

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	1/13/10			LODI	Meter/Module	Under Investigation	Open
3	1/15/10			Napa	Scheduling Problems	Under Investigation	Open
4	1/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
5	1/26/10			American Canyon	Customer Denies Access	Under Investigation	Open
6	1/28/10			Sunnyvale	Power Interruption	Flickering Lights	Resolved
7	2/1/10			LA HONDA	Customer Denies Access	Under Investigation	Open
8	2/1/10			Pleasanton	Meter/Module	Meter blocking access to breaker box	Resolved
9	2/3/10			CORDELIA	Wellington Installer	Under Investigation	Open
10	2/3/10			Pleasanton	Meter/Module	Meter blocking access to breaker box	Resolved
11	2/3/10			RAYMOND	Wellington Installer	Under Investigation	Open
12	2/4/10			Fresno	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
13	2/5/10			Pleasanton	Meter/Module	Meter blocking access to breaker box	Resolved
14	2/5/10			San Ramon	Meter/Module	Meter blocking access to breaker box	Resolved
15	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
16	2/9/10			Cupertino	Wellington Installer	Under Investigation	Open
17	2/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
18	2/10/10			Berkeley	Wellington Installer	Under Investigation	Open
19	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
20	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
21	2/10/10			NORTH FOLK	Wellington Installer	Under Investigation	Open
22	2/10/10			San Jose	Wellington Installer	Under Investigation	Open
23	2/10/10			San Ramon	Wellington Installer	Under Investigation	Open
24	2/11/10			Vallejo	Wellington Installer	Under Investigation	Open
25	2/12/10			Berkeley	Wellington Installer	Under Investigation	Open
26	2/12/10			San Ramon	Wellington Installer	Under Investigation	Open
27	2/16/10			Berkeley	Wellington Installer	Under Investigation	Open
28	2/16/10			Cupertino	Wellington Installer	Under Investigation	Open
29	2/16/10			RIPON	Meter/Module	Meter blocking access to breaker box	Resolved
30	2/16/10			Santa Clara	Meter/Module	Meter/Module clearance issues	Resolved
31	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
32	2/17/10			Forestville	Customer Denies Access	Under Investigation	Open
33	2/17/10			Madera	Wellington Installer	Under Investigation	Open
34	2/17/10			San Jose	Wellington Installer	Under Investigation	Open
35	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
36	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
37	2/18/10			Madera	Wellington Installer	Under Investigation	Open
38	2/18/10			Mariposa	Wellington Installer	Under Investigation	Open
39	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
40	2/18/10			Somerset	Wellington Installer	Under Investigation	Open
41	2/19/10			American Canyon	Wellington Installer	Under Investigation	Open

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42	2/19/10			Pleasanton	Household items affected by SM installation	Gas Appliance Not Working	Resolved
43	2/19/10			Pleasanton	Meter/Module	Meter blocking access to breaker box	Resolved
44	2/21/10			Pleasanton	Meter/Module	Meter blocking access to breaker box	Resolved
45	2/22/10			Occidental	Customer Denies Access	Under Investigation	Open
46	2/22/10			Placerville	Wellington Installer	Under Investigation	Open
47	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
48	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
49	2/22/10			San Ramon	Meter/Module	Meter blocking access to breaker box	Resolved
50	2/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
51	2/22/10			Vallejo	Network Equipment Installation	Under Investigation	Open
52	2/23/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
53	2/23/10			Mariposa	Wellington Installer	Under Investigation	Open
54	2/23/10			San Pablo	Wellington Installer	Under Investigation	Open
55	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
56	2/24/10			Madera	Wellington Installer	Under Investigation	Open
57	2/24/10			Merced	Meter/Module	Under Investigation	Open
58	2/24/10			Napa	Wellington Installer	Under Investigation	Open
59	2/24/10			Pollock Pines	Wellington Installer	Under Investigation	Open
60	2/24/10			San Jose	Wellington Installer	Under Investigation	Open
61	2/26/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open
62	2/26/10			Hercules	Wellington Installer	Under Investigation	Open
63	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
64	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
65	3/1/10			Livermore	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
66	3/1/10			Livermore	Meter/Module	Meter blocking access to breaker box	Resolved
67	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
68	3/1/10			Madera	Other	Under Investigation	Open
69	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
70	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
71	3/1/10			Tracy	Meter/Module	Under Investigation	Open
72	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
73	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
74	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
75	3/2/10			Dinuba	Customer Denies Access	Under Investigation	Open
76	3/2/10			Kensington	Customer Denies Access	Under Investigation	Open
77	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
78	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
79	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
80	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
81	3/4/10			Berkeley	Customer Denies Access	Under Investigation	Open
82	3/4/10			Danville	Customer Denies Access	Under Investigation	Open

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83	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
84	3/4/10			Merced	Customer Denies Access	Under Investigation	Open
85	3/4/10			MOCCASIN	Customer Denies Access	Under Investigation	Open
86	3/4/10			Placerville	Customer Denies Access	Under Investigation	Open
87	3/4/10			San Carlos	Customer Denies Access	Under Investigation	Open
88	3/4/10			Tracy	Customer Denies Access	Under Investigation	Open
89	3/4/10			Tracy	Household items affected by SM installation	Under Investigation	Open
90	3/5/10			Danville	Customer Denies Access	Under Investigation	Open
91	3/5/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
92	3/7/10			Atwater	Customer Denies Access	Under Investigation	Open
93	3/7/10			Clovis	Customer Denies Access	Under Investigation	Open
94	3/7/10			Hanford	Customer Denies Access	Under Investigation	Open
95	3/7/10			Sanger	Customer Denies Access	Under Investigation	Open
96	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
97	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
98	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
99	3/7/10			Tracy	Customer Denies Access	Under Investigation	Open
100	3/7/10			Woodlake	Customer Denies Access	Under Investigation	Open
101	3/8/10			Clovis	Customer Denies Access	Under Investigation	Open
102	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
103	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
104	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
105	3/8/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
106	3/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
107	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
108	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
109	3/9/10			Danville	Customer Denies Access	Under Investigation	Open
110	3/9/10			Livermore	Meter/Module	Meter/Module clearance issues	Resolved
111	3/9/10			Madera	Customer Denies Access	Under Investigation	Open
112	3/9/10			Richmond	Customer Denies Access	Under Investigation	Open
113	3/9/10			Richmond	Household items affected by SM installation	Under Investigation	Open
114	3/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
115	3/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
116	3/9/10			Seaside	Meter/Module	Meter/Module clearance issues	Resolved
117	3/10/10			Albany	Wellington Installer	Under Investigation	Open
118	3/10/10			Angwin	Wellington Installer	Under Investigation	Open
119	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
120	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open
121	3/10/10			Daly City	Customer Denies Access	Under Investigation	Open
122	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
123	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open

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124	3/10/10			Livermore	Meter/Module	Meter blocking access to breaker box	Resolved
125	3/10/10			Livermore	Customer Denies Access	Under Investigation	Open
126	3/10/10			Martinez	Customer Denies Access	Under Investigation	Open
127	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
128	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
129	3/10/10			Pleasanton	Meter/Module	Under Investigation	Open
130	3/10/10			San Jose	Customer Denies Access	Under Investigation	Open
131	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
132	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
133	3/10/10			San Ramon	Meter/Module	Meter blocking access to breaker box	Resolved
134	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
135	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
136	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
137	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
138	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
139	3/10/10			Tracy	Meter/Module	Meter blocking access to breaker box	Resolved
140	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
141	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
142	3/11/10			San Ramon	Customer Denies Access	Under Investigation	Open
143	3/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
144	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
145	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
146	3/12/10			Los Altos	Meter/Module	Under Investigation	Open
147	3/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
148	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
149	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
150	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
151	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
152	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
153	3/12/10			Union City	Meter/Module	Under Investigation	Open
154	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
155	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
156	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
157	3/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
158	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
159	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
160	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
161	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
162	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
163	3/15/10			San Jose	Customer Denies Access	Under Investigation	Open
164	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open

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165	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
166	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
167	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
168	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
169	3/16/10			Martinez	Customer Denies Access	Under Investigation	Open
170	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
171	3/16/10			Tracy	Meter/Module	Under Investigation	Open
172	3/16/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
173	3/17/10			Cupertino	Meter/Module	Meter/Module clearance issues	Resolved
174	3/17/10			Cupertino	Customer Denies Access	Under Investigation	Open
175	3/17/10			Livermore	Customer Denies Access	Under Investigation	Open
176	3/17/10			Los Altos	Customer Denies Access	Under Investigation	Open
177	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
178	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
179	3/17/10			San Jose	Wellington Installer	Under Investigation	Open
180	3/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
181	3/17/10			Santa Clara	Meter/Module	Meter/Module clearance issues	Resolved
182	3/17/10			Sunnyvale	Wellington Installer	Under Investigation	Open
183	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
184	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
185	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
186	3/18/10			Livermore	Customer Denies Access	Under Investigation	Open
187	3/18/10			San Jose	Meter/Module	Meter/Module clearance issues	Resolved
188	3/18/10			San Jose	Customer Denies Access	Under Investigation	Open
189	3/18/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
190	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
191	3/19/10			San Jose	Customer Denies Access	Under Investigation	Open
192	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
193	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
194	3/19/10			Sanger	Other	Under Investigation	Open
195	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
196	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
197	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
198	3/19/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
199	3/20/10			Union City	Customer Denies Access	Under Investigation	Open
200	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
201	3/21/10			Martinez	Customer Denies Access	Under Investigation	Open
202	3/21/10			San Jose	Customer Denies Access	Under Investigation	Open
203	3/22/10			Antioch	Other	Under Investigation	Open
204	3/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
205	3/22/10			Livermore	Customer Denies Access	Under Investigation	Open

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206	3/22/10			Martinez	Customer Denies Access	Under Investigation	Open
207	3/22/10			Saint Helena	Other	Under Investigation	Open
208	3/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
209	3/22/10			San Jose	Meter/Module	Other	Resolved
210	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
211	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
212	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
213	3/22/10			Tracy	Meter/Module	Under Investigation	Open
214	3/23/10			Berkeley	Customer Denies Access	Under Investigation	Open
215	3/23/10			Hercules	Customer Denies Access	Under Investigation	Open
216	3/23/10			Lafayette	Customer Denies Access	Under Investigation	Open
217	3/23/10			San Jose	Customer Denies Access	Under Investigation	Open
218	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
219	3/24/10			Berkeley	Wellington Installer	Under Investigation	Open
220	3/24/10			Clayton	Customer Denies Access	Under Investigation	Open
221	3/24/10			Martinez	Customer Denies Access	Under Investigation	Open
222	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
223	3/24/10			Vallejo	Wellington Installer	Under Investigation	Open
224	3/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
225	3/25/10			Dublin	Customer Denies Access	Under Investigation	Open
226	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
227	3/25/10			Los Altos	Meter/Module	Meter/Module clearance issues	Resolved
228	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
229	3/25/10			Pine Grove	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
230	3/25/10			Richmond	Customer Denies Access	Under Investigation	Open
231	3/25/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
232	3/25/10			San Jose	Meter/Module	Other	Resolved
233	3/25/10			San Jose	Other	Other	Resolved
234	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
235	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
236	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
237	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
238	3/26/10			Calistoga	Wellington Installer	Under Investigation	Open
239	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
240	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
241	3/26/10			Santa Cruz	Meter/Module	Meter/Module clearance issues	Resolved
242	3/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
243	3/27/10			San Jose	Network Equipment Installation	Under Investigation	Open
244	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
245	3/27/10			San Pablo	Customer Denies Access	Under Investigation	Open
246	3/27/10			Sunnyvale	Meter/Module	Other	Resolved

