611	5/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
1612	5/20/10			Piedmont	Customer Denies Access	Under Investigation	Open
1613	5/20/10			Piedmont	Customer Denies Access	Under Investigation	Open
1614	5/20/10			Piedmont	Customer Denies Access	Under Investigation	Open
1615	5/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1616	5/20/10			Richmond	Customer Denies Access	Under Investigation	Open
1617	5/20/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
1618	5/20/10			Richmond	Household items affected by SM installation	Damaged Refrigerator	Resolved
1619	5/20/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1620	5/20/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1621	5/20/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1622	5/20/10			San Jose	Power Interruption	Under Investigation	Open
1623	5/20/10			San Jose	Power Interruption	Under Investigation	Open
1624	5/20/10			San Jose	Wellington Installer	Under Investigation	Open
1625	5/20/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1626	5/20/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1627	5/20/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1628	5/20/10			Saratoga	Customer Denies Access	Under Investigation	Open
1629	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
1630	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
1631	5/20/10			Tracy	Power Interruption	Partial Power Outage	Resolved
1632	5/20/10			Tracy	Power Interruption	Under Investigation	Open
1633	5/20/10			Twin Bridges	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1634	5/20/10			Vallejo	Customer Denies Access	Under Investigation	Open
1635	5/20/10			Vernalis	Power Interruption	Flickering Lights	Resolved
1636	5/20/10			Yuba City	Customer Denies Access	Under Investigation	Open
1637	5/20/10			Yuba City	Wellington Installer	Under Investigation	Open
1638	5/21/10			Alameda	Customer Denies Access	Under Investigation	Open
1639	5/21/10			Alameda	Customer Denies Access	Under Investigation	Open
1640	5/21/10			Alameda	Customer Denies Access	Under Investigation	Open



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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

Color Key	
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New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1641	5/21/10			Albany	Customer Denies Access	Under Investigation	Open
1642	5/21/10			Auburn	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1643	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
1644	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
1645	5/21/10			Berkeley	Wellington Installer	Under Investigation	Open
1646	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
1647	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
1648	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
1649	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
1650	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
1651	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
1652	5/21/10			Cupertino	Meter/Module	Under Investigation	Open
1653	5/21/10			Dublin	Customer wants Smartmeter Removed	Under Investigation	Open
1654	5/21/10			El Cerrito	Potential Wellington Claim	Under Investigation	Open
1655	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
1656	5/21/10			Emeryville	Customer Denies Access	Under Investigation	Open
1657	5/21/10			Forest Ranch	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1658	5/21/10			Forestville	Customer Denies Access	Under Investigation	Open
1659	5/21/10			Forestville	Customer Denies Access	Under Investigation	Open
1660	5/21/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
1661	5/21/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1662	5/21/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1663	5/21/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1664	5/21/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1665	5/21/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1666	5/21/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1667	5/21/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1668	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1669	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1670	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1671	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1672	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1673	5/21/10			Guerneville	Customer Denies Access	Under Investigation	Open
1674	5/21/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
1675	5/21/10			Los Banos	Meter/Module	Meter blocking access to breaker box	Resolved
1676	5/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1677	5/21/10			Marina	Customer Denies Access	Under Investigation	Open
1678	5/21/10			Marina	Customer Denies Access	Under Investigation	Open
1679	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
1680	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
1681	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1682	5/21/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
1683	5/21/10			Monte Rio	Customer Denies Access	Under Investigation	Open
1684	5/21/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1685	5/21/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1686	5/21/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1687	5/21/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1688	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
1689	5/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1690	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1691	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1692	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1693	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1694	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1695	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1696	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1697	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1698	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1699	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1700	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1701	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1702	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1703	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1704	5/21/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1705	5/21/10			Oakland	Potential Wellington Claim	Hand-off to Wellington	Resolved
1706	5/21/10			Oroville	Customer Denies Access	Under Investigation	Open
1707	5/21/10			Paradise	Customer Denies Access	Under Investigation	Open
1708	5/21/10			Penn Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1709	5/21/10			Penn Valley	Customer Denies Access	Under Investigation	Open
1710	5/21/10			Petaluma	Wellington Installer	Under Investigation	Open
1711	5/21/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1712	5/21/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1713	5/21/10			San Francisco	Customer Denies Access	Under Investigation	Open
1714	5/21/10			San Francisco	Meter/Module	Under Investigation	Open
1715	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1716	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1717	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1718	5/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1719	5/21/10			San Jose	Meter/Module	Under Investigation	Open
1720	5/21/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
1721	5/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1722	5/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1723	5/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1724	5/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1725	5/21/10			Sonoma	Customer Denies Access	Under Investigation	Open
1726	5/21/10			Sonoma	Power Interruption	Under Investigation	Open
1727	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
1728	5/21/10			Tiburon	Customer Denies Access	Under Investigation	Open
1729	5/21/10			Tracy	Power Interruption	Flickering Lights	Resolved
1730	5/21/10			Vallejo	Household items affected by SM installation	Gas Appliance Not Working	Resolved
1731	5/21/10			Vallejo	Household items affected by SM installation	Under Investigation	Open

