

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 24, 2010 -- For the Period June 5, 2010 through June 18, 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	1/15/10			Napa	Scheduling Problems	Under Investigation	Open
3	1/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
4	1/26/10			American Canyon	Customer Denies Access	Under Investigation	Open
5	2/1/10			LA HONDA	Customer Denies Access	Under Investigation	Open
6	2/3/10			Raymond	Wellington Installer	Under Investigation	Open
7	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
8	2/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
9	2/9/10			Cupertino	Wellington Installer	Under Investigation	Open
10	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
11	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
12	2/10/10			Berkeley	Wellington Installer	Under Investigation	Open
13	2/10/10			NORTH FOLK	Wellington Installer	Under Investigation	Open
14	2/10/10			San Jose	Wellington Installer	Under Investigation	Open
15	2/10/10			San Ramon	Wellington Installer	Under Investigation	Open
16	2/11/10			Vallejo	Wellington Installer	Under Investigation	Open
17	2/12/10			Berkeley	Wellington Installer	Under Investigation	Open
18	2/12/10			San Ramon	Wellington Installer	Under Investigation	Open
19	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
20	2/16/10			Berkeley	Wellington Installer	Under Investigation	Open
21	2/16/10			Cupertino	Wellington Installer	Under Investigation	Open
22	2/17/10			Forestville	Customer Denies Access	Under Investigation	Open
23	2/17/10			Madera	Wellington Installer	Under Investigation	Open
24	2/17/10			San Jose	Wellington Installer	Under Investigation	Open
25	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
26	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
27	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
28	2/18/10			Madera	Wellington Installer	Under Investigation	Open
29	2/18/10			Mariposa	Wellington Installer	Under Investigation	Open
30	2/18/10			Somerset	Wellington Installer	Under Investigation	Open
31	2/19/10			American Canyon	Wellington Installer	Under Investigation	Open
32	2/22/10			Occidental	Customer Denies Access	Under Investigation	Open
33	2/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
34	2/22/10			Vallejo	Network Equipment Installation	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	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
39	2/23/10			Mariposa	Wellington Installer	Under Investigation	Open
40	2/23/10			San Pablo	Wellington Installer	Under Investigation	Open
41	2/24/10			Madera	Wellington Installer	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
42	2/24/10			Napa	Wellington Installer	Under Investigation	Open
43	2/24/10			Pollock Pines	Wellington Installer	Under Investigation	Open
44	2/24/10			San Jose	Wellington Installer	Under Investigation	Open
45	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
46	2/26/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open
47	2/26/10			Hercules	Wellington Installer	Under Investigation	Open
48	3/1/10			Madera	Other	Under Investigation	Open
49	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
50	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
51	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
52	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
53	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
54	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
55	3/2/10			Dinuba	Customer Denies Access	Customer Denies Wellington Access	Resolved
56	3/2/10			Kensington	Customer Denies Access	Under Investigation	Open
57	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
58	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
59	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
60	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
61	3/4/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
62	3/4/10			Merced	Customer Denies Access	Under Investigation	Open
63	3/4/10			MOCCASIN	Customer Denies Access	Under Investigation	Open
64	3/4/10			Placerville	Customer Denies Access	Under Investigation	Open
65	3/4/10			San Carlos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
66	3/4/10			Tracy	Customer Denies Access	Under Investigation	Open
67	3/4/10			Tracy	Household items affected by SM installation	Under Investigation	Open
68	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
69	3/5/10			Danville	Customer Denies Access	Under Investigation	Open
70	3/5/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
71	3/7/10			Atwater	Customer Denies Access	Under Investigation	Open
72	3/7/10			Clovis	Customer Denies Access	Customer does not want a SmartMeter	Resolved
73	3/7/10			Hanford	Customer Denies Access	Customer does not want a SmartMeter	Resolved
74	3/7/10			Sanger	Customer Denies Access	Customer does not want a SmartMeter	Resolved
75	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
76	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
77	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
78	3/7/10			Tracy	Customer Denies Access	Under Investigation	Open
79	3/7/10			Woodlake	Customer Denies Access	Under Investigation	Open
80	3/8/10			Clovis	Customer Denies Access	Customer does not want a SmartMeter	Resolved
81	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
82	3/8/10			Vallejo	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	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
84	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
85	3/9/10			Berkeley	Customer Denies Access	Customer Denies Wellington Access	Resolved
86	3/9/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
87	3/9/10			Danville	Customer Denies Access	Under Investigation	Open
88	3/9/10			Madera	Customer Denies Access	Under Investigation	Open
89	3/9/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
90	3/9/10			Richmond	Household items affected by SM installation	Under Investigation	Open
91	3/10/10			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
92	3/10/10			Livermore	Customer Denies Access	Under Investigation	Open
93	3/10/10			Martinez	Customer Denies Access	Under Investigation	Open
94	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
95	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
96	3/10/10			San Jose	Customer Denies Access	Under Investigation	Open
97	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
98	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
99	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
100	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
101	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
102	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
103	3/10/10			Pleasanton	Meter/Module	Under Investigation	Open
104	3/10/10			Albany	Wellington Installer	Under Investigation	Open
105	3/10/10			Angwin	Wellington Installer	Under Investigation	Open
106	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
107	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open
108	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
109	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open
110	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
111	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
112	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
113	3/11/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
114	3/12/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
115	3/12/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
116	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
117	3/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
118	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
119	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
120	3/12/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
121	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
122	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
123	3/12/10			Union City	Meter/Module	Under Investigation	Open

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124	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
125	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
126	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
127	3/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
128	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
129	3/15/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
130	3/15/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
131	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
132	3/15/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