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247	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
248	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
249	3/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
250	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
251	3/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
252	3/29/10			Cupertino	Meter/Module	Meter/Module clearance issues	Resolved
253	3/29/10			Martinez	Customer Denies Access	Under Investigation	Open
254	3/29/10			San Jose	Meter/Module	Meter/Module creating a hazard	Resolved
255	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
256	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
257	3/29/10			Stockton	Meter/Module	Meter blocking access to breaker box	Resolved
258	3/29/10			Tracy	Meter/Module	Under Investigation	Open
259	3/29/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
260	3/29/10			WINTERS	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
261	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
262	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
263	3/30/10			Clayton	Customer Denies Access	Under Investigation	Open
264	3/30/10			Cupertino	Wellington Installer	Under Investigation	Open
265	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
266	3/30/10			Dublin	Meter/Module	Meter blocking access to breaker box	Resolved
267	3/30/10			Healdsburg	Customer Denies Access	Under Investigation	Open
268	3/30/10			Los Altos	Meter/Module	Meter/Module clearance issues	Resolved
269	3/30/10			S. San Francisco	Meter/Module	Other	Resolved
270	3/30/10			San Jose	Household items affected by SM installation	Under Investigation	Open
271	3/31/10			Berkeley	Customer Denies Access	Under Investigation	Open
272	3/31/10			Fremont	Customer Denies Access	Under Investigation	Open
273	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
274	3/31/10			Marysville	Wellington Installer	Under Investigation	Open
275	3/31/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
276	3/31/10			Napa	Other	Under Investigation	Open
277	3/31/10			Pinole	Customer Denies Access	Under Investigation	Open
278	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
279	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
280	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
281	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
282	3/31/10			Santa Rosa	Meter/Module	Other	Resolved
283	3/31/10			Tracy	Scheduling Problems	Other	Resolved
284	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
285	4/1/10			Danville	Customer Denies Access	Under Investigation	Open
286	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
287	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open

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288	4/1/10			Lafayette	Scheduling Problems	Under Investigation	Open
289	4/1/10			Richmond	Customer Denies Access	Under Investigation	Open
290	4/1/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
291	4/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
292	4/1/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
293	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open
294	4/1/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
295	4/1/10			San Ramon	Customer Denies Access	Under Investigation	Open
296	4/1/10			Tracy	Meter/Module	Meter blocking access to breaker box	Resolved
297	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
298	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
299	4/2/10			Brentwood	Customer Denies Access	Under Investigation	Open
300	4/2/10			Danville	Customer Denies Access	Under Investigation	Open
301	4/2/10			Forestville	Customer Denies Access	Under Investigation	Open
302	4/2/10			Richmond	Customer Denies Access	Under Investigation	Open
303	4/2/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
304	4/2/10			San Jose	Meter/Module	Meter/Module clearance issues	Resolved
305	4/2/10			San Jose	Customer Denies Access	Under Investigation	Open
306	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
307	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
308	4/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
309	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
310	4/3/10			Sunnyvale	Other	Under Investigation	Open
311	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
312	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
313	4/5/10			Campbell	Household items affected by SM installation	Under Investigation	Open
314	4/5/10			Danville	Customer Denies Access	Under Investigation	Open
315	4/5/10			Fowler	Customer Denies Access	Under Investigation	Open
316	4/5/10			Kenwood	Customer Denies Access	Under Investigation	Open
317	4/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
318	4/5/10			Pinole	Other	Under Investigation	Open
319	4/5/10			Redding	Wellington Installer	Under Investigation	Open
320	4/5/10			Richmond	Customer Denies Access	Under Investigation	Open
321	4/5/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
322	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
323	4/5/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
324	4/5/10			Vacaville	Other	Under Investigation	Open
325	4/5/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
326	4/6/10			Berkeley	Customer Denies Access	Under Investigation	Open
327	4/6/10			Berkeley	Wellington Installer	Under Investigation	Open
328	4/6/10			Castro Valley	Household items affected by SM installation	Other	Resolved

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

June 3, 2010 – For the Period May 22, 2010 through May 28, 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	4/6/10			Hanford	Customer Denies Access	Under Investigation	Open
330	4/6/10			Hercules	Customer Denies Access	Under Investigation	Open
331	4/6/10			Lemoore	Customer Denies Access	Under Investigation	Open
332	4/6/10			Pleasanton	Customer Denies Access	Under Investigation	Open
333	4/6/10			Richmond	Customer Denies Access	Under Investigation	Open
334	4/6/10			San Jose	Meter/Module	Meter/Module clearance issues	Resolved
335	4/6/10			Santa Clara	Other	Other	Resolved
336	4/6/10			Sunnyvale	Scheduling Problems	Other	Resolved
337	4/6/10			Tracy	Other	Under Investigation	Open
338	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
339	4/7/10			Berkeley	Customer Denies Access	Under Investigation	Open
340	4/7/10			Berkeley	Other	Under Investigation	Open
341	4/7/10			Concord	Meter/Module	Under Investigation	Open
342	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
343	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
344	4/7/10			Graton	Customer Denies Access	Under Investigation	Open
345	4/7/10			Guerneville	Customer Denies Access	Under Investigation	Open
346	4/7/10			Livermore	Customer Denies Access	Under Investigation	Open
347	4/7/10			Pinole	Power Interruption	Under Investigation	Open
348	4/7/10			Richmond	Customer Denies Access	Under Investigation	Open
349	4/7/10			Richmond	Other	Under Investigation	Open
350	4/7/10			Richmond	Scheduling Problems	Under Investigation	Open
351	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
352	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
353	4/7/10			San Ramon	Other	Under Investigation	Open
354	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
355	4/7/10			Sanger	Customer Denies Access	Under Investigation	Open
356	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
357	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
358	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
359	4/8/10			Berkeley	Other	Under Investigation	Open
360	4/8/10			Livermore	Meter/Module	Meter blocking access to breaker box	Resolved
361	4/8/10			Pleasanton	Customer Denies Access	Under Investigation	Open
362	4/8/10			Richmond	Household items affected by SM installation	Under Investigation	Open
363	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
364	4/8/10			San Jose	Customer Denies Access	Under Investigation	Open
365	4/8/10			Ukiah	Other	Under Investigation	Open
366	4/8/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
367	4/9/10			Alameda	Other	Under Investigation	Open
368	4/9/10			Napa	Customer Denies Access	Under Investigation	Open
369	4/9/10			Reedley	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	4/9/10			Tiburon	Customer Denies Access	Under Investigation	Open
371	4/10/10			Aptos	Household items affected by SM installation	Under Investigation	Open
372	4/12/10			Alamo	Customer Denies Access	Under Investigation	Open
373	4/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
374	4/12/10			Berkeley	Meter/Module	Under Investigation	Open
375	4/12/10			El Cerrito	Other	Under Investigation	Open
376	4/12/10			San Jose	Meter/Module	Meter/Module clearance issues	Resolved
377	4/12/10			San Jose	Customer Denies Access	Under Investigation	Open
378	4/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
379	4/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
380	4/12/10			San Pablo	Customer Denies Access	Under Investigation	Open
381	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
382	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
383	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
384	4/13/10			Monterey	Customer Denies Access	Under Investigation	Open
385	4/13/10			Occidental	Customer Denies Access	Under Investigation	Open
386	4/13/10			Placerville	Customer Denies Access	Under Investigation	Open
387	4/13/10			San Jose	Meter/Module	Other	Resolved
388	4/13/10			San Jose	Customer Denies Access	Under Investigation	Open
389	4/13/10			San Jose	Household items affected by SM installation	Under Investigation	Open
390	4/13/10			San Ramon	Other	Under Investigation	Open
391	4/13/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
392	4/14/10			BEAR VALLEY	Meter/Module	Under Investigation	Open
393	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
394	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
395	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
396	4/14/10			El Cerrito	Customer Denies Access	Under Investigation	Open
397	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
398	4/14/10			Madera	Wellington Installer	Under Investigation	Open
399	4/14/10			Orinda	Other	Under Investigation	Open
400	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
401	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
402	4/14/10			San Jose	Wellington Installer	Installer jumped fence, broke lock	Resolved
403	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
404	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
405	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
406	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
407	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
408	4/14/10			San Jose	Household items affected by SM installation	Under Investigation	Open
409	4/14/10			San Jose	Other	Under Investigation	Open
410	4/14/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	4/14/10			San Ramon	Power Interruption	Flickering Lights	Resolved
412	4/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
413	4/14/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
414	4/14/10			Tracy	Power Interruption	Under Investigation	Open
415	4/14/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
416	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
417	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
418	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
419	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
420	4/15/10			Berkeley	Other	Under Investigation	Open
421	4/15/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
422	4/15/10			Fremont	Customer Denies Access	Under Investigation	Open
423	4/15/10			Madera	Other	Under Investigation	Open
424	4/15/10			Pittsburg	Other	Under Investigation	Open
425	4/15/10			Richmond	Customer Denies Access	Under Investigation	Open
426	4/15/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
427	4/15/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
428	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
429	4/15/10			San Jose	Customer Denies Access	Under Investigation	Open
430	4/15/10			San Jose	Other	Under Investigation	Open
431	4/15/10			San Jose	Other	Under Investigation	Open
432	4/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
433	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
434	4/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
435	4/15/10			Tracy	Meter/Module	Meter blocking access to breaker box	Resolved
436	4/16/10			Healdsburg	Wellington Installer	Under Investigation	Open
437	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
438	4/16/10			Milpitas	Customer Denies Access	Under Investigation	Open
439	4/16/10			Novato	Meter/Module	Other	Resolved
440	4/16/10			San Jose	Customer Denies Access	Under Investigation	Open
441	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
442	4/17/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
443	4/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
444	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
445	4/19/10			Cupertino	Meter/Module	Meter blocking access to breaker box	Resolved
446	4/19/10			El Sobrante	Customer Denies Access	Under Investigation	Open
447	4/19/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
448	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
449	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
450	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
451	4/19/10			Pinole	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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	4/19/10			Richmond	Household items affected by SM installation	Under Investigation	Open
453	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
454	4/19/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
455	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
456	4/19/10			Santa Rosa	Meter/Module	Other	Resolved
457	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
458	4/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
459	4/20/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
460	4/20/10			Hercules	Other	Under Investigation	Open
461	4/20/10			Hopland	Network Equipment Installation	Under Investigation	Open
462	4/20/10			Oakland	Customer Denies Access	Under Investigation	Open
463	4/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
464	4/20/10			Richmond	Customer Denies Access	Under Investigation	Open
465	4/20/10			San Jose	Customer Denies Access	Under Investigation	Open
466	4/20/10			San Jose	Meter/Module	Under Investigation	Open
467	4/20/10			San Pablo	Household items affected by SM installation	Under Investigation	Open
468	4/20/10			Walnut Creek	Other	Under Investigation	Open
469	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
470	4/21/10			Danville	Customer Denies Access	Under Investigation	Open
471	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
472	4/21/10			Livermore	Household items affected by SM installation	Under Investigation	Open
473	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
474	4/21/10			Mountain View	Meter/Module	Meter display is blank	Resolved
475	4/21/10			Sacramento	Meter/Module	Other	Resolved
476	4/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
477	4/21/10			San Jose	Customer Denies Access	Under Investigation	Open
478	4/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
479	4/21/10			Santa Clara	Wellington Installer	Under Investigation	Open
480	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
481	4/22/10			Alamo	Other	Under Investigation	Open
482	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
483	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
484	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
485	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
486	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
487	4/22/10			El Cerrito	Customer Denies Access	Under Investigation	Open
488	4/22/10			Forestville	Customer Denies Access	Under Investigation	Open
489	4/22/10			Los Banos	Customer Denies Access	Customer Denies Wellington Access	Resolved
490	4/22/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
491	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
492	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	4/22/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
494	4/22/10			Vallejo	Customer Denies Access	Under Investigation	Open
495	4/22/10			Vallejo	Other	Under Investigation	Open
496	4/22/10			Willits	Customer Denies Access	Customer does not want a SmartMeter	Resolved
497	4/23/10			Berkeley	Other	Under Investigation	Open
498	4/23/10			Berkeley	Other	Under Investigation	Open
499	4/23/10			Berkeley	Other	Under Investigation	Open
500	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
501	4/23/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
502	4/23/10			Madera	Wellington Installer	Under Investigation	Open
503	4/23/10			Oakland	Customer Denies Access	Under Investigation	Open
504	4/23/10			Pleasanton	Customer Denies Access	Under Investigation	Open
505	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
506	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
507	4/23/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
508	4/23/10			San Jose	Meter/Module	Meter blocking access to breaker box	Resolved
509	4/23/10			San Ramon	Customer Denies Access	Under Investigation	Open
510	4/23/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
511	4/23/10			Santa Rosa	SmartMeter Customer Communication	Other	Resolved
512	4/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
513	4/23/10			Selma	Wellington Installer	Under Investigation	Open
514	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
515	4/25/10			Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
516	4/25/10			Oakland	Customer Denies Access	Under Investigation	Open
517	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
518	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
519	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
520	4/26/10			Campbell	Wellington Installer	Meter/Module clearance issues	Resolved
521	4/26/10			Clayton	Customer Denies Access	Under Investigation	Open
522	4/26/10			Clayton	Customer Denies Access	Under Investigation	Open
523	4/26/10			El Cerrito	Customer Denies Access	Under Investigation	Open
524	4/26/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
525	4/26/10			Los Gatos	Customer Denies Access	Under Investigation	Open
526	4/26/10			Los Gatos	Customer Denies Access	Under Investigation	Open
527	4/26/10			Madera	Wellington Installer	Under Investigation	Open
528	4/26/10			Napa	Wellington Installer	Under Investigation	Open
529	4/26/10			Oakhurst	Customer Denies Access	Under Investigation	Open
530	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
531	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
532	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
533	4/26/10			Orinda	Meter/Module	Under Investigation	Open

