

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

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42	2/23/10			San Pablo	Wellington Installer	Under Investigation	Open
43	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
44	2/24/10			Madera	Wellington Installer	Under Investigation	Open
45	2/24/10			Merced	Meter/Module	Other	Resolved
46	2/24/10			Napa	Wellington Installer	Under Investigation	Open
47	2/24/10			Pollock Pines	Wellington Installer	Under Investigation	Open
48	2/24/10			San Jose	Wellington Installer	Under Investigation	Open
49	2/26/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open
50	2/26/10			Hercules	Wellington Installer	Under Investigation	Open
51	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
52	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
53	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
54	3/1/10			Madera	Other	Under Investigation	Open
55	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
56	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
57	3/1/10			Tracy	Meter/Module	Meter/Module clearance issues	Resolved
58	3/1/10			Tracy	Wellington Installer	Meter/Module clearance issues	Resolved
59	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
60	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
61	3/2/10			Dinuba	Customer Denies Access	Under Investigation	Open
62	3/2/10			Kensington	Customer Denies Access	Under Investigation	Open
63	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
64	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
65	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
66	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
67	3/4/10			Berkeley	Customer Denies Access	Under Investigation	Open
68	3/4/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
69	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
70	3/4/10			Merced	Customer Denies Access	Under Investigation	Open
71	3/4/10			MOCCASIN	Customer Denies Access	Under Investigation	Open
72	3/4/10			Placerville	Customer Denies Access	Under Investigation	Open
73	3/4/10			San Carlos	Customer Denies Access	Under Investigation	Open
74	3/4/10			Tracy	Customer Denies Access	Under Investigation	Open
75	3/4/10			Tracy	Household items affected by SM installation	Under Investigation	Open
76	3/5/10			Danville	Customer Denies Access	Under Investigation	Open
77	3/5/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
78	3/7/10			Atwater	Customer Denies Access	Under Investigation	Open
79	3/7/10			Clovis	Customer Denies Access	Under Investigation	Open
80	3/7/10			Hanford	Customer Denies Access	Under Investigation	Open
81	3/7/10			Sanger	Customer Denies Access	Under Investigation	Open
82	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
83	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
84	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
85	3/7/10			Tracy	Customer Denies Access	Under Investigation	Open
86	3/7/10			Woodlake	Customer Denies Access	Under Investigation	Open
87	3/8/10			Clovis	Customer Denies Access	Under Investigation	Open
88	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
89	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
90	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
91	3/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
92	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
93	3/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
94	3/9/10			Danville	Customer Denies Access	Under Investigation	Open
95	3/9/10			Madera	Customer Denies Access	Under Investigation	Open
96	3/9/10			Richmond	Customer Denies Access	Under Investigation	Open
97	3/9/10			Richmond	Household items affected by SM installation	Under Investigation	Open
98	3/10/10			Albany	Wellington Installer	Under Investigation	Open
99	3/10/10			Angwin	Wellington Installer	Under Investigation	Open
100	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
101	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open
102	3/10/10			Daly City	Customer Denies Access	Under Investigation	Open
103	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
104	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open
105	3/10/10			Livermore	Customer Denies Access	Under Investigation	Open
106	3/10/10			Martinez	Customer Denies Access	Under Investigation	Open
107	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
108	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
109	3/10/10			Pleasanton	Meter/Module	Under Investigation	Open
110	3/10/10			San Jose	Customer Denies Access	Under Investigation	Open
111	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
112	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
113	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
114	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
115	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
116	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
117	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
118	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
119	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
120	3/11/10			San Ramon	Customer Denies Access	Under Investigation	Open
121	3/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
122	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
123	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
124	3/12/10			Los Altos	Meter/Module	Other	Resolved
125	3/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
126	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
127	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
128	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
129	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
130	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
131	3/12/10			Union City	Meter/Module	Under Investigation	Open
132	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
133	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
134	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
135	3/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
136	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
137	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
138	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
139	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
140	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
141	3/15/10			San Jose	Customer Denies Access	Under Investigation	Open
142	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
143	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
144	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
145	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
146	3/16/10			Livermore	Customer Denies Access	Under Investigation	Open
147	3/16/10			Martinez	Customer Denies Access	Under Investigation	Open
148	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
149	3/16/10			Tracy	Meter/Module	Under Investigation	Open
150	3/16/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
151	3/17/10			Cupertino	Customer Denies Access	Under Investigation	Open
152	3/17/10			Livermore	Customer Denies Access	Under Investigation	Open
153	3/17/10			Los Altos	Customer Denies Access	Under Investigation	Open
154	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
155	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
156	3/17/10			San Jose	Wellington Installer	Under Investigation	Open
157	3/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
158	3/17/10			Sunnyvale	Wellington Installer	Under Investigation	Open
159	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
160	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
161	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
162	3/18/10			Livermore	Customer Denies Access	Under Investigation	Open
163	3/18/10			San Jose	Customer Denies Access	Under Investigation	Open
164	3/18/10			Walnut Creek	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
165	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
166	3/19/10			San Jose	Customer Denies Access	Under Investigation	Open
167	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
168	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
169	3/19/10			Sanger	Other	Under Investigation	Open
170	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
171	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
172	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
173	3/19/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
174	3/20/10			Union City	Customer Denies Access	Under Investigation	Open
175	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
176	3/21/10			Martinez	Customer Denies Access	Under Investigation	Open
177	3/21/10			San Jose	Customer Denies Access	Under Investigation	Open
178	3/22/10			Antioch	Other	Under Investigation	Open
179	3/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
180	3/22/10			Livermore	Customer Denies Access	Under Investigation	Open
181	3/22/10			Martinez	Customer Denies Access	Under Investigation	Open
182	3/22/10			Saint Helena	Other	Under Investigation	Open
183	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
184	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
185	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
186	3/22/10			Tracy	Meter/Module	Meter blocking access to breaker box	Resolved
187	3/23/10			Berkeley	Customer Denies Access	Under Investigation	Open
188	3/23/10			Hercules	Customer Denies Access	Under Investigation	Open
189	3/23/10			Lafayette	Customer Denies Access	Under Investigation	Open
190	3/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
191	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
192	3/24/10			Berkeley	Wellington Installer	Under Investigation	Open
193	3/24/10			Clayton	Customer Denies Access	Under Investigation	Open
194	3/24/10			Martinez	Customer Denies Access	Under Investigation	Open
195	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
196	3/24/10			Vallejo	Wellington Installer	Under Investigation	Open
197	3/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
198	3/25/10			Dublin	Customer Denies Access	Under Investigation	Open
199	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
200	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
201	3/25/10			Richmond	Customer Denies Access	Under Investigation	Open
202	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
203	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
204	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
205	3/25/10			San Jose	Wellington Installer	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
206	3/26/10			Calistoga	Wellington Installer	Under Investigation	Open
207	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
208	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
209	3/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
210	3/27/10			San Jose	Network Equipment Installation	Under Investigation	Open
211	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
212	3/27/10			San Pablo	Customer Denies Access	Under Investigation	Open
213	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
214	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
215	3/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
216	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
217	3/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
218	3/29/10			Martinez	Customer Denies Access	Under Investigation	Open
219	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
220	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
221	3/29/10			Tracy	Meter/Module	Under Investigation	Open
222	3/29/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
223	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
224	3/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
225	3/30/10			Clayton	Customer Denies Access	Under Investigation	Open
226	3/30/10			Cupertino	Wellington Installer	Under Investigation	Open
227	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
228	3/30/10			Healdsburg	Customer Denies Access	Equipment / pole location concerns	Resolved
229	3/30/10			San Jose	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
230	3/31/10			Berkeley	Customer Denies Access	Under Investigation	Open
231	3/31/10			Fremont	Customer Denies Access	Under Investigation	Open
232	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
233	3/31/10			Marysville	Wellington Installer	Under Investigation	Open
234	3/31/10			Napa	Other	Under Investigation	Open
235	3/31/10			Pinole	Customer Denies Access	Under Investigation	Open
236	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
237	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
238	3/31/10			San Jose	Customer Denies Access	Under Investigation	Open
239	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
240	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
241	4/1/10			Danville	Customer Denies Access	Under Investigation	Open
242	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
243	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
244	4/1/10			Lafayette	Scheduling Problems	Under Investigation	Open
245	4/1/10			Richmond	Customer Denies Access	Under Investigation	Open
246	4/1/10			San Jose	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
247	4/1/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
248	4/1/10			San Ramon	Customer Denies Access	Under Investigation	Open
249	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
250	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
251	4/2/10			Brentwood	Customer Denies Access	Under Investigation	Open
252	4/2/10			Danville	Customer Denies Access	Under Investigation	Open
253	4/2/10			Forestville	Customer Denies Access	Under Investigation	Open
254	4/2/10			Richmond	Customer Denies Access	Under Investigation	Open
255	4/2/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
256	4/2/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
257	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
258	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
259	4/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
260	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
261	4/3/10			Sunnyvale	Other	Other	Resolved
262	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
263	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
264	4/5/10			Campbell	Household items affected by SM installation	Other	Resolved
265	4/5/10			Danville	Customer Denies Access	Under Investigation	Open
266	4/5/10			Fowler	Customer Denies Access	Under Investigation	Open
267	4/5/10			Kenwood	Customer Denies Access	Under Investigation	Open
268	4/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
269	4/5/10			Pinole	Other	Under Investigation	Open
270	4/5/10			Redding	Wellington Installer	Under Investigation	Open
271	4/5/10			Richmond	Customer Denies Access	Under Investigation	Open
272	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
273	4/5/10			Vacaville	Other	Under Investigation	Open
274	4/5/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
275	4/6/10			Berkeley	Customer Denies Access	Under Investigation	Open
276	4/6/10			Berkeley	Wellington Installer	Under Investigation	Open
277	4/6/10			Hanford	Customer Denies Access	Under Investigation	Open
278	4/6/10			Hercules	Customer Denies Access	Under Investigation	Open
279	4/6/10			Lemoore	Customer Denies Access	Under Investigation	Open
280	4/6/10			Pleasanton	Customer Denies Access	Under Investigation	Open
281	4/6/10			Richmond	Customer Denies Access	Under Investigation	Open
282	4/6/10			Tracy	Other	Under Investigation	Open
283	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
284	4/7/10			Berkeley	Customer Denies Access	Under Investigation	Open
285	4/7/10			Berkeley	Other	Under Investigation	Open
286	4/7/10			Concord	Meter/Module	Under Investigation	Open
287	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
288	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
289	4/7/10			Graton	Customer Denies Access	Under Investigation	Open
290	4/7/10			Guerneville	Customer Denies Access	Under Investigation	Open
291	4/7/10			Livermore	Customer Denies Access	Under Investigation	Open
292	4/7/10			Pinole	Power Interruption	Under Investigation	Open
293	4/7/10			Richmond	Customer Denies Access	Under Investigation	Open
294	4/7/10			Richmond	Other	Under Investigation	Open
295	4/7/10			Richmond	Scheduling Problems	Under Investigation	Open
296	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
297	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
298	4/7/10			San Ramon	Other	Under Investigation	Open
299	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
300	4/7/10			Sanger	Customer Denies Access	Under Investigation	Open
301	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
302	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
303	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
304	4/8/10			Berkeley	Other	Under Investigation	Open
305	4/8/10			Pleasanton	Customer Denies Access	Under Investigation	Open
306	4/8/10			Richmond	Household items affected by SM installation	Under Investigation	Open
307	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
308	4/8/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
309	4/8/10			Ukiah	Other	Under Investigation	Open
310	4/8/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
311	4/9/10			Alameda	Other	Under Investigation	Open
312	4/9/10			Napa	Customer Denies Access	Under Investigation	Open
313	4/9/10			Reedley	Customer Denies Access	Under Investigation	Open
314	4/9/10			Tiburon	Customer Denies Access	Under Investigation	Open
315	4/10/10			Aptos	Household items affected by SM installation	Under Investigation	Open
316	4/12/10			Alamo	Customer Denies Access	Under Investigation	Open
317	4/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
318	4/12/10			Berkeley	Meter/Module	Other	Resolved
319	4/12/10			El Cerrito	Other	Under Investigation	Open
320	4/12/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
321	4/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
322	4/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
323	4/12/10			San Pablo	Customer Denies Access	Under Investigation	Open
324	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
325	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
326	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
327	4/13/10			Monterey	Customer Denies Access	Under Investigation	Open
328	4/13/10			Occidental	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
329	4/13/10			Placerville	Customer Denies Access	Under Investigation	Open
330	4/13/10			San Jose	Customer Denies Access	Under Investigation	Open
331	4/13/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
332	4/13/10			San Ramon	Other	Under Investigation	Open
333	4/13/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
334	4/14/10			BEAR VALLEY	Meter/Module	Meter display is blank	Resolved
335	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
336	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
337	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
338	4/14/10			El Cerrito	Customer Denies Access	Under Investigation	Open
339	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
340	4/14/10			Madera	Wellington Installer	Under Investigation	Open
341	4/14/10			Orinda	Other	Under Investigation	Open
342	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
343	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
344	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
345	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
346	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
347	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
348	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
349	4/14/10			San Jose	Household items affected by SM installation	Under Investigation	Open
350	4/14/10			San Jose	Other	Under Investigation	Open
351	4/14/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
352	4/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
353	4/14/10			Tracy	Power Interruption	Under Investigation	Open
354	4/14/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
355	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
356	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
357	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
358	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
359	4/15/10			Berkeley	Other	Under Investigation	Open
360	4/15/10			Fremont	Customer Denies Access	Under Investigation	Open
361	4/15/10			Madera	Other	Under Investigation	Open
362	4/15/10			Pittsburg	Other	Under Investigation	Open
363	4/15/10			Richmond	Customer Denies Access	Under Investigation	Open
364	4/15/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
365	4/15/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
366	4/15/10			San Jose	Other	Other	Resolved
367	4/15/10			San Jose	Other	Under Investigation	Open
368	4/15/10			San Jose	SmartMeter Customer Communication	Other	Resolved
369	4/15/10			San Jose	Wellington Installer	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
370	4/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
371	4/16/10			Healdsburg	Wellington Installer	Under Investigation	Open
372	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
373	4/16/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
374	4/16/10			San Jose	Customer Denies Access	Under Investigation	Open
375	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
376	4/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
377	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
378	4/19/10			El Sobrante	Customer Denies Access	Under Investigation	Open
379	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
380	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
381	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
382	4/19/10			Pinole	Customer Denies Access	Under Investigation	Open
383	4/19/10			Richmond	Household items affected by SM installation	Under Investigation	Open
384	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
385	4/19/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
386	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
387	4/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
388	4/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
389	4/20/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
390	4/20/10			Hercules	Other	Under Investigation	Open
391	4/20/10			Hopland	Network Equipment Installation	Under Investigation	Open
392	4/20/10			Oakland	Customer Denies Access	Under Investigation	Open
393	4/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
394	4/20/10			Richmond	Customer Denies Access	Under Investigation	Open
395	4/20/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
396	4/20/10			San Jose	Meter/Module	Other	Resolved
397	4/20/10			San Pablo	Household items affected by SM installation	Under Investigation	Open
398	4/20/10			Walnut Creek	Other	Under Investigation	Open
399	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
400	4/21/10			Danville	Customer Denies Access	Under Investigation	Open
401	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
402	4/21/10			Livermore	Household items affected by SM installation	Under Investigation	Open
403	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
404	4/21/10			San Jose	Customer Denies Access	Under Investigation	Open
405	4/21/10			San Jose	Household items affected by SM installation	Other	Resolved
406	4/21/10			Santa Clara	Wellington Installer	Under Investigation	Open
407	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
408	4/22/10			Alamo	Other	Under Investigation	Open
409	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
410	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
411	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
412	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
413	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
414	4/22/10			El Cerrito	Customer Denies Access	Under Investigation	Open
415	4/22/10			Forestville	Customer Denies Access	Under Investigation	Open
416	4/22/10			San Ramon	Household items affected by SM installation	Damaged Computer	Resolved
417	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
418	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
419	4/22/10			Vallejo	Customer Denies Access	Under Investigation	Open
420	4/22/10			Vallejo	Other	Under Investigation	Open
421	4/23/10			Berkeley	Other	Under Investigation	Open
422	4/23/10			Berkeley	Other	Under Investigation	Open
423	4/23/10			Berkeley	Other	Under Investigation	Open
424	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
425	4/23/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
426	4/23/10			Madera	Wellington Installer	Under Investigation	Open
427	4/23/10			Oakland	Customer Denies Access	Under Investigation	Open
428	4/23/10			Pleasanton	Customer Denies Access	Under Investigation	Open
429	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
430	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
431	4/23/10			San Ramon	Customer Denies Access	Under Investigation	Open
432	4/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
433	4/23/10			Selma	Wellington Installer	Under Investigation	Open
434	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
435	4/25/10			Oakland	Customer Denies Access	Under Investigation	Open
436	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
437	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
438	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
439	4/26/10			Clayton	Customer Denies Access	Under Investigation	Open
440	4/26/10			Clayton	Customer Denies Access	Under Investigation	Open
441	4/26/10			El Cerrito	Customer Denies Access	Under Investigation	Open
442	4/26/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
443	4/26/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
444	4/26/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
445	4/26/10			Madera	Wellington Installer	Under Investigation	Open
446	4/26/10			Napa	Wellington Installer	Under Investigation	Open
447	4/26/10			Oakhurst	Customer Denies Access	Under Investigation	Open
448	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
449	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
450	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
451	4/26/10			Orinda	Meter/Module	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
452	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
453	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
454	4/26/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
455	4/26/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
456	4/26/10			San Ramon	Customer Denies Access	Under Investigation	Open
457	4/26/10			San Ramon	Wellington Installer	Under Investigation	Open
458	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
459	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
460	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
461	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
462	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
463	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
464	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
465	4/27/10			Belmont	SmartMeter Customer Communication	Under Investigation	Open
466	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
467	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
468	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
469	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
470	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
471	4/27/10			Oakland	Customer Denies Access	Under Investigation	Open
472	4/27/10			Orinda	Customer Denies Access	Under Investigation	Open
473	4/27/10			Pittsburg	Other	Under Investigation	Open
474	4/27/10			Pleasanton	Other	Under Investigation	Open
475	4/27/10			Richmond	Customer Denies Access	Under Investigation	Open
476	4/27/10			Richmond	Customer Denies Access	Under Investigation	Open
477	4/27/10			San Jose	Customer Denies Access	Under Investigation	Open
478	4/27/10			San Ramon	Customer Denies Access	Under Investigation	Open
479	4/27/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
480	4/27/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
481	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
482	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
483	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
484	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
485	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
486	4/28/10			Alamo	Customer Denies Access	Under Investigation	Open
487	4/28/10			Berkeley	Customer Denies Access	Under Investigation	Open
488	4/28/10			Hayward	SmartMeter Customer Communication	Under Investigation	Open
489	4/28/10			Lafayette	SmartMeter Customer Communication	Under Investigation	Open
490	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
491	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
492	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
493	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
494	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
495	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
496	4/28/10			Oakley	Other	Under Investigation	Open
497	4/28/10			Petaluma	Customer Denies Access	Under Investigation	Open
498	4/28/10			Pinole	Customer Denies Access	Under Investigation	Open
499	4/28/10			Richmond	Customer Denies Access	Under Investigation	Open
500	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
501	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
502	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
503	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
504	4/29/10			Danville	Customer Denies Access	Under Investigation	Open
505	4/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
506	4/29/10			Livermore	Other	Under Investigation	Open
507	4/29/10			Madera	Wellington Installer	Under Investigation	Open
508	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
509	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
510	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
511	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
512	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
513	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
514	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
515	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
516	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
517	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
518	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
519	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
520	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
521	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
522	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
523	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
524	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
525	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
526	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
527	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
528	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
529	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
530	4/29/10			Oakland	Wellington Installer	Under Investigation	Open
531	4/29/10			Pinole	Household items affected by SM installation	Under Investigation	Open
532	4/29/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
533	4/29/10			San Pablo	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
534	4/29/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
535	4/30/10			Alameda	Customer Denies Access	Under Investigation	Open
536	4/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
537	4/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
538	4/30/10			Berkeley	Other	Under Investigation	Open
539	4/30/10			Berkeley	Other	Under Investigation	Open
540	4/30/10			Concord	Other	Under Investigation	Open
541	4/30/10			Livermore	Customer Denies Access	Under Investigation	Open
542	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
543	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
544	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
545	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
546	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
547	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
548	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
549	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
550	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
551	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
552	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
553	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
554	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
555	4/30/10			Richmond	Customer Denies Access	Under Investigation	Open
556	4/30/10			Richmond	Other	Under Investigation	Open
557	4/30/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
558	4/30/10			Richmond	Wellington Installer	Under Investigation	Open
559	4/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
560	4/30/10			San Jose	Customer Denies Access	Under Investigation	Open
561	4/30/10			San Jose	Household items affected by SM installation	Under Investigation	Open
562	4/30/10			San Pablo	Customer Denies Access	Under Investigation	Open
563	4/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
564	5/1/10			Chowchilla	Customer Denies Access	Under Investigation	Open
565	5/1/10			Los Gatos	Customer Denies Access	Under Investigation	Open
566	5/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
567	5/1/10			San Jose	Other	Other	Resolved
568	5/3/10			Forestville	Customer Denies Access	Under Investigation	Open
569	5/3/10			Los Gatos	Customer Denies Access	Under Investigation	Open
570	5/3/10			Oakland	Customer Denies Access	Under Investigation	Open
571	5/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
572	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
573	5/3/10			Tracy	Customer Denies Access	Under Investigation	Open
574	5/3/10			Tracy	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
575	5/4/10			Concord	Customer Denies Access	Under Investigation	Open
576	5/4/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
577	5/4/10			Oakley	Other	Under Investigation	Open
578	5/4/10			S. San Francisco	Wellington Installer	Under Investigation	Open
579	5/4/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
580	5/4/10			San Jose	Customer Denies Access	Under Investigation	Open
581	5/4/10			San Ramon	Other	Under Investigation	Open
582	5/4/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
583	5/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
584	5/5/10			Corcoran	Customer Denies Access	Under Investigation	Open
585	5/5/10			Los Banos	Household items affected by SM installation	Under Investigation	Open
586	5/5/10			Madera	Household items affected by SM installation	Under Investigation	Open
587	5/5/10			Manteca	SmartMeter Customer Communication	Under Investigation	Open
588	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
589	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
590	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
591	5/5/10			San Jose	Other	Under Investigation	Open
592	5/5/10			San Jose	Wellington Installer	Under Investigation	Open
593	5/5/10			Santa Nella	Household items affected by SM installation	Under Investigation	Open
594	5/5/10			Santa Nella	Other	Under Investigation	Open
595	5/5/10			Saratoga	Customer Denies Access	Under Investigation	Open
596	5/5/10			Vallejo	Other	Under Investigation	Open
597	5/6/10			Madera	Customer Denies Access	Under Investigation	Open
598	5/6/10			Madera	Household items affected by SM installation	Under Investigation	Open
599	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
600	5/6/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
601	5/6/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
602	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
603	5/6/10			San Jose	Customer Denies Access	Under Investigation	Open
604	5/6/10			San Jose	Wellington Installer	Other	Resolved
605	5/7/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
606	5/7/10			Berkeley	Wellington Installer	Other	Resolved
607	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
608	5/7/10			Firebaugh	Power Interruption	Under Investigation	Open
609	5/7/10			Kingsburg	Household items affected by SM installation	Under Investigation	Open
610	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
611	5/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
612	5/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
613	5/7/10			Oakland	Other	Under Investigation	Open
614	5/7/10			Richmond	Other	Under Investigation	Open
615	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open