133	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
134	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
135	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
136	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
137	3/16/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
138	3/16/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
139	3/16/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Resolved
140	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
141	3/16/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
142	3/16/10			Tracy	Meter/Module	Under Investigation	Open
143	3/17/10			Cupertino	Customer Denies Access	Under Investigation	Open
144	3/17/10			Livermore	Customer Denies Access	Under Investigation	Open
145	3/17/10			Los Altos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
146	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
147	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
148	3/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
149	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
150	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
151	3/17/10			San Jose	Wellington Installer	Under Investigation	Open
152	3/17/10			Sunnyvale	Wellington Installer	Under Investigation	Open
153	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
154	3/18/10			Livermore	Customer Denies Access	Under Investigation	Open
155	3/18/10			San Jose	Customer Denies Access	Under Investigation	Open
156	3/18/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
157	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
158	3/19/10			San Jose	Customer Denies Access	Under Investigation	Open
159	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
160	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
161	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
162	3/19/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
163	3/19/10			Sanger	Other	Under Investigation	Open
164	3/19/10			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
165	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
166	3/20/10			Union City	Customer Denies Access	Under Investigation	Open
167	3/21/10			Martinez	Customer Denies Access	Under Investigation	Open
168	3/21/10			San Jose	Customer Denies Access	Under Investigation	Open
169	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
170	3/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
171	3/22/10			Livermore	Customer Denies Access	Under Investigation	Open
172	3/22/10			Martinez	Customer Denies Access	Under Investigation	Open
173	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
174	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
175	3/22/10			Antioch	Other	Under Investigation	Open
176	3/22/10			Saint Helena	Other	Under Investigation	Open
177	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
178	3/23/10			Berkeley	Customer Denies Access	Under Investigation	Open
179	3/23/10			Hercules	Customer Denies Access	Under Investigation	Open
180	3/23/10			Lafayette	Customer Denies Access	Under Investigation	Open
181	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
182	3/24/10			Clayton	Customer Denies Access	Under Investigation	Open
183	3/24/10			Martinez	Customer Denies Access	Under Investigation	Open
184	3/24/10			Berkeley	Wellington Installer	Under Investigation	Open
185	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
186	3/24/10			Vallejo	Wellington Installer	Under Investigation	Open
187	3/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
188	3/25/10			Dublin	Customer Denies Access	Under Investigation	Open
189	3/25/10			Richmond	Customer Denies Access	Under Investigation	Open
190	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
191	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
192	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
193	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
194	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
195	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
196	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
197	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
198	3/26/10			Calistoga	Wellington Installer	Under Investigation	Open
199	3/27/10			San Pablo	Customer Denies Access	Under Investigation	Open
200	3/27/10			San Jose	Network Equipment Installation	Under Investigation	Open
201	3/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
202	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
203	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
204	3/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
205	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
206	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
207	3/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
208	3/29/10			Martinez	Customer Denies Access	Under Investigation	Open
209	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
210	3/29/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
211	3/29/10			Tracy	Meter/Module	Under Investigation	Open
212	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
213	3/30/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
214	3/30/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
215	3/30/10			Clayton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
216	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
217	3/30/10			Cupertino	Wellington Installer	Under Investigation	Open
218	3/31/10			Berkeley	Customer Denies Access	Under Investigation	Open
219	3/31/10			Fremont	Customer Denies Access	Under Investigation	Open
220	3/31/10			Pinole	Customer Denies Access	Customer does not want a SmartMeter	Resolved
221	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
222	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
223	3/31/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
224	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
225	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
226	3/31/10			Napa	Other	Under Investigation	Open
227	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
228	3/31/10			Marysville	Wellington Installer	Under Investigation	Open
229	4/1/10			Danville	Customer Denies Access	Under Investigation	Open
230	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
231	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
232	4/1/10			Richmond	Customer Denies Access	Under Investigation	Open
233	4/1/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
234	4/1/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
235	4/1/10			San Ramon	Customer Denies Access	Under Investigation	Open
236	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
237	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
238	4/1/10			Lafayette	Scheduling Problems	Under Investigation	Open
239	4/2/10			Brentwood	Customer Denies Access	Under Investigation	Open
240	4/2/10			Danville	Customer Denies Access	Under Investigation	Open
241	4/2/10			Forestville	Customer Denies Access	Under Investigation	Open
242	4/2/10			Richmond	Customer Denies Access	Under Investigation	Open
243	4/2/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
244	4/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
245	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
246	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
247	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
248	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
249	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
250	4/5/10			Danville	Customer Denies Access	Under Investigation	Open
251	4/5/10			Fowler	Customer Denies Access	Under Investigation	Open
252	4/5/10			Kenwood	Customer Denies Access	Under Investigation	Open
253	4/5/10			Richmond	Customer Denies Access	Under Investigation	Open
254	4/5/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
255	4/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
256	4/5/10			Pinole	Other	Under Investigation	Open
257	4/5/10			Vacaville	Other	Under Investigation	Open
258	4/5/10			Redding	Wellington Installer	Under Investigation	Open
259	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
260	4/6/10			Berkeley	Customer Denies Access	Under Investigation	Open
261	4/6/10			Hanford	Customer Denies Access	Under Investigation	Open
262	4/6/10			Hercules	Customer Denies Access	Under Investigation	Open
263	4/6/10			Lemoore	Customer Denies Access	Under Investigation	Open
264	4/6/10			Pleasanton	Customer Denies Access	Under Investigation	Open
265	4/6/10			Richmond	Customer Denies Access	Under Investigation	Open