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
535	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
536	4/26/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
537	4/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
538	4/26/10			San Jose	Customer Denies Access	Under Investigation	Open
539	4/26/10			San Ramon	Customer Denies Access	Under Investigation	Open
540	4/26/10			San Ramon	Wellington Installer	Under Investigation	Open
541	4/26/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
542	4/26/10			Seaside	Meter/Module	Meter/Module clearance issues	Resolved
543	4/26/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
544	4/26/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
545	4/26/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
546	4/26/10			Tracy	Household items affected by SM installation	Damaged Television	Resolved
547	4/27/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
548	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
549	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
550	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
551	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
552	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
553	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
554	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
555	4/27/10			Belmont	SmartMeter Customer Communication	Under Investigation	Open
556	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
557	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
558	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
559	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
560	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
561	4/27/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
562	4/27/10			Oakland	Customer Denies Access	Under Investigation	Open
563	4/27/10			Orinda	Customer Denies Access	Under Investigation	Open
564	4/27/10			Pittsburg	Other	Under Investigation	Open
565	4/27/10			Pleasanton	Other	Under Investigation	Open
566	4/27/10			Richmond	Customer Denies Access	Under Investigation	Open
567	4/27/10			Richmond	Customer Denies Access	Under Investigation	Open
568	4/27/10			San Jose	Customer Denies Access	Under Investigation	Open
569	4/27/10			San Ramon	Customer Denies Access	Under Investigation	Open
570	4/27/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
571	4/27/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
572	4/27/10			Saratoga	Customer Denies Access	Under Investigation	Open
573	4/27/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
574	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
576	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
577	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
578	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
579	4/28/10			Alamo	Customer Denies Access	Under Investigation	Open
580	4/28/10			Berkeley	Customer Denies Access	Under Investigation	Open
581	4/28/10			Hayward	SmartMeter Customer Communication	Under Investigation	Open
582	4/28/10			Lafayette	SmartMeter Customer Communication	Under Investigation	Open
583	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
584	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
585	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
586	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
587	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
588	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
589	4/28/10			Oakley	Other	Under Investigation	Open
590	4/28/10			Petaluma	Customer Denies Access	Under Investigation	Open
591	4/28/10			Pinole	Customer Denies Access	Under Investigation	Open
592	4/28/10			Richmond	Customer Denies Access	Under Investigation	Open
593	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
594	4/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
595	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
596	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
597	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
598	4/29/10			Danville	Customer Denies Access	Under Investigation	Open
599	4/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
600	4/29/10			Livermore	Other	Under Investigation	Open
601	4/29/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
602	4/29/10			Madera	Wellington Installer	Under Investigation	Open
603	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
604	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
605	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
606	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
607	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
608	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
609	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
610	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
611	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
612	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
613	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
614	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
615	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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
617	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
618	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
619	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
620	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
621	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
622	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
623	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
624	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
625	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
626	4/29/10			Oakland	Wellington Installer	Under Investigation	Open
627	4/29/10			Pinole	Household items affected by SM installation	Under Investigation	Open
628	4/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
629	4/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
630	4/29/10			San Pablo	Customer Denies Access	Under Investigation	Open
631	4/29/10			Stockton	Meter/Module	Meter blocking access to breaker box	Resolved
632	4/29/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
633	4/30/10			Alameda	Customer Denies Access	Under Investigation	Open
634	4/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
635	4/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
636	4/30/10			Berkeley	Other	Under Investigation	Open
637	4/30/10			Berkeley	Other	Under Investigation	Open
638	4/30/10			Concord	Other	Under Investigation	Open
639	4/30/10			Livermore	Customer Denies Access	Under Investigation	Open
640	4/30/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
641	4/30/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
642	4/30/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
643	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
644	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
645	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
646	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
647	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
648	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
649	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
650	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
651	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
652	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
653	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
654	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
655	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
656	4/30/10			Richmond	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 – For the Period May 22, 2010 through May 28, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
657	4/30/10			Richmond	Other	Under Investigation	Open
658	4/30/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
659	4/30/10			Richmond	Wellington Installer	Under Investigation	Open
660	4/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
661	4/30/10			San Jose	Other	Other	Resolved
662	4/30/10			San Jose	Customer Denies Access	Under Investigation	Open
663	4/30/10			San Jose	Customer Denies Access	Under Investigation	Open
664	4/30/10			San Jose	Household items affected by SM installation	Under Investigation	Open
665	4/30/10			San Pablo	Customer Denies Access	Under Investigation	Open
666	4/30/10			Santa Cruz	Meter/Module	Other	Resolved
667	4/30/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
668	4/30/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
669	4/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
670	5/1/10			Chowchilla	Customer Denies Access	Under Investigation	Open
671	5/1/10			Los Gatos	Customer Denies Access	Under Investigation	Open
672	5/1/10			San Jose	Other	Other	Resolved
673	5/1/10			San Jose	Household items affected by SM	Under Investigation	Open
674	5/1/10			San Jose	Other	Under Investigation	Open
675	5/3/10			Bodega Bay	Customer Denies Access	Customer does not want a SmartMeter	Resolved
676	5/3/10			Cupertino	Meter/Module	Meter blocking access to breaker box	Resolved
677	5/3/10			Forestville	Customer Denies Access	Under Investigation	Open
678	5/3/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
679	5/3/10			Los Gatos	Customer Denies Access	Under Investigation	Open
680	5/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
681	5/3/10			Oakland	Customer Denies Access	Under Investigation	Open
682	5/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
683	5/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
684	5/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
685	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
686	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
687	5/3/10			Tracy	Customer Denies Access	Under Investigation	Open
688	5/3/10			Tracy	Customer Denies Access	Under Investigation	Open
689	5/4/10			Concord	Customer Denies Access	Under Investigation	Open
690	5/4/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
691	5/4/10			Oakley	Other	Under Investigation	Open
692	5/4/10			S. San Francisco	Wellington Installer	Under Investigation	Open
693	5/4/10			San Jose	Customer Denies Access	Under Investigation	Open
694	5/4/10			San Jose	Customer Denies Access	Under Investigation	Open
695	5/4/10			San Ramon	Other	Under Investigation	Open
696	5/4/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
697	5/4/10			Saratoga	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 – For the Period May 22, 2010 through May 28, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
698	5/4/10			Tracy	Power Interruption	Flickering Lights	Resolved
699	5/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
700	5/5/10			Corcoran	Customer Denies Access	Under Investigation	Open
701	5/5/10			Los Banos	Household items affected by SM	Under Investigation	Open
702	5/5/10			Madera	Household items affected by SM	Under Investigation	Open
703	5/5/10			Manteca	SmartMeter Customer Communication	Under Investigation	Open
704	5/5/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
705	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
706	5/5/10			San Jose	Meter/Module	Other	Resolved
707	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
708	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
709	5/5/10			San Jose	Other	Under Investigation	Open
710	5/5/10			San Jose	Wellington Installer	Under Investigation	Open
711	5/5/10			Santa Nella	Household items affected by SM	Under Investigation	Open
712	5/5/10			Santa Nella	Other	Under Investigation	Open
713	5/5/10			Saratoga	Customer Denies Access	Under Investigation	Open
714	5/5/10			Vallejo	Other	Under Investigation	Open
715	5/5/10			Watsonville	Meter/Module	Meter/Module clearance issues	Resolved
716	5/6/10			Madera	Customer Denies Access	Under Investigation	Open
717	5/6/10			Madera	Household items affected by SM	Under Investigation	Open
718	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
719	5/6/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
720	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
721	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
722	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
723	5/6/10			Petaluma	Meter/Module	Other	Resolved
724	5/6/10			San Jose	Customer Denies Access	Under Investigation	Open
725	5/6/10			San Jose	Wellington Installer	Under Investigation	Open
726	5/7/10			Alameda	Customer Denies Access	Under Investigation	Open
727	5/7/10			Berkeley	Wellington Installer	Under Investigation	Open
728	5/7/10			Brentwood	Customer Denies Access	Customer does not want a SmartMeter	Resolved
729	5/7/10			Cupertino	Meter/Module	Meter/Module clearance issues	Resolved
730	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
731	5/7/10			Firebaugh	Power Interruption	Under Investigation	Open
732	5/7/10			Kingsburg	Household items affected by SM	Under Investigation	Open
733	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
734	5/7/10			Oakland	Scheduling Problems	Other	Resolved
735	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
736	5/7/10			Oakland	Customer Denies Access	Under Investigation	Open
737	5/7/10			Oakland	Other	Under Investigation	Open
738	5/7/10			Richmond	Other	Under Investigation	Open