<b>1,266</b>	<b>Open Complaints on Last Report</b>
<b>257</b>	<b>Open Complaints Resolved Since the Last Report</b>
<b>465</b>	<b>New Complaints Since the Last Report</b>
<b>100</b>	<b>New Complaints Resolved Since the Last Report</b>
<b>365</b>	<b>New Complaints Open</b>

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 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	1/4/10	{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open
2	1/11/10			Fairfield	Meter/Module	Meter/Module clearance issues	Resolved
3	1/11/10			Vacaville	Meter/Module	Meter/Module clearance issues	Resolved
4	1/13/10			LODI	Meter/Module	Under Investigation	Open
5	1/15/10			Napa	Scheduling Problems	Under Investigation	Open
6	1/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
7	1/26/10			American Canyon	Customer Denies Access	Under Investigation	Open
8	1/26/10			MONTARA	Meter/Module	Other	Resolved
9	1/26/10			San Jose	Meter/Module	Meter blocking access to breaker box	Resolved
10	1/27/10			Redwood City	Meter/Module	Other	Resolved
11	1/28/10			Sunnyvale	Power Interruption	Under Investigation	Open
12	1/29/10			San Jose	Meter/Module	Meter blocking access to breaker box	Resolved
13	2/1/10			LA HONDA	Customer Denies Access	Under Investigation	Open
14	2/1/10			Livermore	Household items affected by SM installation	Gas Appliance Not Working	Resolved
15	2/1/10			Pleasanton	Meter/Module	Under Investigation	Open
16	2/1/10			Vacaville	Meter/Module	Meter/Module clearance issues	Resolved
17	2/3/10			CORDELIA	Wellington Installer	Under Investigation	Open
18	2/3/10			Pleasanton	Meter/Module	Under Investigation	Open
19	2/3/10			RAYMOND	Wellington Installer	Under Investigation	Open
20	2/4/10			Fresno	Household items affected by SM installation	Under Investigation	Open
21	2/4/10			Suisun City	Meter/Module	Other	Resolved
22	2/5/10			Pleasanton	Meter/Module	Under Investigation	Open
23	2/5/10			San Ramon	Meter/Module	Under Investigation	Open
24	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
25	2/9/10			Cupertino	Wellington Installer	Under Investigation	Open
26	2/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
27	2/10/10			Berkeley	Wellington Installer	Under Investigation	Open
28	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
29	2/10/10			Cupertino	Meter/Module	Meter/Module clearance issues	Resolved
30	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
31	2/10/10			NORTH FOLK	Wellington Installer	Under Investigation	Open
32	2/10/10			Rancho Cordova	Meter/Module	Meter/Module clearance issues	Resolved
33	2/10/10			San Jose	Wellington Installer	Under Investigation	Open
34	2/10/10			San Ramon	Wellington Installer	Under Investigation	Open
35	2/11/10			Vallejo	Wellington Installer	Under Investigation	Open
36	2/12/10			Berkeley	Wellington Installer	Under Investigation	Open
37	2/12/10			San Ramon	Wellington Installer	Under Investigation	Open
38	2/14/10			Sunnyvale	Meter/Module	Other	Resolved
39	2/16/10			Berkeley	Wellington Installer	Under Investigation	Open
40	2/16/10		{Redacted}	Cupertino	Wellington Installer	Under Investigation	Open
41	2/16/10			RIPON	Meter/Module	Under Investigation	Open