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Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
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Color Key	
Resolved Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
616	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
617	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
618	5/7/10			San Jose	Meter/Module	Under Investigation	Open
619	5/7/10			Squaw Valley	Customer Denies Access	Under Investigation	Open
620	5/7/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
621	5/7/10			Tracy	Customer Denies Access	Under Investigation	Open
622	5/7/10			Tracy	Customer Denies Access	Under Investigation	Open
623	5/7/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
624	5/8/10			Placerville	Wellington Installer	Under Investigation	Open
625	5/8/10			Richmond	Customer Denies Access	Under Investigation	Open
626	5/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
627	5/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
628	5/9/10			Oakland	Customer Denies Access	Under Investigation	Open
629	5/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
630	5/10/10			Chowchilla	SmartMeter Customer Communication	Under Investigation	Open
631	5/10/10			Hercules	Household items affected by SM installation	Under Investigation	Open
632	5/10/10			Livermore	Customer Denies Access	Under Investigation	Open
633	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
634	5/10/10			Madera	Customer Denies Access	Under Investigation	Open
635	5/10/10			Milpitas	Wellington Installer	Under Investigation	Open
636	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
637	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
638	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
639	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
640	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
641	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
642	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
643	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
644	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
645	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
646	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open
647	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
648	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
649	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
650	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
651	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
652	5/10/10			Redding	Meter/Module	Meter/Module clearance issues	Resolved
653	5/10/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
654	5/10/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
655	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
656	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open

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Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
657	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
658	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
659	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
660	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
661	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
662	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
663	5/10/10			San Jose	Other	Under Investigation	Open
664	5/10/10			Sebastopol	Other	Under Investigation	Open
665	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
666	5/10/10			Stockton	Wellington Installer	Under Investigation	Open
667	5/10/10			Tracy	Customer Denies Access	Under Investigation	Open
668	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
669	5/11/10			Alameda	Customer Denies Access	Under Investigation	Open
670	5/11/10			Alamo	SmartMeter Customer Communication	Under Investigation	Open
671	5/11/10			Berkeley	Customer Denies Access	Under Investigation	Open
672	5/11/10			Berkeley	Customer Denies Access	Under Investigation	Open
673	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
674	5/11/10			Chico	Wellington Installer	Under Investigation	Open
675	5/11/10			Concord	Household items affected by SM installation	Under Investigation	Open
676	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
677	5/11/10			Lafayette	SmartMeter Customer Communication	Other	Resolved
678	5/11/10			Los Banos	SmartMeter Customer Communication	Under Investigation	Open
679	5/11/10			Los Gatos	Customer Denies Access	Under Investigation	Open
680	5/11/10			Los Gatos	Customer Denies Access	Under Investigation	Open
681	5/11/10			Millbrae	Customer Denies Access	Under Investigation	Open
682	5/11/10			Millpitas	Wellington Installer	Under Investigation	Open
683	5/11/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
684	5/11/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
685	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
686	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
687	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
688	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
689	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
690	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
691	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
692	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
693	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
694	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
695	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
696	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
697	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
698	5/11/10			Richmond	Customer Denies Access	Under Investigation	Open
699	5/11/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
700	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
701	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
702	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
703	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
704	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
705	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
706	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
707	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
708	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
709	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
710	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
711	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
712	5/11/10			San Jose	Wellington Installer	Under Investigation	Open
713	5/11/10			San Leandro	SmartMeter Customer Communication	Under Investigation	Open
714	5/11/10			Santa Nella	Household items affected by SM installation	Under Investigation	Open
715	5/11/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
716	5/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
717	5/11/10			Shafter	SmartMeter Customer Communication	Under Investigation	Open
718	5/11/10			Tracy	Wellington Installer	Under Investigation	Open
719	5/11/10			Vallejo	Wellington Installer	Under Investigation	Open
720	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
721	5/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
722	5/12/10			Campbell	Customer Denies Access	Under Investigation	Open
723	5/12/10			El Cerrito	Customer Denies Access	Under Investigation	Open
724	5/12/10			Fresno	Other	Under Investigation	Open
725	5/12/10			Livermore	Wellington Installer	Under Investigation	Open
726	5/12/10			Los Gatos	Customer Denies Access	Under Investigation	Open
727	5/12/10			Martinez	Household items affected by SM installation	Under Investigation	Open
728	5/12/10			Marysville	Household items affected by SM installation	Under Investigation	Open
729	5/12/10			Marysville	Wellington Installer	Under Investigation	Open
730	5/12/10			Milpitas	Customer Denies Access	Under Investigation	Open
731	5/12/10			Mountain View	Wellington Installer	Under Investigation	Open
732	5/12/10			Napa	Wellington Installer	Under Investigation	Open
733	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
734	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
735	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
736	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
737	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
738	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open