266	4/6/10			Tracy	Other	Under Investigation	Open
267	4/6/10			Berkeley	Wellington Installer	Under Investigation	Open
268	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
269	4/7/10			Berkeley	Customer Denies Access	Under Investigation	Open
270	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
271	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
272	4/7/10			Graton	Customer Denies Access	Under Investigation	Open
273	4/7/10			Guerneville	Customer Denies Access	Under Investigation	Open
274	4/7/10			Livermore	Customer Denies Access	Under Investigation	Open
275	4/7/10			Richmond	Customer Denies Access	Under Investigation	Open
276	4/7/10			Sanger	Customer Denies Access	Under Investigation	Open
277	4/7/10			Concord	Meter/Module	Under Investigation	Open
278	4/7/10			Berkeley	Other	Under Investigation	Open
279	4/7/10			Richmond	Other	Under Investigation	Open
280	4/7/10			San Ramon	Other	Under Investigation	Open
281	4/7/10			Pinole	Power Interruption	Under Investigation	Open
282	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
283	4/7/10			Richmond	Scheduling Problems	Under Investigation	Open
284	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
285	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
286	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
287	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open

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288	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
289	4/8/10			Pleasanton	Customer Denies Access	Under Investigation	Open
290	4/8/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
291	4/8/10			Richmond	Household items affected by SM installation	Under Investigation	Open
292	4/8/10			Berkeley	Other	Under Investigation	Open
293	4/8/10			Ukiah	Other	Under Investigation	Open
294	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
295	4/9/10			Napa	Customer Denies Access	Under Investigation	Open
296	4/9/10			Reedley	Customer Denies Access	Under Investigation	Open
297	4/9/10			Tiburon	Customer Denies Access	Under Investigation	Open
298	4/9/10			Alameda	Other	Under Investigation	Open
299	4/10/10			Aptos	Household items affected by SM installation	Other	Resolved
300	4/12/10			Alamo	Customer Denies Access	Under Investigation	Open
301	4/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
302	4/12/10			San Pablo	Customer Denies Access	Under Investigation	Open
303	4/12/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
304	4/12/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
305	4/12/10			El Cerrito	Other	Under Investigation	Open
306	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
307	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
308	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
309	4/13/10			Monterey	Customer Denies Access	Customer Denies Wellington Access	Resolved
310	4/13/10			Occidental	Customer Denies Access	Under Investigation	Open
311	4/13/10			Placerville	Customer Denies Access	Under Investigation	Open
312	4/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
313	4/13/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
314	4/13/10			San Ramon	Other	Under Investigation	Open
315	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
316	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
317	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
318	4/14/10			El Cerrito	Customer Denies Access	Under Investigation	Open
319	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
320	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
321	4/14/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
322	4/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
323	4/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
324	4/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
325	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
326	4/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
327	4/14/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
328	4/14/10			San Jose	Household items affected by SM installation	Other	Resolved



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329	4/14/10			Orinda	Other	Under Investigation	Open
330	4/14/10			San Jose	Other	Under Investigation	Open
331	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
332	4/14/10			Tracy	Power Interruption	Under Investigation	Open
333	4/14/10			San Jose	SmartMeter Customer Communication	Other	Resolved
334	4/14/10			Madera	Wellington Installer	Under Investigation	Open
335	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
336	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
337	4/15/10			Fremont	Customer Denies Access	Under Investigation	Open
338	4/15/10			Richmond	Customer Denies Access	Under Investigation	Open
339	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
340	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
341	4/15/10			Berkeley	Other	Under Investigation	Open
342	4/15/10			Madera	Other	Under Investigation	Open
343	4/15/10			Pittsburg	Other	Under Investigation	Open
344	4/15/10			San Jose	Other	Other	Resolved
345	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
346	4/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
347	4/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
348	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
349	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
350	4/16/10			Healdsburg	Wellington Installer	Under Investigation	Open
351	4/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
352	4/19/10			El Sobrante	Customer Denies Access	Under Investigation	Open
353	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
354	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
355	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
356	4/19/10			Pinole	Customer Denies Access	Under Investigation	Open
357	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
358	4/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
359	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
360	4/19/10			Richmond	Household items affected by SM installation	Under Investigation	Open
361	4/19/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
362	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
363	4/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
364	4/20/10			Oakland	Customer Denies Access	Under Investigation	Open
365	4/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
366	4/20/10			Richmond	Customer Denies Access	Under Investigation	Open
367	4/20/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
368	4/20/10			San Pablo	Household items affected by SM installation	Under Investigation	Open
369	4/20/10			Hopland	Network Equipment Installation	Equipment / pole location concerns	Resolved

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370	4/20/10			Hercules	Other	Under Investigation	Open
371	4/20/10			Walnut Creek	Other	Under Investigation	Open
372	4/21/10			Danville	Customer Denies Access	Under Investigation	Open
373	4/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
374	4/21/10			Livermore	Household items affected by SM installation	Under Investigation	Open
375	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
376	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
377	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
378	4/21/10			Santa Clara	Wellington Installer	Under Investigation	Open
379	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
380	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
381	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
382	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
383	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
384	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
385	4/22/10			El Cerrito	Customer Denies Access	Under Investigation	Open
386	4/22/10			Forestville	Customer Denies Access	Under Investigation	Open
387	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
388	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
389	4/22/10			Vallejo	Customer Denies Access	Under Investigation	Open
390	4/22/10			Alamo	Other	Under Investigation	Open
391	4/22/10			Vallejo	Other	Under Investigation	Open
392	4/23/10			Oakland	Customer Denies Access	Under Investigation	Open
393	4/23/10			Pleasanton	Customer Denies Access	Under Investigation	Open
394	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
395	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
396	4/23/10			San Ramon	Customer Denies Access	Under Investigation	Open
397	4/23/10			Sebastopol	Customer Denies Access	Customer Denies Wellington Access	Resolved