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

June 3, 2010 – For the Period May 22, 2010 through May 28, 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	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
740	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
741	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
742	5/7/10			San Jose	Meter/Module	Under Investigation	Open
743	5/7/10			San Ramon	Wellington Installer	Installer Rude to Customer	Resolved
744	5/7/10			Squaw Valley	Customer Denies Access	Under Investigation	Open
745	5/7/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
746	5/7/10			Tracy	Customer Denies Access	Under Investigation	Open
747	5/7/10			Tracy	Customer Denies Access	Under Investigation	Open
748	5/7/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
749	5/8/10			Placerville	Wellington Installer	Under Investigation	Open
750	5/8/10			Richmond	Customer Denies Access	Under Investigation	Open
751	5/8/10			San Jose	Meter/Module	Meter/Module clearance issues	Resolved
752	5/8/10			San Jose	Household items affected by SM	Under Investigation	Open
753	5/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
754	5/9/10			Oakland	Customer Denies Access	Under Investigation	Open
755	5/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
756	5/10/10			Chowchilla	SmartMeter Customer Communication	Under Investigation	Open
757	5/10/10			Hercules	Household items affected by SM	Under Investigation	Open
758	5/10/10			Livermore	Customer Denies Access	Under Investigation	Open
759	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
760	5/10/10			Madera	Customer Denies Access	Under Investigation	Open
761	5/10/10			Milpitas	Wellington Installer	Under Investigation	Open
762	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
763	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
764	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
765	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
766	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
767	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
768	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
769	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
770	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
771	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
772	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open
773	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
774	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
775	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
776	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
777	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
778	5/10/10			Redding	Meter/Module	Under Investigation	Open
779	5/10/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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
780	5/10/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
781	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
782	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
783	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
784	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
785	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
786	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
787	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
788	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
789	5/10/10			San Jose	Other	Under Investigation	Open
790	5/10/10			Sebastopol	Other	Under Investigation	Open
791	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
792	5/10/10			Stockton	Wellington Installer	Under Investigation	Open
793	5/10/10			Tracy	Customer Denies Access	Under Investigation	Open
794	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
795	5/11/10			Alameda	Customer Denies Access	Under Investigation	Open
796	5/11/10			Alamo	SmartMeter Customer Communication	Under Investigation	Open
797	5/11/10			Berkeley	Customer Denies Access	Under Investigation	Open
798	5/11/10			Berkeley	Customer Denies Access	Under Investigation	Open
799	5/11/10			Chico	Household items affected by SM	Under Investigation	Open
800	5/11/10			Chico	Wellington Installer	Under Investigation	Open
801	5/11/10			Concord	Household items affected by SM	Under Investigation	Open
802	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
803	5/11/10			Dublin	Meter/Module	Other	Resolved
804	5/11/10			Lafayette	SmartMeter Customer Communication	Under Investigation	Open
805	5/11/10			Los Banos	SmartMeter Customer Communication	Under Investigation	Open
806	5/11/10			Los Gatos	Customer Denies Access	Under Investigation	Open
807	5/11/10			Los Gatos	Customer Denies Access	Under Investigation	Open
808	5/11/10			Millbrae	Customer Denies Access	Under Investigation	Open
809	5/11/10			Milpitas	Wellington Installer	Under Investigation	Open
810	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
811	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
812	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
813	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
814	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
815	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
816	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
817	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
818	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
819	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
820	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 – For the Period May 22, 2010 through May 28, 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	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
822	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
823	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
824	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open
825	5/11/10			Richmond	Customer Denies Access	Under Investigation	Open
826	5/11/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
827	5/11/10			Rohnert Park	Meter/Module	Meter/Module clearance issues	Resolved
828	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
829	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
830	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
831	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
832	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
833	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
834	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
835	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
836	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
837	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
838	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
839	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
840	5/11/10			San Jose	Wellington Installer	Under Investigation	Open
841	5/11/10			San Leandro	SmartMeter Customer Communication	Under Investigation	Open
842	5/11/10			Santa Nella	Household items affected by SM	Under Investigation	Open
843	5/11/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
844	5/11/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
845	5/11/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
846	5/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
847	5/11/10			Shafter	SmartMeter Customer Communication	Under Investigation	Open
848	5/11/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
849	5/11/10			Tracy	Wellington Installer	Under Investigation	Open
850	5/11/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
851	5/11/10			Vallejo	Wellington Installer	Under Investigation	Open
852	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
853	5/11/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
854	5/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
855	5/12/10			Camino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
856	5/12/10			Campbell	Customer Denies Access	Under Investigation	Open
857	5/12/10			El Cerrito	Customer Denies Access	Under Investigation	Open
858	5/12/10			Fremont	Meter/Module	Meter/Module clearance issues	Resolved
859	5/12/10			Fresno	Other	Under Investigation	Open
860	5/12/10			Livermore	Wellington Installer	Under Investigation	Open
861	5/12/10			Los Gatos	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 – For the Period May 22, 2010 through May 28, 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	5/12/10			Martinez	Household items affected by SM	Under Investigation	Open
863	5/12/10			Marysville	Household items affected by SM	Under Investigation	Open
864	5/12/10			Marysville	Wellington Installer	Under Investigation	Open
865	5/12/10			Milpitas	Power Interruption	Partial Power Outage	Resolved
866	5/12/10			Milpitas	Power Interruption	Partial Power Outage	Resolved
867	5/12/10			Milpitas	Customer Denies Access	Under Investigation	Open
868	5/12/10			Mountain View	Wellington Installer	Under Investigation	Open
869	5/12/10			Napa	Wellington Installer	Under Investigation	Open
870	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
871	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
872	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
873	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
874	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
875	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
876	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
877	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
878	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
879	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
880	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
881	5/12/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
882	5/12/10			Piedmont	Customer Denies Access	Under Investigation	Open
883	5/12/10			Piedmont	Customer Denies Access	Under Investigation	Open
884	5/12/10			Pinole	Customer Denies Access	Under Investigation	Open
885	5/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
886	5/12/10			Richmond	Other	Under Investigation	Open
887	5/12/10			Richmond	Wellington Installer	Under Investigation	Open
888	5/12/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
889	5/12/10			S. San Francisco	Customer Denies Access	Under Investigation	Open
890	5/12/10			San Jose	Power Interruption	Breaker keeps tripping	Resolved
891	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
892	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
893	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
894	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
895	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
896	5/12/10			San Jose	Other	Under Investigation	Open
897	5/12/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
898	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
899	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
900	5/12/10			San Mateo	SmartMeter Customer Communication	Under Investigation	Open
901	5/12/10			San Mateo	SmartMeter Customer Communication	Under Investigation	Open
902	5/12/10			San Ramon	Wellington Installer	Under Investigation	Open

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	5/12/10			Santa Clara	Customer Denies Access	Under Investigation	Open
904	5/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
905	5/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
906	5/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
907	5/12/10			Sebastopol	Customer Denies Access	Under Investigation	Open
908	5/12/10			Sonoma	Power Interruption	Other	Resolved
909	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open
910	5/12/10			Tracy	Wellington Installer	Under Investigation	Open
911	5/12/10			Vallejo	Household items affected by SM	Under Investigation	Open
912	5/12/10			Yuba City	Customer Denies Access	Under Investigation	Open
913	5/13/10			Aptos	Customer Denies Access	Under Investigation	Open
914	5/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
915	5/13/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
916	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
917	5/13/10			Dos Palos	Other	Under Investigation	Open
918	5/13/10			Hercules	Meter/Module	Meter/Module creating a hazard	Resolved
919	5/13/10			Los Banos	Customer Denies Access	Under Investigation	Open
920	5/13/10			Los Gatos	Customer Denies Access	Under Investigation	Open
921	5/13/10			Marysville	Wellington Installer	Under Investigation	Open
922	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
923	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
924	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
925	5/13/10			Petaluma	Customer Denies Access	Under Investigation	Open
926	5/13/10			Piedmont	Customer Denies Access	Under Investigation	Open
927	5/13/10			Redding	Customer Denies Access	Under Investigation	Open
928	5/13/10			Redding	Wellington Installer	Under Investigation	Open
929	5/13/10			San Francisco	Customer Denies Access	Under Investigation	Open
930	5/13/10			San Jose	Meter/Module	Meter/Module clearance issues	Resolved
931	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
932	5/13/10			San Jose	Other	Under Investigation	Open
933	5/13/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
934	5/13/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
935	5/13/10			Tracy	Household items affected by SM	Under Investigation	Open
936	5/13/10			Tracy	Household items affected by SM	Under Investigation	Open
937	5/13/10			Tracy	Other	Under Investigation	Open
938	5/13/10			Willits	Meter/Module	Other	Resolved
939	5/13/10			Yuba City	Customer Denies Access	Under Investigation	Open
940	5/13/10			Yuba City	Customer Denies Access	Under Investigation	Open
941	5/13/10			Yuba City	Other	Under Investigation	Open
942	5/14/10			Antioch	Meter/Module	Under Investigation	Open
943	5/14/10			Aptos	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 2010

Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
944	5/14/10			Benicia	Household items affected by SM	Damaged Refrigerator	Resolved
945	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
946	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
947	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
948	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
949	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
950	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
951	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
952	5/14/10			Chico	Other	Under Investigation	Open
953	5/14/10			Clayton	Wellington Installer	Under Investigation	Open
954	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
955	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
956	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
957	5/14/10			Graton	Customer Denies Access	Under Investigation	Open
958	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
959	5/14/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
960	5/14/10			Mountain View	Customer wants SmartMeter Removed	Under Investigation	Open
961	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
962	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
963	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
964	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
965	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
966	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
967	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
968	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
969	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
970	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
971	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
972	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
973	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
974	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
975	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
976	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
977	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
978	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
979	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
980	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
981	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
982	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
983	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
984	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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	5/14/10			Pleasanton	Wellington Installer	Under Investigation	Open
986	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
987	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
988	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
989	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
990	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
991	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
992	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
993	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
994	5/14/10			San Jose	Household items affected by SM	Under Investigation	Open
995	5/14/10			San Jose	Meter/Module	Under Investigation	Open
996	5/14/10			San Leandro	Customer Denies Access	Under Investigation	Open
997	5/14/10			San Leandro	Customer wants SmartMeter Removed	Under Investigation	Open
998	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
999	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
1000	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
1001	5/14/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1002	5/14/10			Sonoma	Meter/Module	Meter/Module clearance issues	Resolved
1003	5/14/10			Tracy	SmartMeter Customer Communication	Customer does not want a SmartMeter	Resolved
1004	5/14/10			Tracy	Customer Denies Access	Under Investigation	Open
1005	5/14/10			Tranquillity	Meter/Module	Under Investigation	Open
1006	5/14/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1007	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
1008	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
1009	5/14/10			Yuba City	Customer wants SmartMeter Removed	Under Investigation	Open
1010	5/15/10			Alameda	Customer Denies Access	Under Investigation	Open
1011	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
1012	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
1013	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
1014	5/15/10			Emeryville	Customer Denies Access	Under Investigation	Open
1015	5/15/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
1016	5/15/10			Inverness	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1017	5/15/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
1018	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1019	5/15/10			Marysville	Customer Denies Access	Under Investigation	Open
1020	5/15/10			Mount Aukum	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1021	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1022	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1023	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1024	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1025	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	5/15/10			Piedmont	Customer Denies Access	Under Investigation	Open
1027	5/15/10			San Francisco	Customer Denies Access	Under Investigation	Open
1028	5/15/10			San Jose	Meter/Module	Meter/Module clearance issues	Resolved
1029	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1030	5/15/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1031	5/15/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1032	5/15/10			Sonoma	Customer wants Smartmeter Removed	Unhappy with SM program	Resolved
1033	5/15/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1034	5/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
1035	5/16/10			El Dorado Hills	Power Interruption	Breaker keeps tripping	Resolved
1036	5/16/10			Marysville	SmartMeter Customer Communication	Under Investigation	Open
1037	5/16/10			Monte Rio	Customer Denies Access	Under Investigation	Open
1038	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1039	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1040	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1041	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1042	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1043	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1044	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1045	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1046	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1047	5/16/10			Sacramento	Wellington Installer	Other	Resolved
1048	5/16/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1049	5/16/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1050	5/17/10			Alameda	Customer Denies Access	Under Investigation	Open
1051	5/17/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
1052	5/17/10			Alameda	Wellington Installer	Under Investigation	Open
1053	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
1054	5/17/10			Aptos	Customer Denies Access	Under Investigation	Open
1055	5/17/10			Benicia	Wellington Installer	Under Investigation	Open
1056	5/17/10			Berkeley	Customer Denies Access	Under Investigation	Open
1057	5/17/10			Dos Palos	Wellington Installer	Under Investigation	Open
1058	5/17/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1059	5/17/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1060	5/17/10			Jenner	Customer Denies Access	Under Investigation	Open
1061	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1062	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1063	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1064	5/17/10			Los Gatos	Scheduling Problems	Under Investigation	Open
1065	5/17/10			Marysville	Customer Denies Access	Under Investigation	Open
1066	5/17/10			Marysville	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1068	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1069	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1070	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1071	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1072	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1073	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1074	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1075	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1076	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1077	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1078	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1079	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1080	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1081	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1082	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1083	5/17/10			Petaluma	Customer Denies Access	Under Investigation	Open
1084	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
1085	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
1086	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
1087	5/17/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
1088	5/17/10			S. San Francisco	Other	Under Investigation	Open
1089	5/17/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1090	5/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1091	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1092	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1093	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1094	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1095	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1096	5/17/10			San Jose	Wellington Installer	Under Investigation	Open
1097	5/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
1098	5/17/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1099	5/17/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1100	5/17/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1101	5/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1102	5/17/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1103	5/17/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1104	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
1105	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
1106	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
1107	5/17/10			Tracy	Wellington Installer	Under Investigation	Open