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Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
739	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
740	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
741	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
742	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
743	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
744	5/12/10			Piedmont	Customer Denies Access	Under Investigation	Open
745	5/12/10			Piedmont	Customer Denies Access	Under Investigation	Open
746	5/12/10			Pinole	Customer Denies Access	Under Investigation	Open
747	5/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
748	5/12/10			Richmond	Other	Under Investigation	Open
749	5/12/10			Richmond	Wellington Installer	Under Investigation	Open
750	5/12/10			S. San Francisco	Customer Denies Access	Under Investigation	Open
751	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
752	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
753	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
754	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
755	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
756	5/12/10			San Jose	Other	Under Investigation	Open
757	5/12/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
758	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
759	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
760	5/12/10			San Mateo	SmartMeter Customer Communication	Under Investigation	Open
761	5/12/10			San Mateo	SmartMeter Customer Communication	Under Investigation	Open
762	5/12/10			San Ramon	Wellington Installer	Under Investigation	Open
763	5/12/10			Santa Clara	Customer Denies Access	Under Investigation	Open
764	5/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
765	5/12/10			Sebastopol	Customer Denies Access	Under Investigation	Open
766	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open
767	5/12/10			Tracy	Wellington Installer	Under Investigation	Open
768	5/12/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
769	5/12/10			Yuba City	Customer Denies Access	Under Investigation	Open
770	5/13/10			Aptos	Customer Denies Access	Under Investigation	Open
771	5/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
772	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
773	5/13/10			Dos Palos	Other	Under Investigation	Open
774	5/13/10			Los Banos	Customer Denies Access	Under Investigation	Open
775	5/13/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
776	5/13/10			Marysville	Wellington Installer	Under Investigation	Open
777	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
778	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
779	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
780	5/13/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
781	5/13/10			Piedmont	Customer Denies Access	Under Investigation	Open
782	5/13/10			Redding	Customer Denies Access	Under Investigation	Open
783	5/13/10			Redding	Wellington Installer	Under Investigation	Open
784	5/13/10			San Francisco	Customer Denies Access	Under Investigation	Open
785	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
786	5/13/10			San Jose	Other	Under Investigation	Open
787	5/13/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
788	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
789	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
790	5/13/10			Tracy	Other	Under Investigation	Open
791	5/13/10			Yuba City	Customer Denies Access	Under Investigation	Open
792	5/13/10			Yuba City	Customer Denies Access	Under Investigation	Open
793	5/13/10			Yuba City	Other	Under Investigation	Open
794	5/14/10			Antioch	Meter/Module	Under Investigation	Open
795	5/14/10			Aptos	Customer Denies Access	Under Investigation	Open
796	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
797	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
798	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
799	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
800	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
801	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
802	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
803	5/14/10			Chico	Other	Under Investigation	Open
804	5/14/10			Clayton	Wellington Installer	Under Investigation	Open
805	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
806	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
807	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
808	5/14/10			Graton	Customer Denies Access	Under Investigation	Open
809	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
810	5/14/10			Mountain View	Customer wants SmartMeter Removed	Under Investigation	Open
811	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
812	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
813	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
814	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
815	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
816	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
817	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
818	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
819	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
820	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
821	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
822	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
823	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
824	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
825	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
826	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
827	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
828	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
829	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
830	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
831	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
832	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
833	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
834	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
835	5/14/10			Pleasanton	Wellington Installer	Under Investigation	Open
836	5/14/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
837	5/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
838	5/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
839	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
840	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
841	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
842	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
843	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
844	5/14/10			San Jose	Household items affected by SM installation	Under Investigation	Open
845	5/14/10			San Jose	Meter/Module	Under Investigation	Open
846	5/14/10			San Leandro	Customer Denies Access	Under Investigation	Open
847	5/14/10			San Leandro	Customer wants SmartMeter Removed	Under Investigation	Open
848	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
849	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
850	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
851	5/14/10			Tracy	Customer Denies Access	Under Investigation	Open
852	5/14/10			Tranquillity	Meter/Module	Under Investigation	Open
853	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
854	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
855	5/14/10			Yuba City	Customer wants SmartMeter Removed	Under Investigation	Open
856	5/15/10			Alameda	Customer Denies Access	Under Investigation	Open
857	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
858	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
859	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
860	5/15/10			Emeryville	Customer Denies Access	Under Investigation	Open
861	5/15/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
862	5/15/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
863	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
864	5/15/10			Marysville	Customer Denies Access	Under Investigation	Open
865	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
866	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
867	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
868	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
869	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
870	5/15/10			Piedmont	Customer Denies Access	Under Investigation	Open
871	5/15/10			San Francisco	Customer Denies Access	Under Investigation	Open
872	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
873	5/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
874	5/16/10			Marysville	SmartMeter Customer Communication	Under Investigation	Open
875	5/16/10			Monte Rio	Customer Denies Access	Customer does not want a SmartMeter	Resolved
876	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
877	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
878	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
879	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
880	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
881	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
882	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
883	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
884	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
885	5/17/10			Alameda	Customer Denies Access	Under Investigation	Open
886	5/17/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
887	5/17/10			Alameda	Wellington Installer	Under Investigation	Open
888	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
889	5/17/10			Aptos	Customer Denies Access	Under Investigation	Open
890	5/17/10			Benicia	Wellington Installer	Under Investigation	Open
891	5/17/10			Berkeley	Customer Denies Access	Under Investigation	Open
892	5/17/10			Dos Palos	Wellington Installer	Under Investigation	Open
893	5/17/10			El Cerrito	Customer Denies Access	Under Investigation	Open
894	5/17/10			Jenner	Customer Denies Access	Under Investigation	Open
895	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
896	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
897	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
898	5/17/10			Los Gatos	Scheduling Problems	Under Investigation	Open
899	5/17/10			Marysville	Customer Denies Access	Under Investigation	Open
900	5/17/10			Marysville	Customer Denies Access	Under Investigation	Open
901	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
902	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
903	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
904	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
905	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
906	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
907	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
908	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
909	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
910	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
911	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
912	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
913	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
914	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
915	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
916	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
917	5/17/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
918	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
919	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
920	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
921	5/17/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
922	5/17/10			S. San Francisco	Other	Under Investigation	Open
923	5/17/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
924	5/17/10			San Jose	Customer Denies Access	Meter/Module clearance issues	Resolved
925	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
926	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
927	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
928	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
929	5/17/10			San Jose	Wellington Installer	Under Investigation	Open
930	5/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
931	5/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
932	5/17/10			Santa Rosa	Wellington Installer	Under Investigation	Open
933	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
934	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
935	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
936	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
937	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
938	5/17/10			Vallejo	Customer Denies Access	Under Investigation	Open
939	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
940	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
941	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
942	5/17/10			Yuba City	Customer wants Smartmeter Removed	Under Investigation	Open
943	5/18/10			Bodega Bay	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
944	5/18/10			Bolinas	Customer Denies Access	Under Investigation	Open
945	5/18/10			Chico	Customer Denies Access	Under Investigation	Open
946	5/18/10			Chowchilla	Customer Denies Access	Under Investigation	Open
947	5/18/10			Dos Palos	Wellington Installer	Under Investigation	Open
948	5/18/10			Dublin	Wellington Installer	Under Investigation	Open
949	5/18/10			Forestville	Customer Denies Access	Under Investigation	Open
950	5/18/10			Livermore	Customer Denies Access	Under Investigation	Open
951	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
952	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
953	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
954	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
955	5/18/10			Madera	Customer Denies Access	Under Investigation	Open
956	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
957	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
958	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
959	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
960	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
961	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
962	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
963	5/18/10			Oakland	Household items affected by SM installation	Under Investigation	Open
964	5/18/10			Paradise	Customer Denies Access	Under Investigation	Open
965	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
966	5/18/10			Pleasanton	Customer Denies Access	Under Investigation	Open
967	5/18/10			Richmond	Customer Denies Access	Under Investigation	Open
968	5/18/10			Rio Nido	Customer Denies Access	Under Investigation	Open
969	5/18/10			San Anselmo	Customer Denies Access	Under Investigation	Open
970	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
971	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
972	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
973	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
974	5/18/10			San Jose	Household items affected by SM installation	Other	Resolved
975	5/18/10			San Jose	Meter/Module	Under Investigation	Open
976	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
977	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
978	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
979	5/18/10			San Rafael	Customer Denies Access	Under Investigation	Open
980	5/18/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
981	5/18/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
982	5/18/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
983	5/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
984	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
985	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
986	5/18/10			Sonoma	Household items affected by SM installation	Under Investigation	Open
987	5/18/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
988	5/18/10			Sunnyvale	Customer wants Smartmeter Removed	Under Investigation	Open
989	5/18/10			Tracy	Customer Denies Access	Under Investigation	Open
990	5/18/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
991	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
992	5/19/10			Angwin	Customer Denies Access	Under Investigation	Open
993	5/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
994	5/19/10			Bodega Bay	Customer Denies Access	Under Investigation	Open
995	5/19/10			Bolinas	Customer Denies Access	Under Investigation	Open
996	5/19/10			Brentwood	Customer wants Smartmeter Removed	Under Investigation	Open
997	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
998	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
999	5/19/10			Cupertino	Customer Denies Access	Under Investigation	Open
1000	5/19/10			Dublin	Customer Denies Access	Under Investigation	Open
1001	5/19/10			Durham	Customer Denies Access	Under Investigation	Open
1002	5/19/10			Fairfax	Customer wants Smartmeter Removed	Radio frequency concerns	Resolved
1003	5/19/10			Firebaugh	Household items affected by SM installation	Under Investigation	Open
1004	5/19/10			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
1005	5/19/10			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
1006	5/19/10			Glen Ellen	Customer Denies Access	Under Investigation	Open
1007	5/19/10			Hayward	Customer Denies Access	Under Investigation	Open
1008	5/19/10			Jenner	Customer Denies Access	Under Investigation	Open
1009	5/19/10			Kenwood	Customer Denies Access	Under Investigation	Open
1010	5/19/10			Marysville	Customer Denies Access	Under Investigation	Open
1011	5/19/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1012	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1013	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1014	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1015	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1016	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1017	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1018	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1019	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1020	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1021	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1022	5/19/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1023	5/19/10			Occidental	Customer Denies Access	Under Investigation	Open
1024	5/19/10			Occidental	Customer Denies Access	Under Investigation	Open
1025	5/19/10			Piedmont	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1026	5/19/10			Pleasanton	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1027	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
1028	5/19/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1029	5/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1030	5/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1031	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
1032	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
1033	5/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1034	5/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1035	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1036	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1037	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1038	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1039	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1040	5/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1041	5/19/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1042	5/19/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1043	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
1044	5/19/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
1045	5/19/10			Watsonville	Customer Denies Access	Under Investigation	Open
1046	5/20/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
1047	5/20/10			Antioch	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1048	5/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
1049	5/20/10			Bolinas	Customer Denies Access	Under Investigation	Open
1050	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
1051	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
1052	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
1053	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
1054	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
1055	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
1056	5/20/10			Concord	Power Interruption	Flickering Lights	Resolved
1057	5/20/10			Covelo	Customer Denies Access	Under Investigation	Open
1058	5/20/10			Fairfax	Customer Denies Access	Under Investigation	Open
1059	5/20/10			Fresno	Customer Denies Access	Under Investigation	Open
1060	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
1061	5/20/10			Hercules	Customer Denies Access	Under Investigation	Open
1062	5/20/10			Live Oak	Customer Denies Access	Under Investigation	Open
1063	5/20/10			Livermore	Customer Denies Access	Under Investigation	Open
1064	5/20/10			Los Altos	Meter/Module	Under Investigation	Open
1065	5/20/10			Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
1066	5/20/10			Madera	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1067	5/20/10			Manteca	Customer Denies Access	Under Investigation	Open
1068	5/20/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1069	5/20/10			Novato	Customer Denies Access	Under Investigation	Open
1070	5/20/10			Novato	Customer Denies Access	Under Investigation	Open
1071	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1072	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1073	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1074	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1075	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1076	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1077	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1078	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1079	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1080	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1081	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1082	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1083	5/20/10			Oakley	Customer wants Smartmeter Removed	Under Investigation	Open
1084	5/20/10			Occidental	Customer Denies Access	Under Investigation	Open
1085	5/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
1086	5/20/10			Piedmont	Customer Denies Access	Under Investigation	Open
1087	5/20/10			Piedmont	Customer Denies Access	Under Investigation	Open
1088	5/20/10			Piedmont	Customer Denies Access	Under Investigation	Open
1089	5/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1090	5/20/10			Richmond	Customer Denies Access	Under Investigation	Open
1091	5/20/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
1092	5/20/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1093	5/20/10			San Jose	Wellington Installer	Under Investigation	Open
1094	5/20/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1095	5/20/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1096	5/20/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1097	5/20/10			Saratoga	Customer Denies Access	Under Investigation	Open
1098	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
1099	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
1100	5/20/10			Tracy	Power Interruption	Under Investigation	Open
1101	5/20/10			Vallejo	Customer Denies Access	Under Investigation	Open
1102	5/20/10			Yuba City	Customer Denies Access	Under Investigation	Open
1103	5/20/10			Yuba City	Wellington Installer	Under Investigation	Open
1104	5/21/10			Alameda	Customer Denies Access	Under Investigation	Open
1105	5/21/10			Alameda	Customer Denies Access	Under Investigation	Open
1106	5/21/10			Albany	Customer Denies Access	Under Investigation	Open
1107	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open