398	4/23/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
399	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
400	4/23/10			Berkeley	Other	Under Investigation	Open
401	4/23/10			Berkeley	Other	Under Investigation	Open
402	4/23/10			Berkeley	Other	Under Investigation	Open
403	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
404	4/23/10			Madera	Wellington Installer	Under Investigation	Open
405	4/23/10			Selma	Wellington Installer	Under Investigation	Open
406	4/25/10			Oakland	Customer Denies Access	Under Investigation	Open
407	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
408	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
409	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
410	4/26/10			Clayton	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	4/26/10			Clayton	Customer Denies Access	Under Investigation	Open
412	4/26/10			El Cerrito	Customer Denies Access	Under Investigation	Open
413	4/26/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
414	4/26/10			Oakhurst	Customer Denies Access	Under Investigation	Open
415	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
416	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
417	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
418	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
419	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
420	4/26/10			San Ramon	Customer Denies Access	Under Investigation	Open
421	4/26/10			Orinda	Meter/Module	Under Investigation	Open
422	4/26/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
423	4/26/10			Madera	Wellington Installer	Under Investigation	Open
424	4/26/10			Napa	Wellington Installer	Under Investigation	Open
425	4/26/10			San Ramon	Wellington Installer	Under Investigation	Open
426	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
427	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
428	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
429	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
430	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
431	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
432	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
433	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
434	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
435	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
436	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
437	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
438	4/27/10			Oakland	Customer Denies Access	Under Investigation	Open
439	4/27/10			Orinda	Customer Denies Access	Under Investigation	Open
440	4/27/10			Richmond	Customer Denies Access	Under Investigation	Open
441	4/27/10			Richmond	Customer Denies Access	Under Investigation	Open
442	4/27/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
443	4/27/10			San Ramon	Customer Denies Access	Under Investigation	Open
444	4/27/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
445	4/27/10			Pittsburg	Other	Under Investigation	Open
446	4/27/10			Pleasanton	Other	Under Investigation	Open
447	4/27/10			Belmont	SmartMeter Customer Communication	Other	Resolved
448	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
449	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
450	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
451	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
452	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
453	4/28/10			Alamo	Customer Denies Access	Under Investigation	Open
454	4/28/10			Berkeley	Customer Denies Access	Under Investigation	Open
455	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
456	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
457	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
458	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
459	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
460	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
461	4/28/10			Petaluma	Customer Denies Access	Under Investigation	Open
462	4/28/10			Pinole	Customer Denies Access	Under Investigation	Open
463	4/28/10			Richmond	Customer Denies Access	Under Investigation	Open
464	4/28/10			Oakley	Other	Under Investigation	Open
465	4/28/10			Hayward	SmartMeter Customer Communication	Under Investigation	Open
466	4/28/10			Lafayette	SmartMeter Customer Communication	Under Investigation	Open
467	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
468	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
469	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
470	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
471	4/29/10			Danville	Customer Denies Access	Under Investigation	Open
472	4/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
473	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
474	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
475	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
476	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
477	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
478	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
479	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
480	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
481	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
482	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
483	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
484	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
485	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
486	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
487	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
488	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
489	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
490	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
491	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
492	4/29/10			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	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
494	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
495	4/29/10			San Pablo	Customer Denies Access	Under Investigation	Open
496	4/29/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
497	4/29/10			Pinole	Household items affected by SM installation	Under Investigation	Open
498	4/29/10			Livermore	Other	Under Investigation	Open
499	4/29/10			Madera	Wellington Installer	Under Investigation	Open
500	4/29/10			Oakland	Wellington Installer	Under Investigation	Open
501	4/30/10			Alameda	Customer Denies Access	Under Investigation	Open
502	4/30/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
503	4/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
504	4/30/10			Livermore	Customer Denies Access	Under Investigation	Open
505	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
506	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
507	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
508	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
509	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
510	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
511	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
512	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
513	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
514	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
515	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
516	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
517	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
518	4/30/10			Richmond	Customer Denies Access	Under Investigation	Open
519	4/30/10			San Jose	Customer Denies Access	Under Investigation	Open
520	4/30/10			San Pablo	Customer Denies Access	Under Investigation	Open
521	4/30/10			San Jose	Household items affected by SM installation	Under Investigation	Open
522	4/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
523	4/30/10			Berkeley	Other	Under Investigation	Open
524	4/30/10			Berkeley	Other	Under Investigation	Open
525	4/30/10			Concord	Other	Under Investigation	Open
526	4/30/10			Richmond	Other	Under Investigation	Open
527	4/30/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
528	4/30/10			Richmond	Wellington Installer	Under Investigation	Open
529	5/1/10			Chowchilla	Customer Denies Access	Under Investigation	Open
530	5/1/10			Los Gatos	Customer Denies Access	Under Investigation	Open
531	5/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
532	5/3/10			Forestville	Customer Denies Access	Under Investigation	Open
533	5/3/10			Los Gatos	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