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
1109	5/17/10			Tracy	Customer Denies Access	Unhappy with SM program	Resolved
1110	5/17/10			Vallejo	Customer Denies Access	Under Investigation	Open
1111	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
1112	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
1113	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
1114	5/17/10			Yuba City	Customer wants Smartmeter Removed	Under Investigation	Open
1115	5/18/10			Alameda	Meter/Module	Meter blocking access to breaker box	Resolved
1116	5/18/10			Bodega Bay	Customer Denies Access	Under Investigation	Open
1117	5/18/10			Bolinas	Customer Denies Access	Under Investigation	Open
1118	5/18/10			Campbell	Meter/Module	Meter/Module clearance issues	Resolved
1119	5/18/10			Chico	Customer Denies Access	Under Investigation	Open
1120	5/18/10			Chowchilla	Customer Denies Access	Under Investigation	Open
1121	5/18/10			Cotati	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1122	5/18/10			Cotati	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1123	5/18/10			Dos Palos	Wellington Installer	Under Investigation	Open
1124	5/18/10			Dublin	Wellington Installer	Under Investigation	Open
1125	5/18/10			Forestville	Customer Denies Access	Under Investigation	Open
1126	5/18/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1127	5/18/10			Livermore	Customer Denies Access	Under Investigation	Open
1128	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1129	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1130	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1131	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1132	5/18/10			Madera	Customer Denies Access	Under Investigation	Open
1133	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1134	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1135	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1136	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1137	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1138	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1139	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1140	5/18/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1141	5/18/10			Paradise	Customer Denies Access	Under Investigation	Open
1142	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
1143	5/18/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1144	5/18/10			Redding	Meter/Module	Meter/Module clearance issues	Resolved
1145	5/18/10			Richmond	Customer Denies Access	Under Investigation	Open
1146	5/18/10			Rio Nido	Customer Denies Access	Under Investigation	Open
1147	5/18/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1148	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1150	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1151	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1152	5/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1153	5/18/10			San Jose	Meter/Module	Under Investigation	Open
1154	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
1155	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
1156	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
1157	5/18/10			San Mateo	Power Interruption	Other	Resolved
1158	5/18/10			San Mateo	Power Interruption	Other	Resolved
1159	5/18/10			San Rafael	Customer Denies Access	Under Investigation	Open
1160	5/18/10			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1161	5/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1162	5/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1163	5/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1164	5/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1165	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1166	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1167	5/18/10			Sonoma	Household items affected by SM installation	Under Investigation	Open
1168	5/18/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
1169	5/18/10			Sunnyvale	Customer wants Smartmeter Removed	Under Investigation	Open
1170	5/18/10			Tracy	Customer Denies Access	Under Investigation	Open
1171	5/18/10			Vallejo	Power Interruption	Other	Resolved
1172	5/18/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1173	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
1174	5/19/10			Angwin	Customer Denies Access	Under Investigation	Open
1175	5/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
1176	5/19/10			Bodega Bay	Customer Denies Access	Under Investigation	Open
1177	5/19/10			Bolinas	Customer Denies Access	Under Investigation	Open
1178	5/19/10			Brentwood	Customer wants Smartmeter Removed	Under Investigation	Open
1179	5/19/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1180	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
1181	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
1182	5/19/10			Cupertino	Customer Denies Access	Under Investigation	Open
1183	5/19/10			Dublin	Customer Denies Access	Under Investigation	Open
1184	5/19/10			Durham	Customer Denies Access	Under Investigation	Open
1185	5/19/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
1186	5/19/10			Firebaugh	Household items affected by SM installation	Under Investigation	Open
1187	5/19/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1188	5/19/10			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
1189	5/19/10			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	5/19/10			Glen Ellen	Customer Denies Access	Under Investigation	Open
1191	5/19/10			Hayward	Customer Denies Access	Under Investigation	Open
1192	5/19/10			Jenner	Customer Denies Access	Under Investigation	Open
1193	5/19/10			Kenwood	Customer Denies Access	Under Investigation	Open
1194	5/19/10			Marysville	Customer Denies Access	Under Investigation	Open
1195	5/19/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1196	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1197	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1198	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1199	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1200	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1201	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1202	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1203	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1204	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1205	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1206	5/19/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1207	5/19/10			Occidental	Customer Denies Access	Under Investigation	Open
1208	5/19/10			Occidental	Customer Denies Access	Under Investigation	Open
1209	5/19/10			Orinda	Potential Wellington Claim	Other	Resolved
1210	5/19/10			Piedmont	Customer Denies Access	Under Investigation	Open
1211	5/19/10			Pinole	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1212	5/19/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
1213	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
1214	5/19/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1215	5/19/10			San Jose	Power Interruption	Breaker keeps tripping	Resolved
1216	5/19/10			San Jose	Power Interruption	Partial Power Outage	Resolved
1217	5/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1218	5/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1219	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
1220	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
1221	5/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1222	5/19/10			Santa Rosa	SmartMeter Customer Communication	Customer does not want a SmartMeter	Resolved
1223	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1224	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1225	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1226	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1227	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1228	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1229	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1230	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	5/19/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1232	5/19/10			Sebastopol	Meter/Module	Other	Resolved
1233	5/19/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1234	5/19/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1235	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
1236	5/19/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
1237	5/19/10			Watsonville	Customer Denies Access	Under Investigation	Open
1238	5/20/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
1239	5/20/10			Antioch	Household items affected by SM installation	Under Investigation	Open
1240	5/20/10			Berkeley	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1241	5/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
1242	5/20/10			Bolinas	Customer Denies Access	Under Investigation	Open
1243	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
1244	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
1245	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
1246	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
1247	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
1248	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
1249	5/20/10			Concord	Power Interruption	Under Investigation	Open
1250	5/20/10			Covelo	Customer Denies Access	Under Investigation	Open
1251	5/20/10			Fairfax	Customer Denies Access	Under Investigation	Open
1252	5/20/10			Fresno	Customer Denies Access	Under Investigation	Open
1253	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
1254	5/20/10			Hercules	Customer Denies Access	Under Investigation	Open
1255	5/20/10			Live Oak	Customer Denies Access	Under Investigation	Open
1256	5/20/10			Livermore	Customer Denies Access	Under Investigation	Open
1257	5/20/10			Los Altos	Meter/Module	Under Investigation	Open
1258	5/20/10			Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
1259	5/20/10			Madera	Customer Denies Access	Under Investigation	Open
1260	5/20/10			Manteca	Customer Denies Access	Under Investigation	Open
1261	5/20/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1262	5/20/10			Novato	Customer Denies Access	Under Investigation	Open
1263	5/20/10			Novato	Customer Denies Access	Under Investigation	Open
1264	5/20/10			Oakland	Power Interruption	Flickering Lights	Resolved
1265	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1266	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1267	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1268	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1269	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1270	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1271	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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1273	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1274	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1275	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1276	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1277	5/20/10			Oakley	Customer wants Smartmeter Removed	Under Investigation	Open
1278	5/20/10			Occidental	Customer Denies Access	Under Investigation	Open
1279	5/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
1280	5/20/10			Piedmont	Customer Denies Access	Under Investigation	Open
1281	5/20/10			Piedmont	Customer Denies Access	Under Investigation	Open
1282	5/20/10			Piedmont	Customer Denies Access	Under Investigation	Open
1283	5/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1284	5/20/10			Richmond	Customer Denies Access	Under Investigation	Open
1285	5/20/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
1286	5/20/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1287	5/20/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1288	5/20/10			San Jose	Power Interruption	Breaker keeps tripping	Resolved
1289	5/20/10			San Jose	Power Interruption	Complete Power Outage	Resolved
1290	5/20/10			San Jose	Wellington Installer	Under Investigation	Open
1291	5/20/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1292	5/20/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1293	5/20/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1294	5/20/10			Saratoga	Customer Denies Access	Under Investigation	Open
1295	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
1296	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
1297	5/20/10			Tracy	Power Interruption	Under Investigation	Open
1298	5/20/10			Vallejo	Customer Denies Access	Under Investigation	Open
1299	5/20/10			Yuba City	Customer Denies Access	Under Investigation	Open
1300	5/20/10			Yuba City	Wellington Installer	Under Investigation	Open
1301	5/21/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1302	5/21/10			Alameda	Customer Denies Access	Under Investigation	Open
1303	5/21/10			Alameda	Customer Denies Access	Under Investigation	Open
1304	5/21/10			Albany	Customer Denies Access	Under Investigation	Open
1305	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
1306	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
1307	5/21/10			Berkeley	Wellington Installer	Under Investigation	Open
1308	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
1309	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
1310	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
1311	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
1312	5/21/10			Chico	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 2010

Color Key	
Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1313	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
1314	5/21/10			Cupertino	Meter/Module	Under Investigation	Open
1315	5/21/10			Dublin	Customer wants Smartmeter Removed	Under Investigation	Open
1316	5/21/10			El Cerrito	Potential Wellington Claim	Under Investigation	Open
1317	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
1318	5/21/10			Emeryville	Customer Denies Access	Under Investigation	Open
1319	5/21/10			Forestville	Customer Denies Access	Under Investigation	Open
1320	5/21/10			Forestville	Customer Denies Access	Under Investigation	Open
1321	5/21/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
1322	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1323	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1324	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1325	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1326	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1327	5/21/10			Guerneville	Customer Denies Access	Under Investigation	Open
1328	5/21/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
1329	5/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1330	5/21/10			Marina	Customer Denies Access	Under Investigation	Open
1331	5/21/10			Marina	Customer Denies Access	Under Investigation	Open
1332	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
1333	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
1334	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
1335	5/21/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
1336	5/21/10			Monte Rio	Customer Denies Access	Under Investigation	Open
1337	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
1338	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1339	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1340	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1341	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1342	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1343	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1344	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1345	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1346	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1347	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1348	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1349	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1350	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1351	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1352	5/21/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1353	5/21/10			Oroville	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	5/21/10			Paradise	Customer Denies Access	Under Investigation	Open
1355	5/21/10			Penn Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1356	5/21/10			Petaluma	Wellington Installer	Under Investigation	Open
1357	5/21/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1358	5/21/10			San Francisco	Meter/Module	Other	Resolved
1359	5/21/10			San Francisco	Customer Denies Access	Under Investigation	Open
1360	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1361	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1362	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1363	5/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1364	5/21/10			San Jose	Meter/Module	Under Investigation	Open
1365	5/21/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
1366	5/21/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1367	5/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1368	5/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1369	5/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1370	5/21/10			Sonoma	Power Interruption	Flickering Lights	Resolved
1371	5/21/10			Sonoma	Customer Denies Access	Under Investigation	Open
1372	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
1373	5/21/10			Tiburon	Customer Denies Access	Under Investigation	Open
1374	5/21/10			Vallejo	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1375	5/22/10			Auburn	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1376	5/22/10			Auburn	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1377	5/22/10			Campbell	Customer Denies Access	Under Investigation	Open
1378	5/22/10			Cazadero	Customer Denies Access	Under Investigation	Open
1379	5/22/10			Chico	Customer Denies Access	Under Investigation	Open
1380	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
1381	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
1382	5/22/10			Forestville	Customer Denies Access	Under Investigation	Open
1383	5/22/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1384	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1385	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1386	5/22/10			Magalia	Customer Denies Access	Under Investigation	Open
1387	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
1388	5/22/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1389	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1390	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1391	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1392	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1393	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1394	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 – For the Period May 22, 2010 through May 28, 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	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1396	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1397	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1398	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1399	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1400	5/22/10			Penn Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1401	5/22/10			Petaluma	Customer Denies Access	Under Investigation	Open
1402	5/22/10			Petaluma	Customer Denies Access	Under Investigation	Open
1403	5/22/10			Petaluma	Customer Denies Access	Under Investigation	Open
1404	5/22/10			Petaluma	Customer Denies Access	Under Investigation	Open
1405	5/22/10			Piedmont	Customer Denies Access	Under Investigation	Open
1406	5/22/10			San Francisco	Customer Denies Access	Under Investigation	Open
1407	5/22/10			San Francisco	Customer Denies Access	Under Investigation	Open
1408	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1409	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1410	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1411	5/22/10			San Jose	installation	Under Investigation	Open
1412	5/22/10			San Jose	Power Interruption	Under Investigation	Open
1413	5/22/10			San Jose	Power Interruption	Under Investigation	Open
1414	5/22/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1415	5/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1416	5/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1417	5/22/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1418	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
1419	5/23/10			Emeryville	Customer Denies Access	Under Investigation	Open
1420	5/23/10			Fairfax	Customer Denies Access	Under Investigation	Open
1421	5/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1422	5/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1423	5/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1424	5/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1425	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1426	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1427	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1428	5/23/10			Paradise	Customer Denies Access	Under Investigation	Open
1429	5/23/10			Pleasanton	installation	Other	Resolved
1430	5/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1431	5/23/10			San Pablo	Customer Denies Access	Under Investigation	Open
1432	5/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1433	5/24/10			Aptos	installation	Under Investigation	Open
1434	5/24/10			Auburn	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1435	5/24/10			Auburn	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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 SmartMeter™ Complaint Report
 SmartMeter™ Installation Complaint Report