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

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
42	2/16/10			Santa Clara	Meter/Module	Under Investigation	Open
43	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
44	2/17/10			Forestville	Customer Denies Access	Under Investigation	Open
45	2/17/10			Madera	Wellington Installer	Under Investigation	Open
46	2/17/10			San Jose	Wellington Installer	Under Investigation	Open
47	2/17/10			Sunnyvale	Meter/Module	Meter/Module clearance issues	Resolved
48	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
49	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
50	2/18/10			Madera	Wellington Installer	Under Investigation	Open
51	2/18/10			Mariposa	Wellington Installer	Under Investigation	Open
52	2/18/10			Sanger	Scheduling Problems	Unable to Complete	Resolved
53	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
54	2/18/10			Somerset	Wellington Installer	Under Investigation	Open
55	2/19/10			American Canyon	Wellington Installer	Under Investigation	Open
56	2/19/10			Mountain View	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
57	2/19/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
58	2/19/10			Pleasanton	Meter/Module	Under Investigation	Open
59	2/21/10			Pleasanton	Meter/Module	Under Investigation	Open
60	2/21/10			Sunnyvale	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
61	2/22/10			Occidental	Customer Denies Access	Under Investigation	Open
62	2/22/10			Placerville	Wellington Installer	Under Investigation	Open
63	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
64	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
65	2/22/10			San Jose	Household items affected by SM installation	Other	Resolved
66	2/22/10			San Ramon	Meter/Module	Under Investigation	Open
67	2/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
68	2/22/10			Vacaville	Meter/Module	Meter/Module clearance issues	Resolved
69	2/22/10			Vallejo	Network Equipment Installation	Under Investigation	Open
70	2/23/10			ALTA	Meter/Module	Other	Resolved
71	2/23/10			Clayton	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
72	2/23/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
73	2/23/10			Mariposa	Wellington Installer	Under Investigation	Open
74	2/23/10			San Jose	Household items affected by SM installation	Gas Appliance Not Working	Resolved
75	2/23/10			San Jose	Meter/Module	Other	Resolved
76	2/23/10			San Pablo	Wellington Installer	Under Investigation	Open
77	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
78	2/24/10			Madera	Wellington Installer	Under Investigation	Open
79	2/24/10			Merced	Meter/Module	Under Investigation	Open
80	2/24/10			Mountain View	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
81	2/24/10			Napa	Wellington Installer	Under Investigation	Open
82	2/24/10			Pollock Pines	Wellington Installer	Under Investigation	Open

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

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
83	2/24/10			San Jose	Meter/Module	Meter/Module clearance issues	Resolved
84	2/24/10			San Jose	Wellington Installer	Under Investigation	Open
85	2/24/10			Sunnyvale	Household items affected by SM installation	Gas Appliance Not Working	Resolved
86	2/25/10			Mountain View	Meter/Module	Meter/Module clearance issues	Resolved
87	2/26/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open
88	2/26/10			Hercules	Wellington Installer	Under Investigation	Open
89	2/26/10			San Jose	Household items affected by SM installation	Other	Resolved
90	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
91	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
92	3/1/10			Livermore	Household items affected by SM installation	Under Investigation	Open
93	3/1/10			Livermore	Meter/Module	Under Investigation	Open
94	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
95	3/1/10			Madera	Other	Under Investigation	Open
96	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
97	3/1/10			San Jose	Meter/Module	Other	Resolved
98	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
99	3/1/10			Tracy	Meter/Module	Under Investigation	Open
100	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
101	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
102	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
103	3/2/10			Dinuba	Customer Denies Access	Under Investigation	Open
104	3/2/10			Kensington	Customer Denies Access	Under Investigation	Open
105	3/2/10			NEWCASTLE	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
106	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
107	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
108	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
109	3/3/10			Mountain View	Meter/Module	Other	Resolved
110	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
111	3/4/10			Berkeley	Customer Denies Access	Under Investigation	Open
112	3/4/10			Danville	Customer Denies Access	Under Investigation	Open
113	3/4/10			El Cerrito	Meter/Module	Other	Resolved
114	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
115	3/4/10			Merced	Customer Denies Access	Under Investigation	Open
116	3/4/10			MOCCASIN	Customer Denies Access	Under Investigation	Open
117	3/4/10			Placerville	Customer Denies Access	Under Investigation	Open
118	3/4/10			San Carlos	Customer Denies Access	Under Investigation	Open
119	3/4/10			San Jose	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
120	3/4/10			Tracy	Customer Denies Access	Under Investigation	Open
121	3/4/10			Tracy	Household items affected by SM installation	Under Investigation	Open
122	3/5/10			Danville	Customer Denies Access	Under Investigation	Open
123	3/5/10			San Ramon	Household items affected by SM installation	Under Investigation	Open