534	5/3/10			Oakland	Customer Denies Access	Under Investigation	Open
535	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
536	5/3/10			Tracy	Customer Denies Access	Under Investigation	Open
537	5/3/10			Tracy	Customer Denies Access	Under Investigation	Open
538	5/4/10			Concord	Customer Denies Access	Under Investigation	Open
539	5/4/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
540	5/4/10			San Jose	Customer Denies Access	Under Investigation	Open
541	5/4/10			Oakley	Other	Under Investigation	Open
542	5/4/10			San Ramon	Other	Under Investigation	Open
543	5/4/10			S. San Francisco	Wellington Installer	Under Investigation	Open
544	5/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
545	5/5/10			Corcoran	Customer Denies Access	Under Investigation	Open
546	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
547	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
548	5/5/10			Saratoga	Customer Denies Access	Under Investigation	Open
549	5/5/10			Los Banos	Household items affected by SM installation	Under Investigation	Open
550	5/5/10			Madera	Household items affected by SM installation	Under Investigation	Open
551	5/5/10			Santa Nella	Household items affected by SM installation	Under Investigation	Open
552	5/5/10			San Jose	Other	Under Investigation	Open
553	5/5/10			Santa Nella	Other	Under Investigation	Open
554	5/5/10			Vallejo	Other	Under Investigation	Open
555	5/5/10			Manteca	SmartMeter Customer Communication	Other	Resolved
556	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
557	5/5/10			San Jose	Wellington Installer	Under Investigation	Open
558	5/6/10			Madera	Customer Denies Access	Under Investigation	Open
559	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
560	5/6/10			San Jose	Customer Denies Access	Under Investigation	Open
561	5/6/10			Madera	Household items affected by SM installation	Under Investigation	Open
562	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
563	5/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
564	5/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
565	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
566	5/7/10			Squaw Valley	Customer Denies Access	Under Investigation	Open
567	5/7/10			Tracy	Customer Denies Access	Under Investigation	Open
568	5/7/10			Tracy	Customer Denies Access	Under Investigation	Open
569	5/7/10			Kingsburg	Household items affected by SM installation	Other	Resolved
570	5/7/10			San Jose	Meter/Module	Under Investigation	Open
571	5/7/10			Oakland	Other	Under Investigation	Open
572	5/7/10			Richmond	Other	Under Investigation	Open
573	5/7/10			Firebaugh	Power Interruption	Under Investigation	Open
574	5/7/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
575	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
576	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
577	5/8/10			Richmond	Customer Denies Access	Under Investigation	Open
578	5/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
579	5/8/10			Placerville	Wellington Installer	Under Investigation	Open
580	5/9/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
581	5/9/10			Oakland	Customer Denies Access	Under Investigation	Open
582	5/10/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
583	5/10/10			Livermore	Customer Denies Access	Under Investigation	Open
584	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
585	5/10/10			Madera	Customer Denies Access	Under Investigation	Open
586	5/10/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
587	5/10/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
588	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
589	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
590	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
591	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
592	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
593	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
594	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
595	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
596	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
597	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
598	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
599	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
600	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
601	5/10/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
602	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
603	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
604	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
605	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
606	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
607	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
608	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
609	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
610	5/10/10			Tracy	Customer Denies Access	Under Investigation	Open
611	5/10/10			Hercules	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
612	5/10/10			San Jose	Other	Under Investigation	Open
613	5/10/10			Sebastopol	Other	Under Investigation	Open
614	5/10/10			Chowchilla	SmartMeter Customer Communication	Under Investigation	Open
615	5/10/10			Richmond	SmartMeter Customer Communication	Other	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
616	5/10/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
617	5/10/10			Millpitas	Wellington Installer	Under Investigation	Open
618	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open
619	5/10/10			Stockton	Wellington Installer	Under Investigation	Open
620	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
621	5/11/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
622	5/11/10			Berkeley	Customer Denies Access	Under Investigation	Open
623	5/11/10			Berkeley	Customer Denies Access	Under Investigation	Open
624	5/11/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
625	5/11/10			Los Gatos	Customer Denies Access	Under Investigation	Open
626	5/11/10			Millbrae	Customer Denies Access	Under Investigation	Open
627	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
628	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
629	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
630	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
631	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
632	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
633	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
634	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
635	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
636	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
637	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
638	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
639	5/11/10			Richmond	Customer Denies Access	Under Investigation	Open
640	5/11/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
641	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
642	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
643	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
644	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
645	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
646	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
647	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
648	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
649	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
650	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
651	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
652	5/11/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
653	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
654	5/11/10			Concord	Household items affected by SM installation	Under Investigation	Open
655	5/11/10			Santa Nella	Household items affected by SM installation	Under Investigation	Open
656	5/11/10			Alamo	SmartMeter Customer Communication	Under Investigation	Open



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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
657	5/11/10			Los Banos	SmartMeter Customer Communication	Under Investigation	Open
658	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open
659	5/11/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
660	5/11/10			San Leandro	SmartMeter Customer Communication	Under Investigation	Open
661	5/11/10			Shafer	SmartMeter Customer Communication	Under Investigation	Open
662	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
663	5/11/10			Chico	Wellington Installer	Under Investigation	Open