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1108	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
1109	5/21/10			Berkeley	Wellington Installer	Under Investigation	Open
1110	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
1111	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
1112	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
1113	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
1114	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
1115	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
1116	5/21/10			Cupertino	Meter/Module	Other	Resolved
1117	5/21/10			Dublin	Customer wants Smartmeter Removed	Under Investigation	Open
1118	5/21/10			El Cerrito	Potential Wellington Claim	Under Investigation	Open
1119	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
1120	5/21/10			Emeryville	Customer Denies Access	Under Investigation	Open
1121	5/21/10			Forestville	Customer Denies Access	Under Investigation	Open
1122	5/21/10			Forestville	Customer Denies Access	Under Investigation	Open
1123	5/21/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
1124	5/21/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1125	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1126	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1127	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1128	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1129	5/21/10			Guerneville	Customer Denies Access	Under Investigation	Open
1130	5/21/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
1131	5/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1132	5/21/10			Marina	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1133	5/21/10			Marina	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1134	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
1135	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
1136	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
1137	5/21/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
1138	5/21/10			Monte Rio	Customer Denies Access	Under Investigation	Open
1139	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
1140	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1141	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1142	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1143	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1144	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1145	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1146	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1147	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1148	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1149	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1150	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1151	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1152	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1153	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1154	5/21/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1155	5/21/10			Oroville	Customer Denies Access	Under Investigation	Open
1156	5/21/10			Paradise	Customer Denies Access	Under Investigation	Open
1157	5/21/10			Petaluma	Wellington Installer	Under Investigation	Open
1158	5/21/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1159	5/21/10			San Francisco	Customer Denies Access	Under Investigation	Open
1160	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1161	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1162	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1163	5/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1164	5/21/10			San Jose	Meter/Module	Meter/Module clearance issues	Resolved
1165	5/21/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
1166	5/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1167	5/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1168	5/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1169	5/21/10			Sonoma	Customer Denies Access	Under Investigation	Open
1170	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
1171	5/21/10			Tiburon	Customer Denies Access	Under Investigation	Open
1172	5/22/10			Campbell	Customer Denies Access	Under Investigation	Open
1173	5/22/10			Cazadero	Customer Denies Access	Under Investigation	Open
1174	5/22/10			Chico	Customer Denies Access	Under Investigation	Open
1175	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
1176	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
1177	5/22/10			Forestville	Customer Denies Access	Under Investigation	Open
1178	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1179	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1180	5/22/10			Magalia	Customer Denies Access	Under Investigation	Open
1181	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
1182	5/22/10			Oakland	Customer Denies Access	Other	Resolved
1183	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1184	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1185	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1186	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1187	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1188	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1189	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open

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1190	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1191	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1192	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1193	5/22/10			Petaluma	Customer Denies Access	Under Investigation	Open
1194	5/22/10			Petaluma	Customer Denies Access	Under Investigation	Open
1195	5/22/10			Petaluma	Customer Denies Access	Under Investigation	Open
1196	5/22/10			Petaluma	Customer Denies Access	Under Investigation	Open
1197	5/22/10			Piedmont	Customer Denies Access	Under Investigation	Open
1198	5/22/10			San Francisco	Customer Denies Access	Under Investigation	Open
1199	5/22/10			San Francisco	Customer Denies Access	Under Investigation	Open
1200	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1201	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1202	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1203	5/22/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1204	5/22/10			San Jose	Power Interruption	Hi/Low Voltage	Resolved
1205	5/22/10			San Jose	Power Interruption	Partial Power Outage	Resolved
1206	5/22/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1207	5/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1208	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
1209	5/23/10			Emeryville	Customer Denies Access	Under Investigation	Open
1210	5/23/10			Fairfax	Customer Denies Access	Under Investigation	Open
1211	5/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1212	5/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1213	5/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1214	5/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1215	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1216	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1217	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1218	5/23/10			Paradise	Customer Denies Access	Under Investigation	Open
1219	5/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1220	5/23/10			San Pablo	Customer Denies Access	Under Investigation	Open
1221	5/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1222	5/24/10			Aptos	Household items affected by SM installation	Under Investigation	Open
1223	5/24/10			Auburn	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1224	5/24/10			Belvedere	Customer Denies Access	Under Investigation	Open
1225	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
1226	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
1227	5/24/10			Browns Valley	Customer Denies Access	Under Investigation	Open
1228	5/24/10			Burlingame	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1229	5/24/10			Chico	Customer Denies Access	Under Investigation	Open
1230	5/24/10			Chico	Customer Denies Access	Under Investigation	Open

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**Pacific Gas and Electric Company
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Color Key	
Resolved Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1231	5/24/10			Concord	Household items affected by SM installation	Under Investigation	Open
1232	5/24/10			Durham	Customer Denies Access	Under Investigation	Open
1233	5/24/10			El Dorado Hills	SmartMeter Customer Communication	Under Investigation	Open
1234	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
1235	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
1236	5/24/10			Fairfax	Customer Denies Access	Under Investigation	Open
1237	5/24/10			Forestville	Customer Denies Access	Under Investigation	Open
1238	5/24/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1239	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1240	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1241	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1242	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1243	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1244	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1245	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1246	5/24/10			Guerneville	Customer Denies Access	Under Investigation	Open
1247	5/24/10			Kingsburg	Household items affected by SM installation	Under Investigation	Open
1248	5/24/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1249	5/24/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1250	5/24/10			Magalia	Customer Denies Access	Under Investigation	Open
1251	5/24/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1252	5/24/10			Millpitas	SmartMeter Customer Communication	Under Investigation	Open
1253	5/24/10			Moraga	Customer Denies Access	Under Investigation	Open
1254	5/24/10			Morgan Hill	Customer Denies Access	Under Investigation	Open
1255	5/24/10			Napa	Household items affected by SM installation	Other	Resolved
1256	5/24/10			Nicolaus	Household items affected by SM installation	Under Investigation	Open
1257	5/24/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1258	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1259	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1260	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1261	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1262	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1263	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1264	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1265	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1266	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1267	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1268	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1269	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1270	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1271	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1272	5/24/10			Penn Valley	Customer Denies Access	Under Investigation	Open
1273	5/24/10			Penngrove	Customer Denies Access	Under Investigation	Open
1274	5/24/10			Petaluma	Customer Denies Access	Under Investigation	Open
1275	5/24/10			Petaluma	Customer Denies Access	Under Investigation	Open
1276	5/24/10			Petaluma	Customer Denies Access	Under Investigation	Open
1277	5/24/10			Petaluma	Customer Denies Access	Under Investigation	Open
1278	5/24/10			Petaluma	Customer Denies Access	Under Investigation	Open
1279	5/24/10			Petaluma	Customer Denies Access	Under Investigation	Open
1280	5/24/10			Petaluma	Customer Denies Access	Under Investigation	Open
1281	5/24/10			Piedmont	Customer Denies Access	Under Investigation	Open
1282	5/24/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
1283	5/24/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1284	5/24/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1285	5/24/10			Richmond	Customer Denies Access	Under Investigation	Open
1286	5/24/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1287	5/24/10			San Bruno	SmartMeter Customer Communication	Under Investigation	Open
1288	5/24/10			San Francisco	Customer Denies Access	Under Investigation	Open
1289	5/24/10			San Francisco	Customer Denies Access	Under Investigation	Open
1290	5/24/10			San Francisco	Customer Denies Access	Under Investigation	Open
1291	5/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1292	5/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1293	5/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1294	5/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1295	5/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1296	5/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1297	5/24/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1298	5/24/10			San Jose	Wellington Installer	Under Investigation	Open
1299	5/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1300	5/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1301	5/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1302	5/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1303	5/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1304	5/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1305	5/24/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1306	5/24/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1307	5/24/10			Yuba City	Customer Denies Access	Under Investigation	Open
1308	5/24/10			Yuba City	Wellington Installer	Under Investigation	Open
1309	5/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
1310	5/25/10			Camino	Customer Denies Access	Under Investigation	Open
1311	5/25/10			Camino	Customer Denies Access	Under Investigation	Open
1312	5/25/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1313	5/25/10			Campbell	Customer Denies Access	Under Investigation	Open
1314	5/25/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1315	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
1316	5/25/10			Forbestown	Household items affected by SM installation	Under Investigation	Open
1317	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1318	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1319	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1320	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1321	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1322	5/25/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1323	5/25/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1324	5/25/10			Monte Rio	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1325	5/25/10			Moraga	Meter/Module	Under Investigation	Open
1326	5/25/10			Nevada City	Customer Denies Access	Under Investigation	Open
1327	5/25/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1328	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1329	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1330	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1331	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1332	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1333	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1334	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1335	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1336	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1337	5/25/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1338	5/25/10			Paradise	Customer Denies Access	Under Investigation	Open
1339	5/25/10			Petaluma	Customer Denies Access	Under Investigation	Open
1340	5/25/10			Pollock Pines	Customer wants Smartmeter Removed	Under Investigation	Open
1341	5/25/10			San Francisco	Customer Denies Access	Under Investigation	Open
1342	5/25/10			San Francisco	Customer Denies Access	Under Investigation	Open
1343	5/25/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1344	5/25/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1345	5/25/10			San Jose	Customer Denies Access	Under Investigation	Open
1346	5/25/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1347	5/25/10			San Jose	Wellington Installer	No time given to powerdown equipment	Resolved
1348	5/25/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1349	5/25/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1350	5/25/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1351	5/25/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1352	5/25/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1353	5/25/10			Stockton	Meter/Module	Meter blocking access to breaker box	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1354	5/25/10			Tracy	Customer Denies Access	Under Investigation	Open
1355	5/25/10			Vallejo	Customer Denies Access	Under Investigation	Open
1356	5/25/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
1357	5/25/10			Wheatland	Wellington Installer	Under Investigation	Open
1358	5/25/10			Windsor	Customer Denies Access	Under Investigation	Open
1359	5/26/10			Benicia	Household items affected by SM installation	Under Investigation	Open
1360	5/26/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1361	5/26/10			Cameron Park	Customer wants Smartmeter Removed	Under Investigation	Open
1362	5/26/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
1363	5/26/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
1364	5/26/10			Guerneville	Household items affected by SM installation	Under Investigation	Open
1365	5/26/10			Mountain View	Household items affected by SM installation	Damaged Computer	Resolved
1366	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1367	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1368	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1369	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1370	5/26/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1371	5/26/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1372	5/26/10			Redding	SmartMeter Customer Communication	Under Investigation	Open
1373	5/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1374	5/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1375	5/26/10			San Jose	Household items affected by SM installation	Other	Resolved
1376	5/26/10			San Jose	SmartMeter Customer Communication	Other	Resolved
1377	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1378	5/26/10			San Jose	Wellington Installer	Under Investigation	Open
1379	5/26/10			San Pablo	Wellington Installer	Under Investigation	Open
1380	5/26/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
1381	5/26/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1382	5/26/10			Yuba City	Customer wants Smartmeter Removed	Under Investigation	Open
1383	5/26/10			Yuba City	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1384	5/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1385	5/27/10			Berkeley	Power Interruption	Under Investigation	Open
1386	5/27/10			Bolinas	Customer Denies Access	Under Investigation	Open
1387	5/27/10			Browns Valley	Customer Denies Access	Under Investigation	Open
1388	5/27/10			Chico	Customer Denies Access	Under Investigation	Open
1389	5/27/10			Citrus Heights	Wellington Installer	Under Investigation	Open
1390	5/27/10			Cotati	Customer Denies Access	Under Investigation	Open
1391	5/27/10			Crockett	Household items affected by SM installation	Under Investigation	Open
1392	5/27/10			Forest Ranch	Customer Denies Access	Under Investigation	Open
1393	5/27/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1394	5/27/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved

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1395	5/27/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1396	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1397	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1398	5/27/10			Oakland	Household items affected by SM installation	Damaged Computer	Resolved
1399	5/27/10			Penn Valley	Customer Denies Access	Under Investigation	Open
1400	5/27/10			Petaluma	Customer Denies Access	Under Investigation	Open
1401	5/27/10			Petaluma	Customer Denies Access	Under Investigation	Open
1402	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open
1403	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open
1404	5/27/10			Pleasanton	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1405	5/27/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1406	5/27/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1407	5/27/10			Richmond	Customer Denies Access	Under Investigation	Open
1408	5/27/10			Rio Nido	Customer Denies Access	Under Investigation	Open
1409	5/27/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1410	5/27/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1411	5/27/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1412	5/27/10			Santa Clara	Scheduling Problems	Under Investigation	Open
1413	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1414	5/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1415	5/27/10			Santa Rosa	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Resolved
1416	5/27/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
1417	5/27/10			Sunnyvale	Customer Denies Access	Customer Denies Wellington Access	Resolved
1418	5/27/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
1419	5/27/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
1420	5/27/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1421	5/28/10			Auburn	Customer Denies Access	Under Investigation	Open
1422	5/28/10			Cool	Customer Denies Access	Under Investigation	Open
1423	5/28/10			Danville	Customer Denies Access	Under Investigation	Open
1424	5/28/10			Forestville	Customer Denies Access	Under Investigation	Open
1425	5/28/10			Garden Valley	Customer wants Smartmeter Removed	Other	Resolved
1426	5/28/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1427	5/28/10			Lemoore	Meter/Module Equipment	Under Investigation	Open
1428	5/28/10			Magalia	Customer Denies Access	Under Investigation	Open
1429	5/28/10			Monte Sereno	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1430	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1431	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1432	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1433	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1434	5/28/10			Port Costa	Customer Denies Access	Under Investigation	Open
1435	5/28/10			San Jose	Wellington Installer	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1436	5/28/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1437	5/28/10			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
1438	5/28/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1439	5/28/10			Suisun	Customer wants Smartmeter Removed	Under Investigation	Open
1440	5/29/10			Clayton	Customer wants Smartmeter Removed	Under Investigation	Open
1441	5/29/10			Clovis	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1442	5/29/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1443	5/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
1444	5/29/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1445	5/29/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1446	5/29/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1447	5/29/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1448	5/29/10			Los Altos	Customer wants Smartmeter Removed	Under Investigation	Open
1449	5/29/10			Monte Rio	Other	Other	Resolved
1450	5/29/10			Nevada City	Customer Denies Access	Under Investigation	Open
1451	5/29/10			Nevada City	Customer Denies Access	Under Investigation	Open
1452	5/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1453	5/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1454	5/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1455	5/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1456	5/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1457	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1458	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1459	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1460	5/29/10			Oroville	Customer Denies Access	Under Investigation	Open
1461	5/29/10			Penn Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1462	5/29/10			Penngrove	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1463	5/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1464	5/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1465	5/29/10			Redwood City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1466	5/29/10			Richmond	Customer Denies Access	Under Investigation	Open
1467	5/29/10			Rio Nido	Customer Denies Access	Under Investigation	Open
1468	5/29/10			S. San Francisco	Customer Denies Access	Under Investigation	Open
1469	5/29/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1470	5/29/10			San Francisco	Customer Denies Access	Under Investigation	Open
1471	5/29/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1472	5/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1473	5/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1474	5/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1475	5/29/10			San Lorenzo	Power Interruption	Flickering Lights	Resolved
1476	5/29/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1477	5/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1478	5/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1479	5/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1480	5/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1481	5/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1482	5/29/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1483	5/29/10			Selma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1484	5/29/10			Tracy	Customer Denies Access	Under Investigation	Open
1485	5/29/10			Vernalis	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1486	5/29/10			Vernalis	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1487	5/29/10			Wheatland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1488	5/30/10			Auburn	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1489	5/30/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1490	5/30/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1491	5/30/10			Monte Rio	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1492	5/30/10			Plumas Lakes	Household items affected by SM installation	Under Investigation	Open
1493	5/30/10			Redding	Meter/Module	Meter/Module clearance issues	Resolved
1494	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
1495	5/30/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1496	5/30/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1497	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1498	5/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
1499	5/30/10			Vallejo	Customer Denies Access	Under Investigation	Open
1500	5/31/10			Forestville	Customer wants Smartmeter Removed	Under Investigation	Open
1501	5/31/10			Oakland	Customer Denies Access	Under Investigation	Open
1502	5/31/10			Oakland	Customer Denies Access	Under Investigation	Open
1503	5/31/10			Petaluma	Customer Denies Access	Under Investigation	Open
1504	5/31/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
1505	5/31/10			San Jose	Power Interruption	Complete Power Outage	Resolved
1506	5/31/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1507	5/31/10			Tiburon	Customer Denies Access	Under Investigation	Open
1508	6/1/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1509	6/1/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1510	6/1/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1511	6/1/10			Chico	Customer Denies Access	Under Investigation	Open
1512	6/1/10			Chico	Customer Denies Access	Under Investigation	Open
1513	6/1/10			Concord	Meter/Module	Under Investigation	Open
1514	6/1/10			Dillon Beach	Customer Denies Access	Under Investigation	Open
1515	6/1/10			Kingsburg	Household items affected by SM installation	Under Investigation	Open
1516	6/1/10			Livermore	Wellington Installer	Under Investigation	Open
1517	6/1/10			Nevada City	Customer Denies Access	Under Investigation	Open