June 3, 2010 – For the Period May 22, 2010 through May 28, 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	5/24/10			Auburn	Customer Denies Access	Under Investigation	Open
1437	5/24/10			Belvedere	Customer Denies Access	Under Investigation	Open
1438	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
1439	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
1440	5/24/10			Browns Valley	Customer Denies Access	Under Investigation	Open
1441	5/24/10			Burlingame	installation	Under Investigation	Open
1442	5/24/10			Chico	Customer Denies Access	Under Investigation	Open
1443	5/24/10			Chico	Customer Denies Access	Under Investigation	Open
1444	5/24/10			Concord	installation	Under Investigation	Open
1445	5/24/10			Durham	Customer Denies Access	Under Investigation	Open
1446	5/24/10			El Dorado Hills	SmartMeter Customer Communication	Under Investigation	Open
1447	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
1448	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
1449	5/24/10			Fairfax	Customer Denies Access	Under Investigation	Open
1450	5/24/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1451	5/24/10			Forestville	Customer Denies Access	Under Investigation	Open
1452	5/24/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1453	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1454	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1455	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1456	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1457	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1458	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1459	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1460	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1461	5/24/10			Greenville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1462	5/24/10			Guerneville	Customer Denies Access	Under Investigation	Open
1463	5/24/10			Kingsburg	installation	Under Investigation	Open
1464	5/24/10			Livermore	installation	Under Investigation	Open
1465	5/24/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1466	5/24/10			Magalia	Customer Denies Access	Under Investigation	Open
1467	5/24/10			Marysville	Power Interruption	Breaker keeps tripping	Resolved
1468	5/24/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1469	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
1470	5/24/10			Moraga	Customer Denies Access	Under Investigation	Open
1471	5/24/10			Morgan Hill	Customer Denies Access	Under Investigation	Open
1472	5/24/10			Napa	installation	Under Investigation	Open
1473	5/24/10			Nicolaus	installation	Under Investigation	Open
1474	5/24/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1475	5/24/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1476	5/24/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1478	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1479	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1480	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1481	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1482	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1483	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1484	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1485	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1486	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1487	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1488	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1489	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1490	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1491	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1492	5/24/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1493	5/24/10			Penn Valley	Customer Denies Access	Under Investigation	Open
1494	5/24/10			Penngrove	Customer Denies Access	Under Investigation	Open
1495	5/24/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1496	5/24/10			Petaluma	Customer Denies Access	Under Investigation	Open
1497	5/24/10			Petaluma	Customer Denies Access	Under Investigation	Open
1498	5/24/10			Petaluma	Customer Denies Access	Under Investigation	Open
1499	5/24/10			Petaluma	Customer Denies Access	Under Investigation	Open
1500	5/24/10			Petaluma	Customer Denies Access	Under Investigation	Open
1501	5/24/10			Petaluma	Customer Denies Access	Under Investigation	Open
1502	5/24/10			Petaluma	Customer Denies Access	Under Investigation	Open
1503	5/24/10			Piedmont	Customer Denies Access	Under Investigation	Open
1504	5/24/10			Pine Grove	SmartMeter Customer Communication	Other	Resolved
1505	5/24/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
1506	5/24/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1507	5/24/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1508	5/24/10			Richmond	Customer Denies Access	Under Investigation	Open
1509	5/24/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1510	5/24/10			San Bruno	SmartMeter Customer Communication	Under Investigation	Open
1511	5/24/10			San Francisco	Customer Denies Access	Under Investigation	Open
1512	5/24/10			San Francisco	Customer Denies Access	Under Investigation	Open
1513	5/24/10			San Francisco	Customer Denies Access	Under Investigation	Open
1514	5/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1515	5/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1516	5/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1517	5/24/10			San Jose	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 – For the Period May 22, 2010 through May 28, 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	5/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1519	5/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1520	5/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1521	5/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1522	5/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1523	5/24/10			San Jose	Installation	Under Investigation	Open
1524	5/24/10			San Jose	Wellington Installer	Under Investigation	Open
1525	5/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1526	5/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1527	5/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1528	5/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1529	5/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1530	5/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1531	5/24/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1532	5/24/10			Saratoga	Customer Denies Access	Under Investigation	Open
1533	5/24/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1534	5/24/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1535	5/24/10			Yuba City	Customer Denies Access	Under Investigation	Open
1536	5/24/10			Yuba City	Wellington Installer	Under Investigation	Open
1537	5/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
1538	5/25/10			Camino	Customer Denies Access	Under Investigation	Open
1539	5/25/10			Camino	Customer Denies Access	Under Investigation	Open
1540	5/25/10			Campbell	Customer Denies Access	Under Investigation	Open
1541	5/25/10			Campbell	Customer Denies Access	Under Investigation	Open
1542	5/25/10			Chico	Installation	Damaged Other Household Appliances	Resolved
1543	5/25/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1544	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
1545	5/25/10			Forbestown	Installation	Under Investigation	Open
1546	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1547	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1548	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1549	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1550	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1551	5/25/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1552	5/25/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1553	5/25/10			Monte Rio	Customer Denies Access	Under Investigation	Open
1554	5/25/10			Moraga	Meter/Module	Under Investigation	Open
1555	5/25/10			Nevada City	Customer Denies Access	Under Investigation	Open
1556	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1557	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1558	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 – For the Period May 22, 2010 through May 28, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1559	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1560	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1561	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1562	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1563	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1564	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1565	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1566	5/25/10			Oakland	Installation	Under Investigation	Open
1567	5/25/10			Paradise	Customer Denies Access	Under Investigation	Open
1568	5/25/10			Petaluma	Customer Denies Access	Under Investigation	Open
1569	5/25/10			Pollock Pines	Customer wants Smartmeter Removed	Under Investigation	Open
1570	5/25/10			San Francisco	Customer Denies Access	Under Investigation	Open
1571	5/25/10			San Francisco	Customer Denies Access	Under Investigation	Open
1572	5/25/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1573	5/25/10			San Jose	Customer Denies Access	Under Investigation	Open
1574	5/25/10			San Jose	Customer Denies Access	Under Investigation	Open
1575	5/25/10			San Jose	Customer Denies Access	Under Investigation	Open
1576	5/25/10			San Jose	Installation	Under Investigation	Open
1577	5/25/10			San Jose	Wellington Installer	Under Investigation	Open
1578	5/25/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1579	5/25/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1580	5/25/10			Santa Rosa	Installation	Under Investigation	Open
1581	5/25/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1582	5/25/10			Saratoga	Customer Denies Access	Under Investigation	Open
1583	5/25/10			Stockton	Meter/Module	Under Investigation	Open
1584	5/25/10			Tracy	Customer Denies Access	Under Investigation	Open
1585	5/25/10			Vallejo	Customer Denies Access	Under Investigation	Open
1586	5/25/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
1587	5/25/10			Wheatland	Wellington Installer	Under Investigation	Open
1588	5/25/10			Windsor	Customer Denies Access	Under Investigation	Open
1589	5/26/10			Benicia	Installation	Under Investigation	Open
1590	5/26/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1591	5/26/10			Cameron Park	Customer wants Smartmeter Removed	Under Investigation	Open
1592	5/26/10			Chico	Power Interruption	Flickering Lights	Resolved
1593	5/26/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
1594	5/26/10			El Sobrante	Installation	Under Investigation	Open
1595	5/26/10			Guerneville	Installation	Under Investigation	Open
1596	5/26/10			Mountain View	Installation	Under Investigation	Open
1597	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1598	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1599	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1601	5/26/10			Oakland	installation	Under Investigation	Open
1602	5/26/10			Oakland	installation	Under Investigation	Open
1603	5/26/10			Redding	SmartMeter Customer Communication	Under Investigation	Open
1604	5/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1605	5/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1606	5/26/10			San Jose	installation	Under Investigation	Open
1607	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1608	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1609	5/26/10			San Jose	Wellington Installer	Under Investigation	Open
1610	5/26/10			San Pablo	Wellington Installer	Under Investigation	Open
1611	5/26/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1612	5/26/10			Shingle Springs	installation	Under Investigation	Open
1613	5/26/10			Vacaville	installation	Other	Resolved
1614	5/26/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1615	5/26/10			Yuba City	Customer wants Smartmeter Removed	Under Investigation	Open
1616	5/26/10			Yuba City	installation	Under Investigation	Open
1617	5/27/10			Auburn	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1618	5/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1619	5/27/10			Berkeley	Power Interruption	Under Investigation	Open
1620	5/27/10			Bolinas	Customer Denies Access	Under Investigation	Open
1621	5/27/10			Browns Valley	Customer Denies Access	Under Investigation	Open
1622	5/27/10			Burlingame	installation	Other	Resolved
1623	5/27/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1624	5/27/10			Chico	installation	Gas Appliance Not Working	Resolved
1625	5/27/10			Chico	Customer Denies Access	Under Investigation	Open
1626	5/27/10			Citrus Heights	Wellington Installer	Under Investigation	Open
1627	5/27/10			Cotati	Customer Denies Access	Under Investigation	Open
1628	5/27/10			Crockett	installation	Under Investigation	Open
1629	5/27/10			Forest Ranch	Customer Denies Access	Under Investigation	Open
1630	5/27/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1631	5/27/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1632	5/27/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1633	5/27/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1634	5/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1635	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1636	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1637	5/27/10			Oakland	installation	Under Investigation	Open
1638	5/27/10			Penn Valley	Customer Denies Access	Under Investigation	Open
1639	5/27/10			Petaluma	Customer Denies Access	Under Investigation	Open
1640	5/27/10			Petaluma	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1641	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open
1642	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open
1643	5/27/10			Pleasanton	installation	Under Investigation	Open
1644	5/27/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1645	5/27/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1646	5/27/10			Richmond	Customer Denies Access	Under Investigation	Open
1647	5/27/10			Rio Nido	Customer Denies Access	Under Investigation	Open
1648	5/27/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1649	5/27/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1650	5/27/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1651	5/27/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1652	5/27/10			San Jose	installation	Under Investigation	Open
1653	5/27/10			Santa Clara	Scheduling Problems	Under Investigation	Open
1654	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1655	5/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1656	5/27/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1657	5/27/10			Shingle Springs	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1658	5/27/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
1659	5/27/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
1660	5/27/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
1661	5/27/10			Vallejo	installation	Under Investigation	Open
1662	5/27/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1663	5/28/10			Auburn	Customer Denies Access	Under Investigation	Open
1664	5/28/10			Chico	Wellington Installer	No time given to powerdown equipment	Resolved
1665	5/28/10			Cool	Customer Denies Access	Under Investigation	Open
1666	5/28/10			Danville	Customer Denies Access	Under Investigation	Open
1667	5/28/10			Dinuba	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1668	5/28/10			Forestville	Customer Denies Access	Under Investigation	Open
1669	5/28/10			Garden Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1670	5/28/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1671	5/28/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1672	5/28/10			Lemoore	Meter/Module Equipment	Under Investigation	Open
1673	5/28/10			Magalia	Customer Denies Access	Under Investigation	Open
1674	5/28/10			Monte Sereno	Customer wants Smartmeter Removed	Under Investigation	Open
1675	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1676	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1677	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1678	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1679	5/28/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1680	5/28/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1681	5/28/10			Port Costa	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 – For the Period May 22, 2010 through May 28, 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	5/28/10			San Jose	Wellington Installer	Under Investigation	Open
1683	5/28/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1684	5/28/10			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
1685	5/28/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1686	5/28/10			Suisun	Customer wants Smartmeter Removed	Under Investigation	Open

1,374 **Open Complaints on Last Report**
203 **Open Complaints Resolved Since the Last Report**
312 **New Complaints Since the Last Report**
44 **New Complaints Resolved Since the Last Report**
268 **New Complaints Open**