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

May 27, 2010 – For the Period May 15, 2010 through May 21, 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	3/7/10			Atwater	Customer Denies Access	Under Investigation	Open
125	3/7/10			Clovis	Customer Denies Access	Under Investigation	Open
126	3/7/10			Hanford	Customer Denies Access	Under Investigation	Open
127	3/7/10			Loomis	Meter/Module	Meter blocking access to breaker box	Resolved
128	3/7/10			Sanger	Customer Denies Access	Under Investigation	Open
129	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
130	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
131	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
132	3/7/10			Tracy	Customer Denies Access	Under Investigation	Open
133	3/7/10			Woodlake	Customer Denies Access	Under Investigation	Open
134	3/8/10			Clovis	Customer Denies Access	Under Investigation	Open
135	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
136	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
137	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
138	3/8/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
139	3/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
140	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
141	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
142	3/9/10			Danville	Customer Denies Access	Under Investigation	Open
143	3/9/10			Livermore	Meter/Module	Under Investigation	Open
144	3/9/10			Madera	Customer Denies Access	Under Investigation	Open
145	3/9/10			Richmond	Customer Denies Access	Under Investigation	Open
146	3/9/10			Richmond	Household items affected by SM installation	Under Investigation	Open
147	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
148	3/9/10			San Jose	Customer Denies Access	Under Investigation	Open
149	3/9/10			San Jose	Meter/Module	Meter/Module clearance issues	Resolved
150	3/9/10			Seaside	Meter/Module	Under Investigation	Open
151	3/10/10			Albany	Wellington Installer	Under Investigation	Open
152	3/10/10			Angwin	Wellington Installer	Under Investigation	Open
153	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
154	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open
155	3/10/10			Daly City	Customer Denies Access	Under Investigation	Open
156	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
157	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open
158	3/10/10			Livermore	Customer Denies Access	Under Investigation	Open
159	3/10/10			Livermore	Meter/Module	Under Investigation	Open
160	3/10/10			Martinez	Customer Denies Access	Under Investigation	Open
161	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
162	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
163	3/10/10			Pleasanton	Meter/Module	Under Investigation	Open
164	3/10/10			San Jose	Customer Denies Access	Under Investigation	Open

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

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

May 27, 2010 -- For the Period May 15, 2010 through May 21, 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	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
166	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
167	3/10/10			San Ramon	Meter/Module	Under Investigation	Open
168	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
169	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
170	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
171	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
172	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
173	3/10/10			Tracy	Meter/Module	Under Investigation	Open
174	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
175	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
176	3/11/10			San Ramon	Customer Denies Access	Under Investigation	Open
177	3/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
178	3/12/10			GRIDLEY	Meter/Module	Other	Resolved
179	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
180	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
181	3/12/10			Los Altos	Meter/Module	Under Investigation	Open
182	3/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
183	3/12/10			San Francisco	Meter/Module	Meter/Module clearance issues	Resolved
184	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
185	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
186	3/12/10			San Jose	Wellington Installer	No time given to powerdown equipment	Resolved
187	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
188	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
189	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
190	3/12/10			Union City	Meter/Module	Under Investigation	Open
191	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
192	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
193	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
194	3/13/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
195	3/15/10			Bakersfield	Household items affected by SM installation	Other	Resolved
196	3/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
197	3/15/10			MADISON	Household items affected by SM installation	Other	Resolved
198	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
199	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
200	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
201	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
202	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
203	3/15/10			San Jose	Customer Denies Access	Under Investigation	Open
204	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
205	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open



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

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

**SmartMeter™ Installation Complaint Report**

May 27, 2010 – For the Period May 15, 2010 through May 21, 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	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
207	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
208	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
209	3/16/10			Martinez	Customer Denies Access	Under Investigation	Open
210	3/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved

Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 May 27, 2010 -- For the Period May 15, 2010 through May 21, 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	3/29/10	{Redacted}	{Redacted}	ALAMO	Open	Under Investigation
4	4/7/10	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
5	4/8/10	{Redacted}	{Redacted}	SAN PABLO	Open	Under Investigation
6	4/19/10	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
7	4/22/10	{Redacted}	{Redacted}	FREMONT	Open	Under Investigation
8	4/23/10	{Redacted}	{Redacted}	VALLEY SPRINGS	Open	Under Investigation
9	4/26/10	{Redacted}	{Redacted}	GRANITE BAY	Resolved	Meter Reader Error. SmartMeter installed 4/16/09. Meter reader, who was still reading meter, under-read the meter on 5/29/09, resulting in an artificially low May 2009 bill of \$60.77 that did not reflect the customer's total usage during the billing period. A meter reading was obtained in June 2009. However, due to the meter reader's under-read in May, the June bill reflected usage that should have been included on the May bill, resulting in a significantly higher bill in June 2009 of \$1,172.94. Usage for May and June was redistributed for baseline rate benefit, which reduced the customer's balance by \$124.41. The meter was tested on 9/8/09 and passed. In May 2010, several attempts made to schedule an energy audit, but customer has had to cancel (husband travels frequently). Customer has PG&E's direct phone number to schedule an energy audit at her convenience.
10	4/30/10	{Redacted}	{Redacted}	DALY CITY	Open	Under Investigation
11	5/1/10	{Redacted}	{Redacted}	MORAGA	Open	Under Investigation
12	5/3/10	{Redacted}	{Redacted}	GRANITE BAY	Open	Under Investigation
13	5/7/10	{Redacted}	{Redacted}	ALTA	Open	Under Investigation
14	5/8/10	{Redacted}	{Redacted}	CLOVIS	Open	Under Investigation
15	5/12/10	{Redacted}	{Redacted}	WILSEYVILLE	Open	Under Investigation
16	5/12/10	{Redacted}	{Redacted}	MI WUK VILLAGE	Open	Under Investigation
17	5/14/10	{Redacted}	{Redacted}	ARNOLD	Open	Under Investigation
18	5/17/10	{Redacted}	{Redacted}	ANTIOCH	Open	Under Investigation
19	5/21/10	{Redacted}	{Redacted}	MANTECA	Open	Under Investigation
20	5/21/10	{Redacted}	{Redacted}	SAN MATEO	Open	Under Investigation

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

Pacific Gas and Electric Company  
SmartMeter™ Complaint Report  
High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
May 27, 2010 -- For the Period May 15, 2010 through May 21, 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
21	5/21/10			ALAMO	Open	Under Investigation

\*This Report tracks high-bill complaints from customers who state that their high bill is related in some way to the installation of a SmartMeter™ device.

17 Open Complaints on Last Report  
1 Open Complaints Resolved Since the Last Report  
4 New Complaints Since the Last Report  
0 New Complaints Resolved Since the Last Report  
4 New Complaints Open

Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 May 27, 2010 -- For the Period May 15, 2010 through May 21, 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	3/29/10	{Redacted}	{Redacted}	ALAMO	Open	Under Investigation
4	4/7/10	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
5	4/8/10	{Redacted}	{Redacted}	SAN PABLO	Open	Under Investigation
6	4/19/10	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
7	4/22/10	{Redacted}	{Redacted}	FREMONT	Open	Under Investigation
8	4/23/10	{Redacted}	{Redacted}	VALLEY SPRINGS	Open	Under Investigation
9	4/26/10	{Redacted}	{Redacted}	GRANITE BAY	Resolved	Meter Reader Error. SmartMeter installed 4/16/09. Meter reader, who was still reading meter, under-read the meter on 5/29/09, resulting in an artificially low May 2009 bill of \$60.77 that did not reflect the customer's total usage during the billing period. A meter reading was obtained in June 2009. However, due to the meter reader's under-read in May, the June bill reflected usage that should have been included on the May bill, resulting in a significantly higher bill in June 2009 of \$1,172.94. Usage for May and June was redistributed for baseline rate benefit, which reduced the customer's balance by \$124.41. The meter was tested on 9/8/09 and passed. In May 2010, several attempts made to schedule an energy audit, but customer has had to cancel (husband travels frequently). Customer has PG&E's direct phone number to schedule an energy audit at her convenience.
10	4/30/10	{Redacted}	{Redacted}	DALY CITY	Open	Under Investigation
11	5/1/10	{Redacted}	{Redacted}	MORAGA	Open	Under Investigation
12	5/3/10	{Redacted}	{Redacted}	GRANITE BAY	Open	Under Investigation
13	5/7/10	{Redacted}	{Redacted}	ALTA	Open	Under Investigation
14	5/8/10	{Redacted}	{Redacted}	CLOVIS	Open	Under Investigation
15	5/12/10	{Redacted}	{Redacted}	WILSEYVILLE	Open	Under Investigation
16	5/12/10	{Redacted}	{Redacted}	MI WUK VILLAGE	Open	Under Investigation
17	5/14/10	{Redacted}	{Redacted}	ARNOLD	Open	Under Investigation
18	5/17/10	{Redacted}	{Redacted}	ANTIOCH	Open	Under Investigation
19	5/21/10	{Redacted}	{Redacted}	MANTECA	Open	Under Investigation
20	5/21/10	{Redacted}	{Redacted}	SAN MATEO	Open	Under Investigation

21	5/21/10		ALAMO	Open	Under Investigation
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21

\*This Report tracks high-bill complaints from customers who state that their high bill is related in some way to the installation of a SmartMeter™ device.

\*

- 17 **Open Complaints on Last Report**
- 1 **Open Complaints Resolved Since the Last Report**
- 4 **New Complaints Since the Last Report**
- 0 **New Complaints Resolved Since the Last Report**
- 4 **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
3/29/10			ALAMO	Open	Under Investigation
4/7/10			BAKERSFIELD	Open	Under Investigation
4/8/10			SAN PABLO	Open	Under Investigation
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	Resolved	Meter Reader Error. SmartMeter installed 4/16/09. Meter reader, who was still reading meter, under-read the meter on 5/29/09, resulting in an artificially low May 2009 bill of \$60.77 that did not reflect the customer's total usage during the billing period. A meter reading was obtained in June 2009. However, due to the meter reader's under-read in May, the June bill reflected usage that should have been included on the May bill, resulting in a significantly higher bill in June 2009 of \$1,172.94. Usage for May and June was redistributed for baseline rate benefit, which reduced the customer's balance by \$124.41. The meter was tested on 9/8/09 and passed. In May 2010, several attempts made to schedule an energy audit, but customer has had to cancel (husband travels frequently). Customer has PG&E's direct phone number to schedule an energy audit at her convenience.
4/30/10			DALY CITY	Open	Under Investigation
5/1/10			MORAGA	Open	Under Investigation
5/3/10			GRANITE BAY	Open	Under Investigation
5/7/10			ALTA	Open	Under Investigation
5/8/10			CLOVIS	Open	Under Investigation
5/12/10			WILSEYVILLE	Open	Under Investigation
5/12/10			MI WUK VILLAGE	Open	Under Investigation
5/14/10			ARNOLD	Open	Under Investigation
5/17/10			ANTIOCH	Open	Under Investigation
5/21/10			MANTECA	Open	Under Investigation
5/21/10			SAN MATEO	Open	Under Investigation

21	5/21/10		ALAMO	Open	Under Investigation
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5/21/10

\*This Report tracks high-bill complaints from customers who state that their high bill is related in some way to the installation of a SmartMeter™ device.