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

June 17, 2010 -- For the Period June 5, 2010 through June 11, 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	6/1/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1519	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1520	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1521	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1522	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1523	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1524	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1525	6/1/10			Oakland	Potential Wellington Claim	Under Investigation	Open
1526	6/1/10			Paradise	Customer Denies Access	Under Investigation	Open
1527	6/1/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1528	6/1/10			Petaluma	Customer Denies Access	Under Investigation	Open
1529	6/1/10			Petaluma	Household items affected by SM installation	Other	Resolved
1530	6/1/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1531	6/1/10			Placerville	Potential Wellington Claim	Under Investigation	Open
1532	6/1/10			Riverbank	Household items affected by SM installation	Other	Resolved
1533	6/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1534	6/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1535	6/1/10			San Jose	Customer Denies Access	Under Investigation	Open
1536	6/1/10			San Jose	Customer Denies Access	Under Investigation	Open
1537	6/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1538	6/1/10			San Jose	SmartMeter Customer Communication	Other	Resolved
1539	6/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1540	6/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1541	6/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1542	6/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1543	6/1/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1544	6/1/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1545	6/1/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1546	6/1/10			Saratoga	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1547	6/1/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
1548	6/1/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1549	6/1/10			Twain Harte	Customer wants Smartmeter Removed	No reason provided	Resolved
1550	6/1/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
1551	6/1/10			Wheatland	Power Interruption	Under Investigation	Open
1552	6/2/10			Albany	Customer wants Smartmeter Removed	No reason provided	Resolved
1553	6/2/10			Antioch	Household items affected by SM installation	Under Investigation	Open
1554	6/2/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
1555	6/2/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1556	6/2/10			Chico	Power Interruption	Complete Power Outage	Resolved
1557	6/2/10			Clayton	Customer wants Smartmeter Removed	Radio frequency concerns	Resolved
1558	6/2/10			Cupertino	Wellington Installer	Under Investigation	Open

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

June 17, 2010 -- For the Period June 5, 2010 through June 11, 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	6/2/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1560	6/2/10			Lafayette	Customer wants Smartmeter Removed	Under Investigation	Open
1561	6/2/10			Los Gatos	Wellington Installer	Under Investigation	Open
1562	6/2/10			Marysville	SmartMeter Customer Communication	Under Investigation	Open
1563	6/2/10			Oakland	Customer Denies Access	Under Investigation	Open
1564	6/2/10			Oakland	Customer wants Smartmeter Removed	Unhappy with SM Program	Open
1565	6/2/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1566	6/2/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
1567	6/2/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1568	6/2/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
1569	6/2/10			Santa Rosa	Wellington Installer	Other	Resolved
1570	6/3/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1571	6/3/10			Concord	Wellington Installer	Under Investigation	Open
1572	6/3/10			El Dorado Hills	Power Interruption	Complete Power Outage	Resolved
1573	6/3/10			El Dorado Hills	Power Interruption	Under Investigation	Open
1574	6/3/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
1575	6/3/10			Los Banos	Household items affected by SM installation	Damaged Television	Resolved
1576	6/3/10			Marysville	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1577	6/3/10			Marysville	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1578	6/3/10			Marysville	Power Interruption	Complete Power Outage	Resolved
1579	6/3/10			Marysville	Wellington Installer	Damaged private property	Resolved
1580	6/3/10			Millpitas	Meter/Module	Meter/Module clearance issues	Resolved
1581	6/3/10			Monte Rio	Customer wants Smartmeter Removed	Under Investigation	Open
1582	6/3/10			Oakdale	Household items affected by SM installation	Under Investigation	Open
1583	6/3/10			Oakland	Household items affected by SM installation	Other	Resolved
1584	6/3/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1585	6/3/10			Raymond	Household items affected by SM installation	Other	Resolved
1586	6/3/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1587	6/3/10			San Jose	Household items affected by SM installation	Other	Resolved
1588	6/3/10			San Jose	Power Interruption	Under Investigation	Open
1589	6/3/10			San Jose	Wellington Installer	Installer Rude to Customer	Resolved
1590	6/3/10			Stockton	Household items affected by SM installation	Gas Appliance Not Working	Resolved
1591	6/3/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
1592	6/4/10			Bakersfield	Power Interruption	Other	Resolved
1593	6/4/10			Livermore	Potential Wellington Claim	Under Investigation	Open
1594	6/4/10			Pilot Hill	Household items affected by SM installation	Under Investigation	Open
1595	6/4/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
1596	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1597	6/4/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved

1,439 Open Complaints on Last Report

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

June 17, 2010 -- For the Period June 5, 2010 through June 11, 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
				115	Open Complaints Resolved Since the Last Report		
				158	New Complaints Since the Last Report		
				69	New Complaints Resolved Since the Last Report		
				89	New Complaints Open		

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

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

42	2/23/10
43	2/23/10
44	2/24/10
45	2/24/10
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51	2/26/10
52	3/1/10
53	3/1/10
54	3/1/10
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76	3/5/10
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78	3/7/10
79	3/7/10
80	3/7/10
81	3/7/10
82	3/7/10
83	3/7/10
84	3/7/10
85	3/7/10
86	3/7/10
87	3/8/10
88	3/8/10
89	3/8/10
90	3/8/10
91	3/8/10
92	3/9/10

San Pablo	Wellington Installer	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Merced	Meter/Module	Other	Resolved
Napa	Wellington Installer	Under Investigation	Open
Pollock Pines	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Auburn	SmartMeter Customer Communication	Under Investigation	Open
Hercules	Wellington Installer	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Fresno	Wellington Installer	Under Investigation	Open
Livermore	Wellington Installer	Under Investigation	Open
Madera	Other	Under Investigation	Open
Martinez	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Tracy	Meter/Module	Meter/Module clearance issues	Resolved
Tracy	Wellington Installer	Meter/Module clearance issues	Resolved
Tracy	Wellington Installer	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Dinuba	Customer Denies Access	Under Investigation	Open
Kensington	Customer Denies Access	Under Investigation	Open
Richmond	Wellington Installer	Under Investigation	Open
Glen Ellen	Scheduling Problems	Under Investigation	Open
LIVINGSTON	Scheduling Problems	Under Investigation	Open
San Pablo	Wellington Installer	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Livermore	Wellington Installer	Under Investigation	Open
Merced	Customer Denies Access	Under Investigation	Open
MOCCASIN	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Carlos	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Household items affected by SM installation	Under Investigation	Open
Danville	Customer Denies Access	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
Atwater	Customer Denies Access	Under Investigation	Open
Clovis	Customer Denies Access	Under Investigation	Open
Hanford	Customer Denies Access	Under Investigation	Open
Sanger	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Woodlake	Customer Denies Access	Under Investigation	Open
Clovis	Customer Denies Access	Under Investigation	Open
Cotati	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open

93	3/9/10
94	3/9/10
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131	3/12/10
132	3/12/10
133	3/12/10
134	3/12/10
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136	3/15/10
137	3/15/10
138	3/15/10
139	3/15/10
140	3/15/10
141	3/15/10
142	3/15/10
143	3/15/10

Berkeley	Customer Denies Access	Under Investigation	Open
Danville	Customer Denies Access	Under Investigation	Open
Madera	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Household items affected by SM installation	Under Investigation	Open
Albany	Wellington Installer	Under Investigation	Open
Angwin	Wellington Installer	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Cameron Park	Wellington Installer	Under Investigation	Open
Daly City	Customer Denies Access	Under Investigation	Open
El Dorado Hills	Wellington Installer	Under Investigation	Open
Lemoore	Wellington Installer	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
Mountain View	Customer Denies Access	Under Investigation	Open
Petaluma	Customer Denies Access	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
San Francisco	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Los Altos	Meter/Module	Other	Resolved
Pleasanton	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Union City	Meter/Module	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Yuba City	Wellington Installer	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open

144	3/16/10
145	3/16/10
146	3/16/10
147	3/16/10
148	3/16/10
149	3/16/10
150	3/16/10
151	3/17/10
152	3/17/10
153	3/17/10
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169	3/19/10
170	3/19/10
171	3/19/10
172	3/19/10
173	3/19/10
174	3/20/10
175	3/21/10
176	3/21/10
177	3/21/10
178	3/22/10
179	3/22/10
180	3/22/10

Angels Camp	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Tracy	Meter/Module	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Cupertino	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Los Altos	Customer Denies Access	Under Investigation	Open
Napa	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Vacaville	Wellington Installer	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
American Canyon	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Sanger	Other	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Union City	Customer Denies Access	Under Investigation	Open
Diamond Springs	Meter/Module	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Other	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open

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

Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1/4/10	{Redacted}		Menlo Park	Customer Denies Access	Under Investigation	Open
1/13/10			LODI	Meter/Module	Meter blocking access to breaker box	Resolved
1/15/10			Napa	Scheduling Problems	Under Investigation	Open
1/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1/26/10			American Canyon	Customer Denies Access	Under Investigation	Open
2/1/10			LA HONDA	Customer Denies Access	Under Investigation	Open
2/3/10			CORDELIA	Wellington Installer	Reckless Driving	Resolved
2/3/10			Raymond	Wellington Installer	Under Investigation	Open
2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
2/9/10			Cupertino	Wellington Installer	Under Investigation	Open
2/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
2/10/10			Berkeley	Wellington Installer	Under Investigation	Open
2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
2/10/10			NORTH FOLK	Wellington Installer	Under Investigation	Open
2/10/10			San Jose	Wellington Installer	Under Investigation	Open
2/10/10			San Ramon	Wellington Installer	Under Investigation	Open
2/11/10			Vallejo	Wellington Installer	Under Investigation	Open
2/12/10			Berkeley	Wellington Installer	Under Investigation	Open
2/12/10			San Ramon	Wellington Installer	Under Investigation	Open
2/16/10			Berkeley	Wellington Installer	Under Investigation	Open
2/16/10			Cupertino	Wellington Installer	Under Investigation	Open
2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
2/17/10			Forestville	Customer Denies Access	Under Investigation	Open
2/17/10			Madera	Wellington Installer	Under Investigation	Open
2/17/10			San Jose	Wellington Installer	Under Investigation	Open
2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
2/18/10			Madera	Wellington Installer	Under Investigation	Open
2/18/10			Mariposa	Wellington Installer	Under Investigation	Open
2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
2/18/10			Somerset	Wellington Installer	Under Investigation	Open
2/19/10			American Canyon	Wellington Installer	Under Investigation	Open
2/22/10			Occidental	Customer Denies Access	Under Investigation	Open
2/22/10			Placerville	Wellington Installer	Under Investigation	Open
2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
2/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
2/22/10			Vallejo	Network Equipment Installation	Under Investigation	Open
2/23/10			Cupertino	Household items affected by SM installation	Other	Resolved
2/23/10			Mariposa	Wellington Installer	Under Investigation	Open

42	2/23/10
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84	3/7/10
85	3/7/10
86	3/7/10
87	3/8/10
88	3/8/10
89	3/8/10
90	3/8/10
91	3/8/10
92	3/9/10

San Pablo	Wellington Installer	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Merced	Meter/Module	Other	Resolved
Napa	Wellington Installer	Under Investigation	Open
Pollock Pines	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Auburn	SmartMeter Customer Communication	Under Investigation	Open
Hercules	Wellington Installer	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Fresno	Wellington Installer	Under Investigation	Open
Livermore	Wellington Installer	Under Investigation	Open
Madera	Other	Under Investigation	Open
Martinez	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Tracy	Meter/Module	Meter/Module clearance issues	Resolved
Tracy	Wellington Installer	Meter/Module clearance issues	Resolved
Tracy	Wellington Installer	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Dinuba	Customer Denies Access	Under Investigation	Open
Kensington	Customer Denies Access	Under Investigation	Open
Richmond	Wellington Installer	Under Investigation	Open
Glen Ellen	Scheduling Problems	Under Investigation	Open
LIVINGSTON	Scheduling Problems	Under Investigation	Open
San Pablo	Wellington Installer	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Livermore	Wellington Installer	Under Investigation	Open
Merced	Customer Denies Access	Under Investigation	Open
MOCCASIN	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Carlos	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Household items affected by SM installation	Under Investigation	Open
Danville	Customer Denies Access	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
Atwater	Customer Denies Access	Under Investigation	Open
Clovis	Customer Denies Access	Under Investigation	Open
Hanford	Customer Denies Access	Under Investigation	Open
Sanger	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Woodlake	Customer Denies Access	Under Investigation	Open
Clovis	Customer Denies Access	Under Investigation	Open
Cotati	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open