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	1/13/10			LODI	Meter/Module	Under Investigation	Open
3	1/15/10			Napa	Scheduling Problems	Under Investigation	Open
4	1/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
5	1/26/10			American Canyon	Customer Denies Access	Under Investigation	Open
6	1/28/10			Sunnyvale	Power Interruption	Flickering Lights	Resolved
7	2/1/10			LA HONDA	Customer Denies Access	Under Investigation	Open
8	2/1/10			Pleasanton	Meter/Module	Meter blocking access to breaker box	Resolved
9	2/3/10			CORDELIA	Wellington Installer	Under Investigation	Open
10	2/3/10			Pleasanton	Meter/Module	Meter blocking access to breaker box	Resolved
11	2/3/10			RAYMOND	Wellington Installer	Under Investigation	Open
12	2/4/10			Fresno	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
13	2/5/10			Pleasanton	Meter/Module	Meter blocking access to breaker box	Resolved
14	2/5/10			San Ramon	Meter/Module	Meter blocking access to breaker box	Resolved
15	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
16	2/9/10			Cupertino	Wellington Installer	Under Investigation	Open
17	2/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
18	2/10/10			Berkeley	Wellington Installer	Under Investigation	Open
19	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
20	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
21	2/10/10			NORTH FOLK	Wellington Installer	Under Investigation	Open
22	2/10/10			San Jose	Wellington Installer	Under Investigation	Open
23	2/10/10			San Ramon	Wellington Installer	Under Investigation	Open
24	2/11/10			Vallejo	Wellington Installer	Under Investigation	Open
25	2/12/10			Berkeley	Wellington Installer	Under Investigation	Open
26	2/12/10			San Ramon	Wellington Installer	Under Investigation	Open
27	2/16/10			Berkeley	Wellington Installer	Under Investigation	Open
28	2/16/10			Cupertino	Wellington Installer	Under Investigation	Open
29	2/16/10			RIPON	Meter/Module	Meter blocking access to breaker box	Resolved
30	2/16/10			Santa Clara	Meter/Module	Meter/Module clearance issues	Resolved
31	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
32	2/17/10			Forestville	Customer Denies Access	Under Investigation	Open
33	2/17/10			Madera	Wellington Installer	Under Investigation	Open
34	2/17/10			San Jose	Wellington Installer	Under Investigation	Open
35	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
36	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
37	2/18/10			Madera	Wellington Installer	Under Investigation	Open
38	2/18/10			Mariposa	Wellington Installer	Under Investigation	Open
39	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
40	2/18/10			Somerset	Wellington Installer	Under Investigation	Open
41	2/19/10			American Canyon	Wellington Installer	Under Investigation	Open

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 SmartMeter™ Complaint Report
 SmartMeter™ Installation Complaint Report

June 3, 2010 – For the Period May 22, 2010 through May 28, 2010

Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
42	2/19/10			Pleasanton	Household items affected by SM installation	Gas Appliance Not Working	Resolved
43	2/19/10			Pleasanton	Meter/Module	Meter blocking access to breaker box	Resolved
44	2/21/10			Pleasanton	Meter/Module	Meter blocking access to breaker box	Resolved
45	2/22/10			Occidental	Customer Denies Access	Under Investigation	Open
46	2/22/10			Placerville	Wellington Installer	Under Investigation	Open
47	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
48	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
49	2/22/10			San Ramon	Meter/Module	Meter blocking access to breaker box	Resolved
50	2/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
51	2/22/10			Vallejo	Network Equipment Installation	Under Investigation	Open
52	2/23/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
53	2/23/10			Mariposa	Wellington Installer	Under Investigation	Open
54	2/23/10			San Pablo	Wellington Installer	Under Investigation	Open
55	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
56	2/24/10			Madera	Wellington Installer	Under Investigation	Open
57	2/24/10			Merced	Meter/Module	Under Investigation	Open
58	2/24/10			Napa	Wellington Installer	Under Investigation	Open
59	2/24/10			Pollock Pines	Wellington Installer	Under Investigation	Open
60	2/24/10			San Jose	Wellington Installer	Under Investigation	Open
61	2/26/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open
62	2/26/10			Hercules	Wellington Installer	Under Investigation	Open
63	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
64	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
65	3/1/10			Livermore	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
66	3/1/10			Livermore	Meter/Module	Meter blocking access to breaker box	Resolved
67	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
68	3/1/10			Madera	Other	Under Investigation	Open
69	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
70	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
71	3/1/10			Tracy	Meter/Module	Under Investigation	Open
72	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
73	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
74	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
75	3/2/10			Dinuba	Customer Denies Access	Under Investigation	Open
76	3/2/10			Kensington	Customer Denies Access	Under Investigation	Open
77	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
78	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
79	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
80	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
81	3/4/10			Berkeley	Customer Denies Access	Under Investigation	Open
82	3/4/10			Danville	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

June 3, 2010 – For the Period May 22, 2010 through May 28, 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	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
84	3/4/10			Merced	Customer Denies Access	Under Investigation	Open
85	3/4/10			MOCCASIN	Customer Denies Access	Under Investigation	Open
86	3/4/10			Placerville	Customer Denies Access	Under Investigation	Open
87	3/4/10			San Carlos	Customer Denies Access	Under Investigation	Open
88	3/4/10			Tracy	Customer Denies Access	Under Investigation	Open
89	3/4/10			Tracy	Household items affected by SM installation	Under Investigation	Open
90	3/5/10			Danville	Customer Denies Access	Under Investigation	Open
91	3/5/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
92	3/7/10			Atwater	Customer Denies Access	Under Investigation	Open
93	3/7/10			Clovis	Customer Denies Access	Under Investigation	Open
94	3/7/10			Hanford	Customer Denies Access	Under Investigation	Open
95	3/7/10			Sanger	Customer Denies Access	Under Investigation	Open
96	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
97	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
98	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
99	3/7/10			Tracy	Customer Denies Access	Under Investigation	Open
100	3/7/10			Woodlake	Customer Denies Access	Under Investigation	Open
101	3/8/10			Clovis	Customer Denies Access	Under Investigation	Open
102	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
103	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
104	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
105	3/8/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
106	3/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
107	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
108	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
109	3/9/10			Danville	Customer Denies Access	Under Investigation	Open
110	3/9/10			Livermore	Meter/Module	Meter/Module clearance issues	Resolved
111	3/9/10			Madera	Customer Denies Access	Under Investigation	Open
112	3/9/10			Richmond	Customer Denies Access	Under Investigation	Open
113	3/9/10			Richmond	Household items affected by SM installation	Under Investigation	Open
114	3/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
115	3/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
116	3/9/10			Seaside	Meter/Module	Meter/Module clearance issues	Resolved
117	3/10/10			Albany	Wellington Installer	Under Investigation	Open
118	3/10/10			Angwin	Wellington Installer	Under Investigation	Open
119	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
120	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open
121	3/10/10			Daly City	Customer Denies Access	Under Investigation	Open
122	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
123	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open

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

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	3/10/10			Livermore	Meter/Module	Meter blocking access to breaker box	Resolved
125	3/10/10			Livermore	Customer Denies Access	Under Investigation	Open
126	3/10/10			Martinez	Customer Denies Access	Under Investigation	Open
127	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
128	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
129	3/10/10			Pleasanton	Meter/Module	Under Investigation	Open
130	3/10/10			San Jose	Customer Denies Access	Under Investigation	Open
131	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
132	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
133	3/10/10			San Ramon	Meter/Module	Meter blocking access to breaker box	Resolved
134	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
135	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
136	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
137	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
138	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
139	3/10/10			Tracy	Meter/Module	Meter blocking access to breaker box	Resolved
140	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
141	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
142	3/11/10			San Ramon	Customer Denies Access	Under Investigation	Open
143	3/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
144	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
145	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
146	3/12/10			Los Altos	Meter/Module	Under Investigation	Open
147	3/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
148	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
149	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
150	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
151	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
152	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
153	3/12/10			Union City	Meter/Module	Under Investigation	Open
154	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
155	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
156	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
157	3/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
158	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
159	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
160	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
161	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
162	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
163	3/15/10			San Jose	Customer Denies Access	Under Investigation	Open
164	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open

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

June 3, 2010 – For the Period May 22, 2010 through May 28, 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	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
166	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
167	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
168	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
169	3/16/10			Martinez	Customer Denies Access	Under Investigation	Open
170	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
171	3/16/10			Tracy	Meter/Module	Under Investigation	Open
172	3/16/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
173	3/17/10			Cupertino	Meter/Module	Meter/Module clearance issues	Resolved
174	3/17/10			Cupertino	Customer Denies Access	Under Investigation	Open
175	3/17/10			Livermore	Customer Denies Access	Under Investigation	Open
176	3/17/10			Los Altos	Customer Denies Access	Under Investigation	Open
177	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
178	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
179	3/17/10			San Jose	Wellington Installer	Under Investigation	Open
180	3/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
181	3/17/10			Santa Clara	Meter/Module	Meter/Module clearance issues	Resolved
182	3/17/10			Sunnyvale	Wellington Installer	Under Investigation	Open
183	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
184	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
185	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
186	3/18/10			Livermore	Customer Denies Access	Under Investigation	Open
187	3/18/10			San Jose	Meter/Module	Meter/Module clearance issues	Resolved
188	3/18/10			San Jose	Customer Denies Access	Under Investigation	Open
189	3/18/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
190	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
191	3/19/10			San Jose	Customer Denies Access	Under Investigation	Open
192	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
193	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
194	3/19/10			Sanger	Other	Under Investigation	Open
195	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
196	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
197	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
198	3/19/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
199	3/20/10			Union City	Customer Denies Access	Under Investigation	Open
200	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
201	3/21/10			Martinez	Customer Denies Access	Under Investigation	Open
202	3/21/10			San Jose	Customer Denies Access	Under Investigation	Open
203	3/22/10			Antioch	Other	Under Investigation	Open
204	3/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
205	3/22/10			Livermore	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**

June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	3/22/10			Martinez	Customer Denies Access	Under Investigation	Open
207	3/22/10			Saint Helena	Other	Under Investigation	Open
208	3/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
209	3/22/10			San Jose	Meter/Module	Other	Resolved
210	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	Resolved	Bill is Accurate. SmartMeter installed 3/4/10. Customer has been at this address since 1959. Usage over most recent 5 years has consistently averaged 10 kwh to 15 kwh per day. For the biiiing period 12/16/09 - 5/17/10, the usage increased to 20 kwh to 23 kwh per day. Customer did not identify a change, but did mention that her mother was disabled and recently suffered a stroke. She also mentioned her sister is disabled and is also living here with her mother. Identified increase in usage as most likely due to medical need for energy. Advised of Medical Baseline Program and sent an application. The customer was certified for CARE in March 2010 and joined Balanced Payment Plan in April 2010.
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	4/30/10	{Redacted}	{Redacted}	DALY CITY	Open	Under Investigation
10	5/1/10	{Redacted}	{Redacted}	MORAGA	Open	Under Investigation
11	5/3/10	{Redacted}	{Redacted}	GRANITE BAY	Resolved	Biii is Accurate. SmartMeter installed 1/8/09. Customer moved in January 2010. Converted hot tub into a fountain that runs 6 hours a day. Customer states that they use 2 out of their 3 air conditioning units and have a circulating pump for water heater. PG&E also identified load occurring overnight. Meter was tested on 5/4/10 and passed. On 5/26, an energy audit was conducted. Programmed pool pump to 2 hours/day instead of 10 hours/day. Water heater pump was not on a timer, suggested check timer & re-set. Heater set to "Hot" and not wrapped; recommended lowering setting and insulating heater, and installing different system that doesn't require pump. The customer was satisfied with the results of the investigation and resolution.
12	5/7/10	{Redacted}	{Redacted}	ALTA	Open	Under Investigation

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 June 3, 2010 -- For the Period May 22, 2010 through May 28, 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
13	5/8/10			CLOVIS	Resolved	Biii is Accurate. SmartMeter installed 2/18/09. Customer moved in 8/20/09. Questioned amount in summer bills. Advised customer that bills were based on good reads and were in line with seasonal usage. Customer acknowledged was his first summer in the home and didn't know what to expect. Declined any further review, meter testing, etc. Customer was satisfied.
14	5/12/10			WILSEYVILLE	Open	Under Investigation
15	5/12/10			MI WUK VILLAGE	Open	Under Investigation
16	5/14/10			ARNOLD	Open	Under Investigation
17	5/17/10			ANTIOCH	Open	Under Investigation
18	5/21/10			MANTECA	Open	Under Investigation
19	5/21/10			SAN MATEO	Open	Under Investigation
20	5/21/10			ALAMO	Open	Under Investigation
21	5/24/10			MODESTO	Resolved	Meter Installed with Incorrect Drive Rate. Gas SmartMeter installed 8/28/08 with incorrect drive rate, which resulted in billing half the actual consumption. Drive rate corrected on 4/16/10. Total amount underbilled from 8/28/08 - 4/26/10 bill date was \$529.27. PG&E explained how the error occurred and that Rule 17.1 limits correction of bills to 3 months (\$109.07). Customer was not satisfied and did not believe the adjusted bills were accurate. PG&E agreed to adjust all corrected charges of \$529.27 for customer satisfaction, thereby waiving all corrected charges for the billing error from 8/22/08 - 4/26/10. Customer stated that he had never paid over \$100 for gas before. A summary statement showing corrected usage and charges from 8/22/08 - 4/26/10, as well as historical usage from 11/27/05 - 8/22/08, was sent to the customer to illustrate: 1) he regularly paid over \$100 for peak winter usage before the SmartMeter was installed, 2) the corrected usage falls completely in line with his historical seasonal usage patterns, and 3) his monthly usage was lower this past winter than it has been in prior years.
22	5/24/10			MARTINEZ	Open	Under Investigation
23	5/25/10			SAN LORENZO	Open	Under Investigation
24	5/28/10		{Redacted}	AUBURN	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*
 June 3, 2010 -- For the Period May 22, 2010 through May 28, 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
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* 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.