664	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
665	5/11/10			Milpitas	Wellington Installer	Under Investigation	Open
666	5/11/10			San Jose	Wellington Installer	Under Investigation	Open
667	5/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
668	5/11/10			Tracy	Wellington Installer	Under Investigation	Open
669	5/11/10			Vallejo	Wellington Installer	Under Investigation	Open
670	5/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
671	5/12/10			Campbell	Customer Denies Access	Under Investigation	Open
672	5/12/10			El Cerrito	Customer Denies Access	Under Investigation	Open
673	5/12/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
674	5/12/10			Milpitas	Customer Denies Access	Under Investigation	Open
675	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
676	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
677	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
678	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
679	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
680	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
681	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
682	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
683	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
684	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
685	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
686	5/12/10			Piedmont	Customer Denies Access	Under Investigation	Open
687	5/12/10			Piedmont	Customer Denies Access	Under Investigation	Open
688	5/12/10			Pinole	Customer Denies Access	Under Investigation	Open
689	5/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
690	5/12/10			S. San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
691	5/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
692	5/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
693	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
694	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
695	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
696	5/12/10			Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Resolved
697	5/12/10			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
698	5/12/10			Sebastopol	Customer Denies Access	Under Investigation	Open
699	5/12/10			Yuba City	Customer Denies Access	Under Investigation	Open
700	5/12/10			Martinez	Household items affected by SM installation	Under Investigation	Open
701	5/12/10			Marysville	Household items affected by SM installation	Under Investigation	Open
702	5/12/10			Vallejo	Household items affected by SM installation	Damaged Television	Resolved
703	5/12/10			Fresno	Other	Under Investigation	Open
704	5/12/10			Richmond	Other	Under Investigation	Open
705	5/12/10			San Jose	Other	Under Investigation	Open
706	5/12/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
707	5/12/10			San Mateo	SmartMeter Customer Communication	Other	Resolved
708	5/12/10			San Mateo	SmartMeter Customer Communication	Other	Resolved
709	5/12/10			Livermore	Wellington Installer	Under Investigation	Open
710	5/12/10			Marysville	Wellington Installer	Under Investigation	Open
711	5/12/10			Mountain View	Wellington Installer	Under Investigation	Open
712	5/12/10			Napa	Wellington Installer	Under Investigation	Open
713	5/12/10			Richmond	Wellington Installer	Under Investigation	Open
714	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
715	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
716	5/12/10			San Ramon	Wellington Installer	Under Investigation	Open
717	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open
718	5/12/10			Tracy	Wellington Installer	Under Investigation	Open
719	5/13/10			Aptos	Customer Denies Access	Under Investigation	Open
720	5/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
721	5/13/10			Los Banos	Customer Denies Access	Under Investigation	Open
722	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
723	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
724	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
725	5/13/10			Piedmont	Customer Denies Access	Under Investigation	Open
726	5/13/10			Redding	Customer Denies Access	Under Investigation	Open
727	5/13/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
728	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
729	5/13/10			Yuba City	Customer Denies Access	Under Investigation	Open
730	5/13/10			Yuba City	Customer Denies Access	Under Investigation	Open
731	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
732	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
733	5/13/10			Dos Palos	Other	Under Investigation	Open
734	5/13/10			San Jose	Other	Under Investigation	Open
735	5/13/10			Tracy	Other	Under Investigation	Open
736	5/13/10			Yuba City	Other	Under Investigation	Open
737	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
738	5/13/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open

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739	5/13/10			Marysville	Wellington Installer	Under Investigation	Open
740	5/13/10			Redding	Wellington Installer	Under Investigation	Open
741	5/14/10			Aptos	Customer Denies Access	Under Investigation	Open
742	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
743	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
744	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
745	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
746	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
747	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
748	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
749	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
750	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
751	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
752	5/14/10			Graton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
753	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
754	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
755	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
756	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
757	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
758	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
759	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
760	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
761	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
762	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
763	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
764	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
765	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
766	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
767	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
768	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
769	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
770	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
771	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
772	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
773	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
774	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
775	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
776	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
777	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
778	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
779	5/14/10			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
780	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
781	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
782	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
783	5/14/10			San Leandro	Customer Denies Access	Under Investigation	Open
784	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
785	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
786	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
787	5/14/10			Tracy	Customer Denies Access	Under Investigation	Open
788	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
789	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
790	5/14/10			Mountain View	Customer wants SmartMeter Removed	Under Investigation	Open
791	5/14/10			San Leandro	Customer wants SmartMeter Removed	Under Investigation	Open
792	5/14/10			Yuba City	Customer wants SmartMeter Removed	Under Investigation	Open
793	5/14/10			San Jose	Household items affected by SM installation	Under Investigation	Open
794	5/14/10			Antioch	Meter/Module	Under Investigation	Open
795	5/14/10			San Jose	Meter/Module	Under Investigation	Open
796	5/14/10			Tranquillity	Meter/Module	Under Investigation	Open
797	5/14/10			Chico	Other	Under Investigation	Open