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136	3/15/10
137	3/15/10
138	3/15/10
139	3/15/10
140	3/15/10
141	3/15/10
142	3/15/10
143	3/15/10

Berkeley	Customer Denies Access	Under Investigation	Open
Danville	Customer Denies Access	Under Investigation	Open
Madera	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Household items affected by SM installation	Under Investigation	Open
Albany	Wellington Installer	Under Investigation	Open
Angwin	Wellington Installer	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Cameron Park	Wellington Installer	Under Investigation	Open
Daly City	Customer Denies Access	Under Investigation	Open
El Dorado Hills	Wellington Installer	Under Investigation	Open
Lemoore	Wellington Installer	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
Mountain View	Customer Denies Access	Under Investigation	Open
Petaluma	Customer Denies Access	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
San Francisco	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Los Altos	Meter/Module	Other	Resolved
Pleasanton	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Union City	Meter/Module	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Yuba City	Wellington Installer	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open

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177	3/21/10
178	3/22/10
179	3/22/10
180	3/22/10

Angels Camp	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Tracy	Meter/Module	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Cupertino	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Los Altos	Customer Denies Access	Under Investigation	Open
Napa	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Vacaville	Wellington Installer	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
American Canyon	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Sanger	Other	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Union City	Customer Denies Access	Under Investigation	Open
Diamond Springs	Meter/Module	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Other	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open

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

Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
{Redacted}		Menlo Park	Customer Denies Access	Under Investigation	Open
		LODI	Meter/Module	Meter blocking access to breaker box	Resolved
		Napa	Scheduling Problems	Under Investigation	Open
		Sebastopol	Customer Denies Access	Under Investigation	Open
		American Canyon	Customer Denies Access	Under Investigation	Open
		LA HONDA	Customer Denies Access	Under Investigation	Open
		CORDELIA	Wellington Installer	Reckless Driving	Resolved
		Raymond	Wellington Installer	Under Investigation	Open
		Sonoma	Customer Denies Access	Under Investigation	Open
		Cupertino	Wellington Installer	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Under Investigation	Open
		Berkeley	Wellington Installer	Under Investigation	Open
		Carmel	Network Equipment Installation	Under Investigation	Open
		Cupertino	Scheduling Problems	Under Investigation	Open
		NORTH FOLK	Wellington Installer	Under Investigation	Open
		San Jose	Wellington Installer	Under Investigation	Open
		San Ramon	Wellington Installer	Under Investigation	Open
		Vallejo	Wellington Installer	Under Investigation	Open
		Berkeley	Wellington Installer	Under Investigation	Open
		San Ramon	Wellington Installer	Under Investigation	Open
		Berkeley	Wellington Installer	Under Investigation	Open
		Cupertino	Wellington Installer	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Under Investigation	Open
		Forestville	Customer Denies Access	Under Investigation	Open
		Madera	Wellington Installer	Under Investigation	Open
		San Jose	Wellington Installer	Under Investigation	Open
		Vallejo	Wellington Installer	Under Investigation	Open
		Vallejo	Wellington Installer	Under Investigation	Open
		Madera	Wellington Installer	Under Investigation	Open
		Mariposa	Wellington Installer	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Under Investigation	Open
		Somerset	Wellington Installer	Under Investigation	Open
		American Canyon	Wellington Installer	Under Investigation	Open
		Occidental	Customer Denies Access	Under Investigation	Open
		Placerville	Wellington Installer	Under Investigation	Open
		Pleasanton	Wellington Installer	Under Investigation	Open
		Pleasanton	Wellington Installer	Under Investigation	Open
		Sebastopol	Customer Denies Access	Under Investigation	Open
		Vallejo	Network Equipment Installation	Under Investigation	Open
		Cupertino	Household items affected by SM installation	Other	Resolved
		Mariposa	Wellington Installer	Under Investigation	Open

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92	3/9/10

San Pablo	Wellington Installer	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Merced	Meter/Module	Other	Resolved
Napa	Wellington Installer	Under Investigation	Open
Pollock Pines	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Auburn	SmartMeter Customer Communication	Under Investigation	Open
Hercules	Wellington Installer	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Fresno	Wellington Installer	Under Investigation	Open
Livermore	Wellington Installer	Under Investigation	Open
Madera	Other	Under Investigation	Open
Martinez	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Tracy	Meter/Module	Meter/Module clearance issues	Resolved
Tracy	Wellington Installer	Meter/Module clearance issues	Resolved
Tracy	Wellington Installer	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Dinuba	Customer Denies Access	Under Investigation	Open
Kensington	Customer Denies Access	Under Investigation	Open
Richmond	Wellington Installer	Under Investigation	Open
Glen Ellen	Scheduling Problems	Under Investigation	Open
LIVINGSTON	Scheduling Problems	Under Investigation	Open
San Pablo	Wellington Installer	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Livermore	Wellington Installer	Under Investigation	Open
Merced	Customer Denies Access	Under Investigation	Open
MOCCASIN	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Carlos	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Household items affected by SM installation	Under Investigation	Open
Danville	Customer Denies Access	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
Atwater	Customer Denies Access	Under Investigation	Open
Clovis	Customer Denies Access	Under Investigation	Open
Hanford	Customer Denies Access	Under Investigation	Open
Sanger	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Woodlake	Customer Denies Access	Under Investigation	Open
Clovis	Customer Denies Access	Under Investigation	Open
Cotati	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open

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143	3/15/10

Berkeley	Customer Denies Access	Under Investigation	Open
Danville	Customer Denies Access	Under Investigation	Open
Madera	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Household items affected by SM installation	Under Investigation	Open
Albany	Wellington Installer	Under Investigation	Open
Angwin	Wellington Installer	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Cameron Park	Wellington Installer	Under Investigation	Open
Daly City	Customer Denies Access	Under Investigation	Open
El Dorado Hills	Wellington Installer	Under Investigation	Open
Lemoore	Wellington Installer	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
Mountain View	Customer Denies Access	Under Investigation	Open
Petaluma	Customer Denies Access	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
San Francisco	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Los Altos	Meter/Module	Other	Resolved
Pleasanton	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Union City	Meter/Module	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Yuba City	Wellington Installer	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open

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180	3/22/10

Angels Camp	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Tracy	Meter/Module	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Cupertino	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Los Altos	Customer Denies Access	Under Investigation	Open
Napa	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Vacaville	Wellington Installer	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
American Canyon	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Sanger	Other	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Union City	Customer Denies Access	Under Investigation	Open
Diamond Springs	Meter/Module	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Other	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open

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

Account	Service City	Core Process	Nature of Complaint	Status
	Menlo Park	Customer Denies Access	Under Investigation	Open
	LODI	Meter/Module	Meter blocking access to breaker box	Resolved
	Napa	Scheduling Problems	Under Investigation	Open
	Sebastopol	Customer Denies Access	Under Investigation	Open
	American Canyon	Customer Denies Access	Under Investigation	Open
	LA HONDA	Customer Denies Access	Under Investigation	Open
	CORDELIA	Wellington Installer	Reckless Driving	Resolved
	Raymond	Wellington Installer	Under Investigation	Open
	Sonoma	Customer Denies Access	Under Investigation	Open
	Cupertino	Wellington Installer	Under Investigation	Open
	Santa Rosa	Customer Denies Access	Under Investigation	Open
	Berkeley	Wellington Installer	Under Investigation	Open
	Carmel	Network Equipment Installation	Under Investigation	Open
	Cupertino	Scheduling Problems	Under Investigation	Open
	NORTH FOLK	Wellington Installer	Under Investigation	Open
	San Jose	Wellington Installer	Under Investigation	Open
	San Ramon	Wellington Installer	Under Investigation	Open
	Vallejo	Wellington Installer	Under Investigation	Open
	Berkeley	Wellington Installer	Under Investigation	Open
	San Ramon	Wellington Installer	Under Investigation	Open
	Berkeley	Wellington Installer	Under Investigation	Open
	Cupertino	Wellington Installer	Under Investigation	Open
	Santa Rosa	Customer Denies Access	Under Investigation	Open
	Forestville	Customer Denies Access	Under Investigation	Open
	Madera	Wellington Installer	Under Investigation	Open
	San Jose	Wellington Installer	Under Investigation	Open
	Vallejo	Wellington Installer	Under Investigation	Open
	Vallejo	Wellington Installer	Under Investigation	Open
	Madera	Wellington Installer	Under Investigation	Open
	Mariposa	Wellington Installer	Under Investigation	Open
	Santa Rosa	Customer Denies Access	Under Investigation	Open
	Somerset	Wellington Installer	Under Investigation	Open
	American Canyon	Wellington Installer	Under Investigation	Open
	Occidental	Customer Denies Access	Under Investigation	Open
	Placerville	Wellington Installer	Under Investigation	Open
	Pleasanton	Wellington Installer	Under Investigation	Open
	Pleasanton	Wellington Installer	Under Investigation	Open
	Sebastopol	Customer Denies Access	Under Investigation	Open
	Vallejo	Network Equipment Installation	Under Investigation	Open
	Cupertino	Household items affected by SM installation	Other	Resolved
	Mariposa	Wellington Installer	Under Investigation	Open

42	2/23/10
43	2/23/10
44	2/24/10
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50	2/26/10
51	2/26/10
52	3/1/10
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81	3/7/10
82	3/7/10
83	3/7/10
84	3/7/10
85	3/7/10
86	3/7/10
87	3/8/10
88	3/8/10
89	3/8/10
90	3/8/10
91	3/8/10
92	3/9/10

San Pablo	Wellington Installer	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Merced	Meter/Module	Other	Resolved
Napa	Wellington Installer	Under Investigation	Open
Pollock Pines	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Auburn	SmartMeter Customer Communication	Under Investigation	Open
Hercules	Wellington Installer	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Fresno	Wellington Installer	Under Investigation	Open
Livermore	Wellington Installer	Under Investigation	Open
Madera	Other	Under Investigation	Open
Martinez	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Tracy	Meter/Module	Meter/Module clearance issues	Resolved
Tracy	Wellington Installer	Meter/Module clearance issues	Resolved
Tracy	Wellington Installer	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Dinuba	Customer Denies Access	Under Investigation	Open
Kensington	Customer Denies Access	Under Investigation	Open
Richmond	Wellington Installer	Under Investigation	Open
Glen Ellen	Scheduling Problems	Under Investigation	Open
LIVINGSTON	Scheduling Problems	Under Investigation	Open
San Pablo	Wellington Installer	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Livermore	Wellington Installer	Under Investigation	Open
Merced	Customer Denies Access	Under Investigation	Open
MOCCASIN	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Carlos	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Household items affected by SM installation	Under Investigation	Open
Danville	Customer Denies Access	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
Atwater	Customer Denies Access	Under Investigation	Open
Clovis	Customer Denies Access	Under Investigation	Open
Hanford	Customer Denies Access	Under Investigation	Open
Sanger	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Woodlake	Customer Denies Access	Under Investigation	Open
Clovis	Customer Denies Access	Under Investigation	Open
Cotati	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open

93	3/9/10
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135	3/15/10
136	3/15/10
137	3/15/10
138	3/15/10
139	3/15/10
140	3/15/10
141	3/15/10
142	3/15/10
143	3/15/10

Berkeley	Customer Denies Access	Under Investigation	Open
Danville	Customer Denies Access	Under Investigation	Open
Madera	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Household items affected by SM installation	Under Investigation	Open
Albany	Wellington Installer	Under Investigation	Open
Angwin	Wellington Installer	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Cameron Park	Wellington Installer	Under Investigation	Open
Daly City	Customer Denies Access	Under Investigation	Open
El Dorado Hills	Wellington Installer	Under Investigation	Open
Lemoore	Wellington Installer	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
Mountain View	Customer Denies Access	Under Investigation	Open
Petaluma	Customer Denies Access	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
San Francisco	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Los Altos	Meter/Module	Other	Resolved
Pleasanton	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Union City	Meter/Module	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Yuba City	Wellington Installer	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open

144	3/16/10
145	3/16/10
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174	3/20/10
175	3/21/10
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177	3/21/10
178	3/22/10
179	3/22/10
180	3/22/10

Angels Camp	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Tracy	Meter/Module	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Cupertino	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Los Altos	Customer Denies Access	Under Investigation	Open
Napa	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Vacaville	Wellington Installer	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
American Canyon	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Sanger	Other	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Union City	Customer Denies Access	Under Investigation	Open
Diamond Springs	Meter/Module	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Other	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open

ation and is being submitted under CPUC Code Section 583.