This Repo

- 17 **Open Complaints on Last Report**
- 1 **Open Complaints Resolved Since the Last Report**
- 4 **New Complaints Since the Last Report**
- 0 **New Complaints Resolved Since the Last Report**
- 4 **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
		ALAMO	Open	Under Investigation
		BAKERSFIELD	Open	Under Investigation
		SAN PABLO	Open	Under Investigation
		BAKERSFIELD	Open	Under Investigation
		FREMONT	Open	Under Investigation
		VALLEY SPRINGS	Open	Under Investigation
		GRANITE BAY	Resolved	Meter Reader Error. SmartMeter installed 4/16/09. Meter reader, who was still reading meter, under-read the meter on 5/29/09, resulting in an artificially low May 2009 bill of \$60.77 that did not reflect the customer's total usage during the billing period. A meter reading was obtained in June 2009. However, due to the meter reader's under-read in May, the June bill reflected usage that should have been included on the May bill, resulting in a significantly higher bill in June 2009 of \$1,172.94. Usage for May and June was redistributed for baseline rate benefit, which reduced the customer's balance by \$124.41. The meter was tested on 9/8/09 and passed. In May 2010, several attempts made to schedule an energy audit, but customer has had to cancel (husband travels frequently). Customer has PG&E's direct phone number to schedule an energy audit at her convenience.
		DALY CITY	Open	Under Investigation
		MORAGA	Open	Under Investigation
		GRANITE BAY	Open	Under Investigation
		ALTA	Open	Under Investigation
		CLOVIS	Open	Under Investigation
		WILSEYVILLE	Open	Under Investigation
		MI WUK VILLAGE	Open	Under Investigation
		ARNOLD	Open	Under Investigation
ANTIOCH	Open	Under Investigation		
MANTECA	Open	Under Investigation		
SAN MATEO	Open	Under Investigation		



21	5/21/10		ALAMO	Open	Under Investigation
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- 0 **New Complaints Resolved Since the Last Report**
- 4 **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
	ALAMO	Open	Under Investigation
	BAKERSFIELD	Open	Under Investigation
	SAN PABLO	Open	Under Investigation
	BAKERSFIELD	Open	Under Investigation
	FREMONT	Open	Under Investigation
	VALLEY SPRINGS	Open	Under Investigation
	GRANITE BAY	Resolved	Meter Reader Error. SmartMeter installed 4/16/09. Meter reader, who was still reading meter, under-read the meter on 5/29/09, resulting in an artificially low May 2009 bill of \$60.77 that did not reflect the customer's total usage during the billing period. A meter reading was obtained in June 2009. However, due to the meter reader's under-read in May, the June bill reflected usage that should have been included on the May bill, resulting in a significantly higher bill in June 2009 of \$1,172.94. Usage for May and June was redistributed for baseline rate benefit, which reduced the customer's balance by \$124.41. The meter was tested on 9/8/09 and passed. In May 2010, several attempts made to schedule an energy audit, but customer has had to cancel (husband travels frequently). Customer has PG&E's direct phone number to schedule an energy audit at her convenience.
	DALY CITY	Open	Under Investigation
	MORAGA	Open	Under Investigation
	GRANITE BAY	Open	Under Investigation
	ALTA	Open	Under Investigation
	CLOVIS	Open	Under Investigation
	WILSEYVILLE	Open	Under Investigation
	MI WUK VILLAGE	Open	Under Investigation
	ARNOLD	Open	Under Investigation
ANTIOCH	Open	Under Investigation	
MANTECA	Open	Under Investigation	
SAN MATEO	Open	Under Investigation	

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21	5/21/10		ALAMO	Open	Under Investigation
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igh-bill.com

- 17 **Open Complaints on Last Report**
- 1 **Open Complaints Resolved Since the Last Report**
- 4 **New Complaints Since the Last Report**
- 0 **New Complaints Resolved Since the Last Report**
- 4 **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
ALAMO	Open	Under Investigation
BAKERSFIELD	Open	Under Investigation
SAN PABLO	Open	Under Investigation
BAKERSFIELD	Open	Under Investigation
FREMONT	Open	Under Investigation
VALLEY SPRINGS	Open	Under Investigation
GRANITE BAY	Resolved	<b>Meter Reader Error. SmartMeter installed 4/16/09. Meter reader, who was still reading meter, under-read the meter on 5/29/09, resulting in an artificially low May 2009 bill of \$60.77 that did not reflect the customer's total usage during the billing period. A meter reading was obtained in June 2009. However, due to the meter reader's under-read in May, the June bill reflected usage that should have been included on the May bill, resulting in a significantly higher bill in June 2009 of \$1,172.94. Usage for May and June was redistributed for baseline rate benefit, which reduced the customer's balance by \$124.41. The meter was tested on 9/8/09 and passed. In May 2010, several attempts made to schedule an energy audit, but customer has had to cancel (husband travels frequently). Customer has PG&amp;E's direct phone number to schedule an energy audit at her convenience.</b>
DALY CITY	Open	Under Investigation
MORAGA	Open	Under Investigation
GRANITE BAY	Open	Under Investigation
ALTA	Open	Under Investigation
CLOVIS	Open	Under Investigation
WILSEYVILLE	Open	Under Investigation
MI WUK VILLAGE	Open	Under Investigation
ARNOLD	Open	Under Investigation
ANTIOCH	Open	Under Investigation
MANTECA	Open	Under Investigation
SAN MATEO	Open	Under Investigation