798	5/14/10			Clayton	Wellington Installer	Under Investigation	Open
799	5/14/10			Pleasanton	Wellington Installer	Under Investigation	Open
800	5/15/10			Alameda	Customer Denies Access	Under Investigation	Open
801	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
802	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
803	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
804	5/15/10			Emeryville	Customer Denies Access	Under Investigation	Open
805	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
806	5/15/10			Marysville	Customer Denies Access	Under Investigation	Open
807	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
808	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
809	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
810	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
811	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
812	5/15/10			Piedmont	Customer Denies Access	Under Investigation	Open
813	5/15/10			San Francisco	Customer Denies Access	Under Investigation	Open
814	5/15/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
815	5/15/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
816	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
817	5/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
818	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
819	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
820	5/16/10			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	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
822	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
823	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
824	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
825	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
826	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
827	5/16/10			Marysville	SmartMeter Customer Communication	Under Investigation	Open
828	5/17/10			Alameda	Customer Denies Access	Under Investigation	Open
829	5/17/10			Aptos	Customer Denies Access	Under Investigation	Open
830	5/17/10			Berkeley	Customer Denies Access	Under Investigation	Open
831	5/17/10			El Cerrito	Customer Denies Access	Under Investigation	Open
832	5/17/10			Jenner	Customer Denies Access	Customer does not want a SmartMeter	Resolved
833	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
834	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
835	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
836	5/17/10			Marysville	Customer Denies Access	Under Investigation	Open
837	5/17/10			Marysville	Customer Denies Access	Under Investigation	Open
838	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
839	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
840	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
841	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
842	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
843	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
844	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
845	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
846	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
847	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
848	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
849	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
850	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
851	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
852	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
853	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
854	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
855	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
856	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
857	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
858	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
859	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
860	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
861	5/17/10			San Ramon	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
862	5/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
863	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
864	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
865	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
866	5/17/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
867	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
868	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
869	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
870	5/17/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
871	5/17/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
872	5/17/10			Yuba City	Customer wants Smartmeter Removed	Under Investigation	Open
873	5/17/10			S. San Francisco	Other	Under Investigation	Open
874	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
875	5/17/10			Los Gatos	Scheduling Problems	Under Investigation	Open
876	5/17/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
877	5/17/10			Alameda	Wellington Installer	Under Investigation	Open
878	5/17/10			Benicia	Wellington Installer	Under Investigation	Open
879	5/17/10			Dos Palos	Wellington Installer	Under Investigation	Open
880	5/17/10			San Jose	Wellington Installer	Under Investigation	Open
881	5/17/10			Santa Rosa	Wellington Installer	Under Investigation	Open
882	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
883	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
884	5/18/10			Bodega Bay	Customer Denies Access	Customer does not want a SmartMeter	Resolved
885	5/18/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
886	5/18/10			Chico	Customer Denies Access	Radio Frequency Concerns	Resolved
887	5/18/10			Chowchilla	Customer Denies Access	Under Investigation	Open
888	5/18/10			Forestville	Customer Denies Access	Under Investigation	Open
889	5/18/10			Livermore	Customer Denies Access	Under Investigation	Open
890	5/18/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
891	5/18/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
892	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
893	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
894	5/18/10			Madera	Customer Denies Access	Under Investigation	Open
895	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
896	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
897	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
898	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
899	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
900	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
901	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
902	5/18/10			Paradise	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	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
904	5/18/10			Pleasanton	Customer Denies Access	Under Investigation	Open
905	5/18/10			Richmond	Customer Denies Access	Under Investigation	Open
906	5/18/10			Rio Nido	Customer Denies Access	Customer does not want a SmartMeter	Resolved
907	5/18/10			San Anselmo	Customer Denies Access	Under Investigation	Open
908	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
909	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
910	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
911	5/18/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
912	5/18/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
913	5/18/10			Tracy	Customer Denies Access	Under Investigation	Open
914	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
915	5/18/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
916	5/18/10			Sunnyvale	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
917	5/18/10			Vallejo	Customer wants Smartmeter Removed	Unhappy with SM program	Resolved
918	5/18/10			Oakland	Household items affected by SM installation	Under Investigation	Open
919	5/18/10			Sonoma	Household items affected by SM installation	Other	Resolved
920	5/18/10			San Jose	Meter/Module	Meter/Module clearance issues	Resolved
921	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
922	5/18/10			Dos Palos	Wellington Installer	Under Investigation	Open
923	5/18/10			Dublin	Wellington Installer	Under Investigation	Open
924	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
925	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
926	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
927	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
928	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
929	5/19/10			Angwin	Customer Denies Access	Customer does not want a SmartMeter	Resolved