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

Service City	Core Process	Nature of Complaint	Status
Menlo Park	Customer Denies Access	Under Investigation	Open
LODI	Meter/Module	Meter blocking access to breaker box	Resolved
Napa	Scheduling Problems	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
American Canyon	Customer Denies Access	Under Investigation	Open
LA HONDA	Customer Denies Access	Under Investigation	Open
CORDELIA	Wellington Installer	Reckless Driving	Resolved
Raymond	Wellington Installer	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Cupertino	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Carmel	Network Equipment Installation	Under Investigation	Open
Cupertino	Scheduling Problems	Under Investigation	Open
NORTH FOLK	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Cupertino	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Forestville	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Mariposa	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Somerset	Wellington Installer	Under Investigation	Open
American Canyon	Wellington Installer	Under Investigation	Open
Occidental	Customer Denies Access	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Vallejo	Network Equipment Installation	Under Investigation	Open
Cupertino	Household items affected by SM installation	Other	Resolved
Mariposa	Wellington Installer	Under Investigation	Open

42	2/23/10
43	2/23/10
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91	3/8/10
92	3/9/10

San Pablo	Wellington Installer	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Merced	Meter/Module	Other	Resolved
Napa	Wellington Installer	Under Investigation	Open
Pollock Pines	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Auburn	SmartMeter Customer Communication	Under Investigation	Open
Hercules	Wellington Installer	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Fresno	Wellington Installer	Under Investigation	Open
Livermore	Wellington Installer	Under Investigation	Open
Madera	Other	Under Investigation	Open
Martinez	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Tracy	Meter/Module	Meter/Module clearance issues	Resolved
Tracy	Wellington Installer	Meter/Module clearance issues	Resolved
Tracy	Wellington Installer	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Dinuba	Customer Denies Access	Under Investigation	Open
Kensington	Customer Denies Access	Under Investigation	Open
Richmond	Wellington Installer	Under Investigation	Open
Glen Ellen	Scheduling Problems	Under Investigation	Open
LIVINGSTON	Scheduling Problems	Under Investigation	Open
San Pablo	Wellington Installer	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Livermore	Wellington Installer	Under Investigation	Open
Merced	Customer Denies Access	Under Investigation	Open
MOCCASIN	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Carlos	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Household items affected by SM installation	Under Investigation	Open
Danville	Customer Denies Access	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
Atwater	Customer Denies Access	Under Investigation	Open
Clovis	Customer Denies Access	Under Investigation	Open
Hanford	Customer Denies Access	Under Investigation	Open
Sanger	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Woodlake	Customer Denies Access	Under Investigation	Open
Clovis	Customer Denies Access	Under Investigation	Open
Cotati	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open

93	3/9/10
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138	3/15/10
139	3/15/10
140	3/15/10
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142	3/15/10
143	3/15/10

Berkeley	Customer Denies Access	Under Investigation	Open
Danville	Customer Denies Access	Under Investigation	Open
Madera	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Household items affected by SM installation	Under Investigation	Open
Albany	Wellington Installer	Under Investigation	Open
Angwin	Wellington Installer	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Cameron Park	Wellington Installer	Under Investigation	Open
Daly City	Customer Denies Access	Under Investigation	Open
El Dorado Hills	Wellington Installer	Under Investigation	Open
Lemoore	Wellington Installer	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
Mountain View	Customer Denies Access	Under Investigation	Open
Petaluma	Customer Denies Access	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
San Francisco	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Los Altos	Meter/Module	Other	Resolved
Pleasanton	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Union City	Meter/Module	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Yuba City	Wellington Installer	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open

144	3/16/10
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174	3/20/10
175	3/21/10
176	3/21/10
177	3/21/10
178	3/22/10
179	3/22/10
180	3/22/10

Angels Camp	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Tracy	Meter/Module	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Cupertino	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Los Altos	Customer Denies Access	Under Investigation	Open
Napa	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Vacaville	Wellington Installer	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
American Canyon	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Sanger	Other	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Union City	Customer Denies Access	Under Investigation	Open
Diamond Springs	Meter/Module	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Other	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open

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

Core Process	Nature of Complaint	Status
Customer Denies Access	Under Investigation	Open
Meter/Module	Meter blocking access to breaker box	Resolved
Scheduling Problems	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Wellington Installer	Reckless Driving	Resolved
Wellington Installer	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Network Equipment Installation	Under Investigation	Open
Scheduling Problems	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Network Equipment Installation	Under Investigation	Open
Household items affected by SM installation	Other	Resolved
Wellington Installer	Under Investigation	Open

42	2/23/10
43	2/23/10
44	2/24/10
45	2/24/10
46	2/24/10
47	2/24/10
48	2/24/10
49	2/26/10
50	2/26/10
51	2/26/10
52	3/1/10
53	3/1/10
54	3/1/10
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59	3/1/10
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61	3/2/10
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64	3/3/10
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81	3/7/10
82	3/7/10
83	3/7/10
84	3/7/10
85	3/7/10
86	3/7/10
87	3/8/10
88	3/8/10
89	3/8/10
90	3/8/10
91	3/8/10
92	3/9/10

San Pablo	Wellington Installer	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Merced	Meter/Module	Other	Resolved
Napa	Wellington Installer	Under Investigation	Open
Pollock Pines	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Auburn	SmartMeter Customer Communication	Under Investigation	Open
Hercules	Wellington Installer	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Fresno	Wellington Installer	Under Investigation	Open
Livermore	Wellington Installer	Under Investigation	Open
Madera	Other	Under Investigation	Open
Martinez	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Tracy	Meter/Module	Meter/Module clearance issues	Resolved
Tracy	Wellington Installer	Meter/Module clearance issues	Resolved
Tracy	Wellington Installer	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Dinuba	Customer Denies Access	Under Investigation	Open
Kensington	Customer Denies Access	Under Investigation	Open
Richmond	Wellington Installer	Under Investigation	Open
Glen Ellen	Scheduling Problems	Under Investigation	Open
LIVINGSTON	Scheduling Problems	Under Investigation	Open
San Pablo	Wellington Installer	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Livermore	Wellington Installer	Under Investigation	Open
Merced	Customer Denies Access	Under Investigation	Open
MOCCASIN	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Carlos	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Household items affected by SM installation	Under Investigation	Open
Danville	Customer Denies Access	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
Atwater	Customer Denies Access	Under Investigation	Open
Clovis	Customer Denies Access	Under Investigation	Open
Hanford	Customer Denies Access	Under Investigation	Open
Sanger	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Woodlake	Customer Denies Access	Under Investigation	Open
Clovis	Customer Denies Access	Under Investigation	Open
Cotati	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open

93	3/9/10
94	3/9/10
95	3/9/10
96	3/9/10
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99	3/10/10
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101	3/10/10
102	3/10/10
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134	3/12/10
135	3/15/10
136	3/15/10
137	3/15/10
138	3/15/10
139	3/15/10
140	3/15/10
141	3/15/10
142	3/15/10
143	3/15/10

Berkeley	Customer Denies Access	Under Investigation	Open
Danville	Customer Denies Access	Under Investigation	Open
Madera	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Household items affected by SM installation	Under Investigation	Open
Albany	Wellington Installer	Under Investigation	Open
Angwin	Wellington Installer	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Cameron Park	Wellington Installer	Under Investigation	Open
Daly City	Customer Denies Access	Under Investigation	Open
El Dorado Hills	Wellington Installer	Under Investigation	Open
Lemoore	Wellington Installer	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
Mountain View	Customer Denies Access	Under Investigation	Open
Petaluma	Customer Denies Access	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
San Francisco	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Los Altos	Meter/Module	Other	Resolved
Pleasanton	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Union City	Meter/Module	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Yuba City	Wellington Installer	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open

144	3/16/10
145	3/16/10
146	3/16/10
147	3/16/10
148	3/16/10
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150	3/16/10
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171	3/19/10
172	3/19/10
173	3/19/10
174	3/20/10
175	3/21/10
176	3/21/10
177	3/21/10
178	3/22/10
179	3/22/10
180	3/22/10

Angels Camp	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Tracy	Meter/Module	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Cupertino	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Los Altos	Customer Denies Access	Under Investigation	Open
Napa	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Vacaville	Wellington Installer	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
American Canyon	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Sanger	Other	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Union City	Customer Denies Access	Under Investigation	Open
Diamond Springs	Meter/Module	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Other	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open

Section 583.

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

Nature of Complaint	Status
Under Investigation	Open
Meter blocking access to breaker box	Resolved
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Reckless Driving	Resolved
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
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Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Other	Resolved
Under Investigation	Open

42	2/23/10
43	2/23/10
44	2/24/10
45	2/24/10
46	2/24/10
47	2/24/10
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49	2/26/10
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51	2/26/10
52	3/1/10
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76	3/5/10
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81	3/7/10
82	3/7/10
83	3/7/10
84	3/7/10
85	3/7/10
86	3/7/10
87	3/8/10
88	3/8/10
89	3/8/10
90	3/8/10
91	3/8/10
92	3/9/10

San Pablo	Wellington Installer	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Merced	Meter/Module	Other	Resolved
Napa	Wellington Installer	Under Investigation	Open
Pollock Pines	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Auburn	SmartMeter Customer Communication	Under Investigation	Open
Hercules	Wellington Installer	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Fresno	Wellington Installer	Under Investigation	Open
Livermore	Wellington Installer	Under Investigation	Open
Madera	Other	Under Investigation	Open
Martinez	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Tracy	Meter/Module	Meter/Module clearance issues	Resolved
Tracy	Wellington Installer	Meter/Module clearance issues	Resolved
Tracy	Wellington Installer	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Dinuba	Customer Denies Access	Under Investigation	Open
Kensington	Customer Denies Access	Under Investigation	Open
Richmond	Wellington Installer	Under Investigation	Open
Glen Ellen	Scheduling Problems	Under Investigation	Open
LIVINGSTON	Scheduling Problems	Under Investigation	Open
San Pablo	Wellington Installer	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Livermore	Wellington Installer	Under Investigation	Open
Merced	Customer Denies Access	Under Investigation	Open
MOCCASIN	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Carlos	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Household items affected by SM installation	Under Investigation	Open
Danville	Customer Denies Access	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
Atwater	Customer Denies Access	Under Investigation	Open
Clovis	Customer Denies Access	Under Investigation	Open
Hanford	Customer Denies Access	Under Investigation	Open
Sanger	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Woodlake	Customer Denies Access	Under Investigation	Open
Clovis	Customer Denies Access	Under Investigation	Open
Cotati	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open

93	3/9/10
94	3/9/10
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132	3/12/10
133	3/12/10
134	3/12/10
135	3/15/10
136	3/15/10
137	3/15/10
138	3/15/10
139	3/15/10
140	3/15/10
141	3/15/10
142	3/15/10
143	3/15/10

Berkeley	Customer Denies Access	Under Investigation	Open
Danville	Customer Denies Access	Under Investigation	Open
Madera	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Household items affected by SM installation	Under Investigation	Open
Albany	Wellington Installer	Under Investigation	Open
Angwin	Wellington Installer	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Cameron Park	Wellington Installer	Under Investigation	Open
Daly City	Customer Denies Access	Under Investigation	Open
El Dorado Hills	Wellington Installer	Under Investigation	Open
Lemoore	Wellington Installer	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
Mountain View	Customer Denies Access	Under Investigation	Open
Petaluma	Customer Denies Access	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
San Francisco	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Los Altos	Meter/Module	Other	Resolved
Pleasanton	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Union City	Meter/Module	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Yuba City	Wellington Installer	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open

144	3/16/10
145	3/16/10
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147	3/16/10
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177	3/21/10
178	3/22/10
179	3/22/10
180	3/22/10

Angels Camp	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Tracy	Meter/Module	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Cupertino	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Los Altos	Customer Denies Access	Under Investigation	Open
Napa	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Vacaville	Wellington Installer	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
American Canyon	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Sanger	Other	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Union City	Customer Denies Access	Under Investigation	Open
Diamond Springs	Meter/Module	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Other	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open

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87	3/8/10
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89	3/8/10
90	3/8/10
91	3/8/10
92	3/9/10

San Pablo	Wellington Installer	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Madera	Wellington Installer	Under Investigation	Open
Merced	Meter/Module	Other	Resolved
Napa	Wellington Installer	Under Investigation	Open
Pollock Pines	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Auburn	SmartMeter Customer Communication	Under Investigation	Open
Hercules	Wellington Installer	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Fresno	Wellington Installer	Under Investigation	Open
Livermore	Wellington Installer	Under Investigation	Open
Madera	Other	Under Investigation	Open
Martinez	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Tracy	Meter/Module	Meter/Module clearance issues	Resolved
Tracy	Wellington Installer	Meter/Module clearance issues	Resolved
Tracy	Wellington Installer	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Dinuba	Customer Denies Access	Under Investigation	Open
Kensington	Customer Denies Access	Under Investigation	Open
Richmond	Wellington Installer	Under Investigation	Open
Glen Ellen	Scheduling Problems	Under Investigation	Open
LIVINGSTON	Scheduling Problems	Under Investigation	Open
San Pablo	Wellington Installer	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Livermore	Wellington Installer	Under Investigation	Open
Merced	Customer Denies Access	Under Investigation	Open
MOCCASIN	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Carlos	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Household items affected by SM installation	Under Investigation	Open
Danville	Customer Denies Access	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
Atwater	Customer Denies Access	Under Investigation	Open
Clovis	Customer Denies Access	Under Investigation	Open
Hanford	Customer Denies Access	Under Investigation	Open
Sanger	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Woodlake	Customer Denies Access	Under Investigation	Open
Clovis	Customer Denies Access	Under Investigation	Open
Cotati	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open

93	3/9/10
94	3/9/10
95	3/9/10
96	3/9/10
97	3/9/10
98	3/10/10
99	3/10/10
100	3/10/10
101	3/10/10
102	3/10/10
103	3/10/10
104	3/10/10
105	3/10/10
106	3/10/10
107	3/10/10
108	3/10/10
109	3/10/10
110	3/10/10
111	3/10/10
112	3/10/10
113	3/10/10
114	3/10/10
115	3/10/10
116	3/10/10
117	3/10/10
118	3/10/10
119	3/11/10
120	3/11/10
121	3/12/10
122	3/12/10
123	3/12/10
124	3/12/10
125	3/12/10
126	3/12/10
127	3/12/10
128	3/12/10
129	3/12/10
130	3/12/10
131	3/12/10
132	3/12/10
133	3/12/10
134	3/12/10
135	3/15/10
136	3/15/10
137	3/15/10
138	3/15/10
139	3/15/10
140	3/15/10
141	3/15/10
142	3/15/10
143	3/15/10

Berkeley	Customer Denies Access	Under Investigation	Open
Danville	Customer Denies Access	Under Investigation	Open
Madera	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Household items affected by SM installation	Under Investigation	Open
Albany	Wellington Installer	Under Investigation	Open
Angwin	Wellington Installer	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Cameron Park	Wellington Installer	Under Investigation	Open
Daly City	Customer Denies Access	Under Investigation	Open
El Dorado Hills	Wellington Installer	Under Investigation	Open
Lemoore	Wellington Installer	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
Mountain View	Customer Denies Access	Under Investigation	Open
Petaluma	Customer Denies Access	Under Investigation	Open
Pleasanton	Meter/Module	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
San Francisco	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Los Altos	Meter/Module	Other	Resolved
Pleasanton	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Wellington Installer	Under Investigation	Open
Union City	Meter/Module	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Yuba City	Wellington Installer	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open

144	3/16/10
145	3/16/10
146	3/16/10
147	3/16/10
148	3/16/10
149	3/16/10
150	3/16/10
151	3/17/10
152	3/17/10
153	3/17/10
154	3/17/10
155	3/17/10
156	3/17/10
157	3/17/10
158	3/17/10
159	3/17/10
160	3/17/10
161	3/17/10
162	3/18/10
163	3/18/10
164	3/18/10
165	3/19/10
166	3/19/10
167	3/19/10
168	3/19/10
169	3/19/10
170	3/19/10
171	3/19/10
172	3/19/10
173	3/19/10
174	3/20/10
175	3/21/10
176	3/21/10
177	3/21/10
178	3/22/10
179	3/22/10
180	3/22/10