21	5/21/10		ALAMO	Open	Under Investigation
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ALAMO

\*This Report tracks high-bill complaints from customers who state that their high bill is related in some way to the installation of a SmartMeter™ device.

plaints from

- 17 **Open Complaints on Last Report**
- 1 **Open Complaints Resolved Since the Last Report**
- 4 **New Complaints Since the Last Report**
- 0 **New Complaints Resolved Since the Last Report**
- 4 **New Complaints Open**

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

Status	Explanation of Complaint Resolution
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Resolved	<b>Meter Reader Error. SmartMeter installed 4/16/09. Meter reader, who was still reading meter, under-read the meter on 5/29/09, resulting in an artificially low May 2009 bill of \$60.77 that did not reflect the customer's total usage during the billing period. A meter reading was obtained in June 2009. However, due to the meter reader's under-read in May, the June bill reflected usage that should have been included on the May bill, resulting in a significantly higher bill in June 2009 of \$1,172.94. Usage for May and June was redistributed for baseline rate benefit, which reduced the customer's balance by \$124.41. The meter was tested on 9/8/09 and passed. In May 2010, several attempts made to schedule an energy audit, but customer has had to cancel (husband travels frequently). Customer has PG&amp;E's direct phone number to schedule an energy audit at her convenience.</b>
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation

21	5/21/10		ALAMO	Open	Under Investigation
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Open

\*This Report tracks high-bill complaints from customers who state that their high bill is related in some way to the installation of a SmartMeter™ device.

customer

17	<b>Open Complaints on Last Report</b>	17
1	<b>Open Complaints Resolved Since the Last Report</b>	1
4	<b>New Complaints Since the Last Report</b>	4
0	<b>New Complaints Resolved Since the Last Report</b>	0
4	<b>New Complaints Open</b>	4

**Color Key**

**Resolved Since the Last Report**

**New Since the Last Report**

**No SmartMeter™ Device Installed**

**Explanation of Complaint Resolution**

Under Investigation

Under Investigation

Under Investigation

Under Investigation

Under Investigation

Under Investigation

Under Investigation

Under Investigation

**Meter Reader Error. SmartMeter installed 4/16/09. Meter reader, who was still reading meter, under-read the meter on 5/29/09, resulting in an artificially low May 2009 bill of \$60.77 that did not reflect the customer's total usage during the billing period. A meter reading was obtained in June 2009. However, due to the meter reader's under-read in May, the June bill reflected usage that should have been included on the May bill, resulting in a significantly higher bill in June 2009 of \$1,172.94. Usage for May and June was redistributed for baseline rate benefit, which reduced the customer's balance by \$124.41. The meter was tested on 9/8/09 and passed. In May 2010, several attempts made to schedule an energy audit, but customer has had to cancel (husband travels frequently). Customer has PG&E's direct phone number to schedule an energy audit at her convenience.**

Under Investigation

Under Investigation

Under Investigation

Under Investigation

Under Investigation

Under Investigation

Under Investigation

Under Investigation

Under Investigation

Under Investigation

Under Investigation



21	5/21/10		ALAMO	Open	Under Investigation
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Under Investigation

\*This Report tracks high-bill complaints from customers who state that their high bill is related in some way to the installation of a SmartMeter™ device.

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17 **Open Complaints on Last Report**  
 1 **Open Complaints Resolved Since the Last Report**  
 4 **New Complaints Since the Last Report**  
 0 **New Complaints Resolved Since the Last Report**  
 4 **New Complaints Open**

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e that their high bill is related in some way to the installation of a SmartMeter™ device.

**plaints Resolved Since the Last Report**

**plaints Since the Last Report**

**plaints Resolved Since the Last Report**

**plaints Open**