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

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 June 3, 2010 -- For the Period May 22, 2010 through May 28, 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	Resolved	Bill is Accurate. SmartMeter installed 3/4/10. Customer has been at this address since 1959. Usage over most recent 5 years has consistently averaged 10 kwh to 15 kwh per day. For the biiiing period 12/16/09 - 5/17/10, the usage increased to 20 kwh to 23 kwh per day. Customer did not identify a change, but did mention that her mother was disabled and recently suffered a stroke. She also mentioned her sister is disabled and is also living here with her mother. Identified increase in usage as most likely due to medical need for energy. Advised of Medical Baseline Program and sent an application. The customer was certified for CARE in March 2010 and joined Balanced Payment Plan in April 2010.
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	4/30/10	{Redacted}	{Redacted}	DALY CITY	Open	Under Investigation
10	5/1/10	{Redacted}	{Redacted}	MORAGA	Open	Under Investigation
11	5/3/10	{Redacted}	{Redacted}	GRANITE BAY	Resolved	Biii is Accurate. SmartMeter installed 1/8/09. Customer moved in January 2010. Converted hot tub into a fountain that runs 6 hours a day. Customer states that they use 2 out of their 3 air conditioning units and have a circulating pump for water heater. PG&E also identified load occurring overnight. Meter was tested on 5/4/10 and passed. On 5/26, an energy audit was conducted. Programmed pool pump to 2 hours/day instead of 10 hours/day. Water heater pump was not on a timer, suggested check timer & re-set. Heater set to "Hot" and not wrapped; recommended lowering setting and insulating heater, and installing different system that doesn't require pump. The customer was satisfied with the results of the investigation and resolution.
12	5/7/10	{Redacted}	{Redacted}	ALTA	Open	Under Investigation

13	5/8/10		CLOVIS	Resolved	Bill is Accurate. SmartMeter installed 2/18/09. Customer moved in 8/20/09. Questioned amount in summer bills. Advised customer that bills were based on good reads and were in line with seasonal usage. Customer acknowledged was his first summer in the home and didn't know what to expect. Declined any further review, meter testing, etc. Customer was satisfied.
14	5/12/10		WILSEYVILLE	Open	Under Investigation
15	5/12/10		MI WUK VILLAGE	Open	Under Investigation
16	5/14/10		ARNOLD	Open	Under Investigation
17	5/17/10		ANTIOCH	Open	Under Investigation
18	5/21/10		MANTECA	Open	Under Investigation
19	5/21/10		SAN MATEO	Open	Under Investigation
20	5/21/10		ALAMO	Open	Under Investigation
21	5/24/10		MODESTO	Resolved	Meter Installed with Incorrect Drive Rate. Gas SmartMeter installed 8/28/08 with incorrect drive rate, which resulted in billing half the actual consumption. Drive rate corrected on 4/16/10. Total amount underbilled from 8/28/08 - 4/26/10 bill date was \$529.27. PG&E explained how the error occurred and that Rule 17.1 limits correction of bills to 3 months (\$109.07). Customer was not satisfied and did not believe the adjusted bills were accurate. PG&E agreed to adjust all corrected charges of \$529.27 for customer satisfaction, thereby waiving all corrected charges for the billing error from 8/22/08 - 4/26/10. Customer stated that he had never paid over \$100 for gas before. A summary statement showing corrected usage and charges from 8/22/08 - 4/26/10, as well as historical usage from 11/27/05 - 8/22/08, was sent to the customer to illustrate: 1) he regularly paid over \$100 for peak winter usage before the SmartMeter was installed, 2) the corrected usage falls completely in line with his historical seasonal usage patterns, and 3) his monthly usage was lower this past winter than it has been in prior years.
22	5/24/10		MARTINEZ	Open	Under Investigation
23	5/25/10		SAN LORENZO	Open	Under Investigation
24	5/28/10	{Redacted}	AUBURN	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.

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

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	{Redacted}	{Redacted}	AMERICAN CANYON	Open	Under Investigation
3/29/10	{Redacted}	{Redacted}	ALAMO	Open	Under Investigation
4/7/10	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
4/8/10	{Redacted}	{Redacted}	SAN PABLO	Resolved	Bill is Accurate. SmartMeter installed 3/4/10. Customer has been at this address since 1959. Usage over most recent 5 years has consistently averaged 10 kwh to 15 kwh per day. For the billing period 12/16/09 - 5/17/10, the usage increased to 20 kwh to 23 kwh per day. Customer did not identify a change, but did mention that her mother was disabled and recently suffered a stroke. She also mentioned her sister is disabled and is also living here with her mother. Identified increase in usage as most likely due to medical need for energy. Advised of Medical Baseline Program and sent an application. The customer was certified for CARE in March 2010 and joined Balanced Payment Plan in April 2010.
4/19/10	{Redacted}	{Redacted}	BAKERSFIELD	Open	Under Investigation
4/22/10	{Redacted}	{Redacted}	FREMONT	Open	Under Investigation
4/23/10	{Redacted}	{Redacted}	VALLEY SPRINGS	Open	Under Investigation
4/30/10	{Redacted}	{Redacted}	DALY CITY	Open	Under Investigation
5/1/10	{Redacted}	{Redacted}	MORAGA	Open	Under Investigation
5/3/10	{Redacted}	{Redacted}	GRANITE BAY	Resolved	Bill is Accurate. SmartMeter installed 1/8/09. Customer moved in January 2010. Converted hot tub into a fountain that runs 6 hours a day. Customer states that they use 2 out of their 3 air conditioning units and have a circulating pump for water heater. PG&E also identified load occurring overnight. Meter was tested on 5/4/10 and passed. On 5/26, an energy audit was conducted. Programmed pool pump to 2 hours/day instead of 10 hours/day. Water heater pump was not on a timer, suggested check timer & re-set. Heater set to "Hot" and not wrapped; recommended lowering setting and insulating heater, and installing different system that doesn't require pump. The customer was satisfied with the results of the investigation and resolution.
5/7/10	{Redacted}	{Redacted}	ALTA	Open	Under Investigation

13	5/8/10		CLOVIS	Resolved	Bill is Accurate. SmartMeter installed 2/18/09. Customer moved in 8/20/09. Questioned amount in summer bills. Advised customer that bills were based on good reads and were in line with seasonal usage. Customer acknowledged was his first summer in the home and didn't know what to expect. Declined any further review, meter testing, etc. Customer was satisfied.
14	5/12/10		WILSEYVILLE	Open	Under Investigation
15	5/12/10		MI WUK VILLAGE	Open	Under Investigation
16	5/14/10		ARNOLD	Open	Under Investigation
17	5/17/10		ANTIOCH	Open	Under Investigation
18	5/21/10		MANTECA	Open	Under Investigation
19	5/21/10		SAN MATEO	Open	Under Investigation
20	5/21/10		ALAMO	Open	Under Investigation
21	5/24/10		MODESTO	Resolved	Meter Installed with Incorrect Drive Rate. Gas SmartMeter installed 8/28/08 with incorrect drive rate, which resulted in billing half the actual consumption. Drive rate corrected on 4/16/10. Total amount underbilled from 8/28/08 - 4/26/10 bill date was \$529.27. PG&E explained how the error occurred and that Rule 17.1 limits correction of bills to 3 months (\$109.07). Customer was not satisfied and did not believe the adjusted bills were accurate. PG&E agreed to adjust all corrected charges of \$529.27 for customer satisfaction, thereby waiving all corrected charges for the billing error from 8/22/08 - 4/26/10. Customer stated that he had never paid over \$100 for gas before. A summary statement showing corrected usage and charges from 8/22/08 - 4/26/10, as well as historical usage from 11/27/05 - 8/22/08, was sent to the customer to illustrate: 1) he regularly paid over \$100 for peak winter usage before the SmartMeter was installed, 2) the corrected usage falls completely in line with his historical seasonal usage patterns, and 3) his monthly usage was lower this past winter than it has been in prior years.
22	5/24/10		MARTINEZ	Open	Under Investigation
23	5/25/10		SAN LORENZO	Open	Under Investigation
24	5/28/10	{Redacted}	AUBURN	Open	Under Investigation

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

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	Resolved	Bill is Accurate. SmartMeter installed 3/4/10. Customer has been at this address since 1959. Usage over most recent 5 years has consistently averaged 10 kwh to 15 kwh per day. For the billing period 12/16/09 - 5/17/10, the usage increased to 20 kwh to 23 kwh per day. Customer did not identify a change, but did mention that her mother was disabled and recently suffered a stroke. She also mentioned her sister is disabled and is also living here with her mother. Identified increase in usage as most likely due to medical need for energy. Advised of Medical Baseline Program and sent an application. The customer was certified for CARE in March 2010 and joined Balanced Payment Plan in April 2010.
		BAKERSFIELD	Open	Under Investigation
		FREMONT	Open	Under Investigation
		VALLEY SPRINGS	Open	Under Investigation
		DALY CITY	Open	Under Investigation
		MORAGA	Open	Under Investigation
		GRANITE BAY	Resolved	Bill is Accurate. SmartMeter installed 1/8/09. Customer moved in January 2010. Converted hot tub into a fountain that runs 6 hours a day. Customer states that they use 2 out of their 3 air conditioning units and have a circulating pump for water heater. PG&E also identified load occurring overnight. Meter was tested on 5/4/10 and passed. On 5/26, an energy audit was conducted. Programmed pool pump to 2 hours/day instead of 10 hours/day. Water heater pump was not on a timer, suggested check timer & re-set. Heater set to "Hot" and not wrapped; recommended lowering setting and insulating heater, and installing different system that doesn't require pump. The customer was satisfied with the results of the investigation and resolution.
		ALTA	Open	Under Investigation

13	5/8/10		CLOVIS	Resolved	Bill is Accurate. SmartMeter installed 2/18/09. Customer moved in 8/20/09. Questioned amount in summer bills. Advised customer that bills were based on good reads and were in line with seasonal usage. Customer acknowledged was his first summer in the home and didn't know what to expect. Declined any further review, meter testing, etc. Customer was satisfied.
14	5/12/10		WILSEYVILLE	Open	Under Investigation
15	5/12/10		MI WUK VILLAGE	Open	Under Investigation
16	5/14/10		ARNOLD	Open	Under Investigation
17	5/17/10		ANTIOCH	Open	Under Investigation
18	5/21/10		MANTECA	Open	Under Investigation
19	5/21/10		SAN MATEO	Open	Under Investigation
20	5/21/10		ALAMO	Open	Under Investigation
21	5/24/10		MODESTO	Resolved	Meter Installed with Incorrect Drive Rate. Gas SmartMeter installed 8/28/08 with incorrect drive rate, which resulted in billing half the actual consumption. Drive rate corrected on 4/16/10. Total amount underbilled from 8/28/08 - 4/26/10 bill date was \$529.27. PG&E explained how the error occurred and that Rule 17.1 limits correction of bills to 3 months (\$109.07). Customer was not satisfied and did not believe the adjusted bills were accurate. PG&E agreed to adjust all corrected charges of \$529.27 for customer satisfaction, thereby waiving all corrected charges for the billing error from 8/22/08 - 4/26/10. Customer stated that he had never paid over \$100 for gas before. A summary statement showing corrected usage and charges from 8/22/08 - 4/26/10, as well as historical usage from 11/27/05 - 8/22/08, was sent to the customer to illustrate: 1) he regularly paid over \$100 for peak winter usage before the SmartMeter was installed, 2) the corrected usage falls completely in line with his historical seasonal usage patterns, and 3) his monthly usage was lower this past winter than it has been in prior years.
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23	5/25/10		SAN LORENZO	Open	Under Investigation
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Color Key

Resolved Since the Last Report

New Since the Last Report

No SmartMeter™ Device Installed

Explanation of Complaint Resolution

Under Investigation

Under Investigation

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