Angels Camp	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Tracy	Meter/Module	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Cupertino	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Los Altos	Customer Denies Access	Under Investigation	Open
Napa	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Vacaville	Wellington Installer	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
American Canyon	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Sanger	Other	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open
Sunnyvale	Wellington Installer	Under Investigation	Open
Walnut Creek	Customer Denies Access	Under Investigation	Open
Union City	Customer Denies Access	Under Investigation	Open
Diamond Springs	Meter/Module	Under Investigation	Open
Martinez	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Other	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open

181	3/22/10
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Martinez	Customer Denies Access	Under Investigation	Open
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183	3/22/10
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San Jose	Customer Denies Access	Under Investigation	Open
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187	3/23/10
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Berkeley	Customer Denies Access	Under Investigation	Open
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191	3/23/10
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Santa Rosa	Customer Denies Access	Under Investigation	Open
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193	3/24/10
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Clayton	Customer Denies Access	Under Investigation	Open
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194	3/24/10
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Martinez	Customer Denies Access	Under Investigation	Open
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198	3/25/10
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Dublin	Customer Denies Access	Under Investigation	Open
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199	3/25/10
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El Sobrante	Wellington Installer	Under Investigation	Open
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Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 June 17, 2010 -- For the Period June 5, 2010 through June 11, 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	3/11/10	{Redacted}		AMERICAN CANYON	Open	Under Investigation
2	4/7/10			BAKERSFIELD	Open	Under Investigation
3	4/22/10			FREMONT	Open	Under Investigation
4	4/23/10			VALLEY SPRINGS	Open	Under Investigation
5	4/30/10			DALY CITY	Open	Under Investigation
6	5/12/10			WILSEYVILLE	Resolved	Bill is Accurate. SmartMeter Installed 10/21/09. Customer says bills have doubled but did not identify specific bill period. Good meter reads obtained daily from 10/22/09-6/13/10. Customer was receiving additional baseline for all electric heating, but her heating source was propane, not electric; PG&E changed rate effective 5/18/10 to reflect basic baseline allowances instead of all electric. Customer usage averaged 24.57 kwh/day from 10/09-5/10; bills were \$73-\$101. Usage for same months last year averaged 20.5 kwh/day; bills were \$58-\$81. Rate increases and increased usage of @ 4 kwh/day account for higher bills from 10/09-5/10 compared to same period last year; bills have not doubled. During the three months before SmartMeter installation (7/17/09-10/15/09), customer usage averaged 31.6 kwh/day, which was higher than the average daily usage post-SmartMeter (24.57 kwh/day). Review of daily interval usage showed usage was occurring during the night through 5/2/10, when night-time usage stopped. Usage has averaged under 20 kwh since that date. Customer stated that she used electric space heaters in past but not this year.
6A						PG&E explained rate increases and scheduled meter test. Meter was tested on 5/20/10 and passed; customer was present. PG&E called customer twice between 6/7/10 and 6/14/10 and left messages advising that meter test passed, and asking customer to call if she had any questions/concerns. Customer has not called back.
7	5/12/10			MI WUK VILLAGE	Resolved	Bill is Accurate. SmartMeter installed 8/4/09. Customer disputes bill for period 11/19/09-12/21/09 for \$849.76, usage of 2496 kwh (78 kwh/day). In prior year's first full month on service (12/19/08-1/21/09, pre-SmartMeter), usage was higher than the complaint period (82 kwh/day). Records show recent usage post-SmartMeter is less than historical usage pre-Smartmeter (e.g., in 4/2010, usage averaged 41 kwh/day; in 4/2009, usage averaged 65 kwh/day). Customer was CARE-certified for period of 12/15/08-09/27/09. Customer did not provide necessary documentation when requested to re-certify for CARE. PG&E determined that customer's CARE discount was dropped in 9/09 due to insufficient proof of income. For complaint period, bill increased due to being dropped from CARE. PG&E gave customer 800# and fax# for CARE processing unit, and advised customer to submit proof of income documentation.
8	5/14/10			ARNOLD	Open	Under Investigation
9	5/17/10			ANTIOCH	Open	Under Investigation

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 June 17, 2010 -- For the Period June 5, 2010 through June 11, 2010

Color Key	
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	No SmartMeter™ Device Installed

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
10	5/21/10			MANTECA	Resolved	Estimated Bill. SmartMeter installed 2/23/09. Account is coded for all electric baseline allowances. Customer disputes bill for 12/30/09-2/1/10, 4257 kwh (129.00 kwh/day) \$1315.27. Meter tested 4/22/10 and passed. On 12/1/09, meter reader obtained read and the customer was billed \$440.95 for 2304 kwh (69.82 kwh/day). On 12/30/09, meter was not accessible due to locked gate. An estimated bill for \$377.70 was issued, for usage of 2025 kwh (69.83 kwh/day), based on prior month's usage. On 2/1/10, meter reader obtained a verified read and cumulative unbilled usage of 4257 kwh was billed from 12/30/09-2/1/10, for \$1315.27. In March, total usage of 6282 kwh consumed from 12/1/09-2/1/10 (101.33 kwh/day) was redistributed evenly over the 2 months for benefit of baseline. This reduced the bill by only \$74.65 because a large portion of customer's usage remained in Tier 5. Customer acknowledged that she likely used more energy during the holidays, but would not accept that she used 6282 kwh in two months. PG&E explained that she is now experiencing her first winter in an all-electric home, with electric heating.
10A						Customer has been billed for verified actual usage. However, because customer was unaware of her actual usage from 12/1/09-12/30/09 due to the estimated bill and therefore was not able to conserve energy in January, PG&E agreed to recalculate her January usage from 101.33 kwh/day to 60.83 kwh/day, based on her March usage after she conserved energy, resulting in credit of \$433.41. PG&E offered extended pay plan for customer's balance of \$754.88; customer has not entered into pay plan. Reminder call was made on 6/14/10 with another offer to make pay plan. Customer will call back when she is ready.
11	5/21/10			SAN MATEO	Open	Under Investigation
12	5/24/10			MARTINEZ	Open	Under Investigation
13	5/28/10			AUBURN	Open	Under Investigation
14	6/1/10			ALAMO	Open	Under Investigation
15	6/2/10			BELMONT	Open	Under Investigation
16	6/9/10			MADERA	Resolved	Bill is Accurate. On service 9/26/08; SmartMeter installed 4/1/10. Customer disputes bill for 3/25/10-4/23/10, 989 kwh (34.1 kwh/day), \$245.43. Usage on legacy meter from 9/08-3/10 averaged 20 kwh/day with lows of 3.72 kwh/day in 10/09 and 3.31 kwh/day in 11/09. Hourly interval usage between 4/01/10 to 4/11/10 showed customer used 4-5 kwh/hour. After 4/11/10, usage dropped to approximately 1-3 kwh/hour. Daily usage from 4/23/10 to present averaged 30 kwh/day. PG&E advised customer hourly usage data suggested something was turned off around 4/11/10, reducing hourly usage. Customer did not think any such change occurred in April. Customer agreed that she likely used more electricity than amounts registered by legacy meter in October and November 2009. Meter was tested on 5/3/10 and passed; customer was present. On 5/24/10, PG&E certified the customer for CARE rate. Customer was not satisfied that her current bills were correct, but declined further action from PG&E at this time. Customer stated she will monitor her summer usage and has a direct contact number for PG&E to call at a later date if she has further questions.

*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.

- 15 Open Complaints on Last Report
- 3 Open Complaints Resolved Since the Last Report
- 1 New Complaints Since the Last Report
- 1 New Complaints Resolved Since the Last Report

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 17, 2010 -- For the Period June 5, 2010 through June 11, 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
					0	New Complaints Open

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 June 17, 2010 -- For the Period June 5, 2010 through June 11, 2010

Color Key	
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	New Since the Last Report
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No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
1	3/11/10	{Redacted}		AMERICAN CANYON	Open	Under Investigation
2	4/7/10			BAKERSFIELD	Open	Under Investigation
3	4/22/10			FREMONT	Open	Under Investigation
4	4/23/10			VALLEY SPRINGS	Open	Under Investigation
5	4/30/10			DALY CITY	Open	Under Investigation
6	5/12/10			WILSEYVILLE	Resolved	<p>Bill is Accurate. SmartMeter Installed 10/21/09. Customer says bills have doubled but did not identify specific bill period. Good meter reads obtained daily from 10/22/09-6/13/10. Customer was receiving additional baseline for all electric heating, but her heating source was propane, not electric; PG&E changed rate effective 5/18/10 to reflect basic baseline allowances instead of all electric. Customer usage averaged 24.57 kwh/day from 10/09-5/10; bills were \$73-\$101. Usage for same months last year averaged 20.5 kwh/day; bills were \$58-\$81. Rate increases and increased usage of @ 4 kwh/day account for higher bills from 10/09-5/10 compared to same period last year; bills have not doubled. During the three months before SmartMeter installation (7/17/09-10/15/09), customer usage averaged 31.6 kwh/day, which was higher than the average daily usage post-SmartMeter (24.57 kwh/day). Review of daily interval usage showed usage was occurring during the night through 5/2/10, when night-time usage stopped. Usage has averaged under 20 kwh since that date. Customer stated that she used electric space heaters in past but not this year.</p>
6A						PG&E explained rate increases and scheduled meter test. Meter was tested on 5/20/10 and passed; customer was present. PG&E called customer twice between 6/7/10 and 6/14/10 and left messages advising that meter test passed, and asking customer to call if she had any questions/concerns. Customer has not called back.
7	5/12/10			MI WUK VILLAGE	Resolved	<p>Bill is Accurate. SmartMeter installed 8/4/09. Customer disputes bill for period 11/19/09-12/21/09 for \$849.76, usage of 2496 kwh (78 kwh/day). In prior year's first full month on service (12/19/08-1/21/09, pre-SmartMeter), usage was higher than the complaint period (82 kwh/day). Records show recent usage post-SmartMeter is less than historical usage pre-Smartmeter (e.g., in 4/2010, usage averaged 41 kwh/day; in 4/2009, usage averaged 65 kwh/day). Customer was CARE-certified for period of 12/15/08-09/27/09. Customer did not provide necessary documentation when requested to re-certify for CARE. PG&E determined that customer's CARE discount was dropped in 9/09 due to insufficient proof of income. For complaint period, bill increased due to being dropped from CARE. PG&E gave customer 800# and fax# for CARE processing unit, and advised customer to submit proof of income documentation.</p>
8	5/14/10			ARNOLD	Open	Under Investigation
9	5/17/10			ANTIOCH	Open	Under Investigation

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 June 17, 2010 -- For the Period June 5, 2010 through June 11, 2010

Color Key	
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	New Since the Last Report
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No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
10	5/21/10			MANTECA	Resolved	Estimated Bill. SmartMeter installed 2/23/09. Account is coded for all electric baseline allowances. Customer disputes bill for 12/30/09-2/1/10, 4257 kwh (129.00 kwh/day) \$1315.27. Meter tested 4/22/10 and passed. On 12/1/09, meter reader obtained read and the customer was billed \$440.95 for 2304 kwh (69.82 kwh/day). On 12/30/09, meter was not accessible due to locked gate. An estimated bill for \$377.70 was issued, for usage of 2025 kwh (69.83 kwh/day), based on prior month's usage. On 2/1/10, meter reader obtained a verified read and cumulative unbilled usage of 4257 kwh was billed from 12/30/09-2/1/10, for \$1315.27. In March, total usage of 6282 kwh consumed from 12/1/09-2/1/10 (101.33 kwh/day) was redistributed evenly over the 2 months for benefit of baseline. This reduced the bill by only \$74.65 because a large portion of customer's usage remained in Tier 5. Customer acknowledged that she likely used more energy during the holidays, but would not accept that she used 6282 kwh in two months. PG&E explained that she is now experiencing her first winter in an all-electric home, with electric heating.
10A						Customer has been billed for verified actual usage. However, because customer was unaware of her actual usage from 12/1/09-12/30/09 due to the estimated bill and therefore was not able to conserve energy in January, PG&E agreed to recalculate her January usage from 101.33 kwh/day to 60.83 kwh/day, based on her March usage after she conserved energy, resulting in credit of \$433.41. PG&E offered extended pay plan for customer's balance of \$754.88; customer has not entered into pay plan. Reminder call was made on 6/14/10 with another offer to make pay plan. Customer will call back when she is ready.
11	5/21/10			SAN MATEO	Open	Under Investigation
12	5/24/10			MARTINEZ	Open	Under Investigation
13	5/28/10			AUBURN	Open	Under Investigation
14	6/1/10			ALAMO	Open	Under Investigation
15	6/2/10			BELMONT	Open	Under Investigation
16	6/9/10			MADERA	Resolved	Bill is Accurate. On service 9/26/08; SmartMeter installed 4/1/10. Customer disputes bill for 3/25/10-4/23/10, 989 kwh (34.1 kwh/day), \$245.43. Usage on legacy meter from 9/08-3/10 averaged 20 kwh/day with lows of 3.72 kwh/day in 10/09 and 3.31 kwh/day in 11/09. Hourly interval usage between 4/01/10 to 4/11/10 showed customer used 4-5 kwh/hour. After 4/11/10, usage dropped to approximately 1-3 kwh/hour. Daily usage from 4/23/10 to present averaged 30 kwh/day. PG&E advised customer hourly usage data suggested something was turned off around 4/11/10, reducing hourly usage. Customer did not think any such change occurred in April. Customer agreed that she likely used more electricity than amounts registered by legacy meter in October and November 2009. Meter was tested on 5/3/10 and passed; customer was present. On 5/24/10, PG&E certified the customer for CARE rate. Customer was not satisfied that her current bills were correct, but declined further action from PG&E at this time. Customer stated she will monitor her summer usage and has a direct contact number for PG&E to call at a later date if she has further questions.

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SmartMeter™ Complaint Report
High-Bill Complaint Report For Customers With SmartMeter™ Devices*
June 17, 2010 -- For the Period June 5, 2010 through June 11, 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
					0	New Complaints Open