930	5/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
931	5/19/10			Bodega Bay	Customer Denies Access	Customer does not want a SmartMeter	Resolved
932	5/19/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
933	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
934	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
935	5/19/10			Cupertino	Customer Denies Access	Under Investigation	Open
936	5/19/10			Dublin	Customer Denies Access	Under Investigation	Open
937	5/19/10			Durham	Customer Denies Access	Under Investigation	Open
938	5/19/10			Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Resolved
939	5/19/10			Hayward	Customer Denies Access	Under Investigation	Open
940	5/19/10			Jenner	Customer Denies Access	Customer does not want a SmartMeter	Resolved
941	5/19/10			Kenwood	Customer Denies Access	Customer does not want a SmartMeter	Resolved
942	5/19/10			Marysville	Customer Denies Access	Under Investigation	Open
943	5/19/10			Mill Valley	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	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
945	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
946	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
947	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
948	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
949	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
950	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
951	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
952	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
953	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
954	5/19/10			Occidental	Customer Denies Access	Customer does not want a SmartMeter	Resolved
955	5/19/10			Occidental	Customer Denies Access	Under Investigation	Open
956	5/19/10			Piedmont	Customer Denies Access	Under Investigation	Open
957	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
958	5/19/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
959	5/19/10			San Jose	Customer Denies Access	Under Investigation	Open
960	5/19/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
961	5/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
962	5/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
963	5/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
964	5/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
965	5/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
966	5/19/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
967	5/19/10			Sebastopol	Customer Denies Access	Under Investigation	Open
968	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
969	5/19/10			Watsonville	Customer Denies Access	Under Investigation	Open
970	5/19/10			Brentwood	Customer wants Smartmeter Removed	Under Investigation	Open
971	5/19/10			Forestville	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
972	5/19/10			Forestville	Customer wants Smartmeter Removed	Unhappy with SM program	Resolved
973	5/19/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
974	5/19/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
975	5/19/10			Firebaugh	Household items affected by SM installation	Under Investigation	Open
976	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
977	5/19/10			Vallejo	SmartMeter Customer Communication	Other	Resolved
978	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
979	5/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
980	5/20/10			Bolinas	Customer Denies Access	Under Investigation	Open
981	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
982	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
983	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
984	5/20/10			Chico	Customer Denies Access	Under Investigation	Open



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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
985	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
986	5/20/10			Chico	Customer Denies Access	Unhappy with SM program	Resolved
987	5/20/10			Covelo	Customer Denies Access	Under Investigation	Open
988	5/20/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
989	5/20/10			Fresno	Customer Denies Access	Under Investigation	Open
990	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
991	5/20/10			Hercules	Customer Denies Access	Under Investigation	Open
992	5/20/10			Live Oak	Customer Denies Access	Under Investigation	Open
993	5/20/10			Livermore	Customer Denies Access	Under Investigation	Open
994	5/20/10			Madera	Customer Denies Access	Under Investigation	Open
995	5/20/10			Manteca	Customer Denies Access	Under Investigation	Open
996	5/20/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
997	5/20/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
998	5/20/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
999	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1000	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1001	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1002	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1003	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1004	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1005	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1006	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1007	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1008	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1009	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1010	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1011	5/20/10			Occidental	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1012	5/20/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1013	5/20/10			Piedmont	Customer Denies Access	Under Investigation	Open
1014	5/20/10			Piedmont	Customer Denies Access	Under Investigation	Open
1015	5/20/10			Piedmont	Customer Denies Access	Under Investigation	Open
1016	5/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1017	5/20/10			Richmond	Customer Denies Access	Under Investigation	Open
1018	5/20/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1019	5/20/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1020	5/20/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1021	5/20/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1022	5/20/10			Saratoga	Customer Denies Access	Under Investigation	Open
1023	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
1024	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
1025	5/20/10			Vallejo	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
1026	5/20/10			Yuba City	Customer Denies Access	Under Investigation	Open
1027	5/20/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
1028	5/20/10			Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
1029	5/20/10			Oakley	Customer wants Smartmeter Removed	Under Investigation	Open
1030	5/20/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
1031	5/20/10			Los Altos	Meter/Module	Under Investigation	Open
1032	5/20/10			Tracy	Power Interruption	Under Investigation	Open
1033	5/20/10			San Jose	Wellington Installer	Under Investigation	Open
1034	5/20/10			Yuba City	Wellington Installer	Under Investigation	Open
1035	5/21/10			Alameda	Customer Denies Access	Under Investigation	Open
1036	5/21/10			Alameda	Customer Denies Access	Under Investigation	Open
1037	5/21/10			Albany	Customer Denies Access	Under Investigation	Open
1038	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
1039	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
1040	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
1041	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
1042	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
1043	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
1044	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
1045	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
1046	5/21/10			Emeryville	Customer Denies Access	Under Investigation	Open
1047	5/21/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1048	5/21/10			Forestville	Customer Denies Access	Under Investigation	Open
1049	5/21/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1050	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1051	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1052	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1053	5/21/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1054	5/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1055	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
1056	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
1057	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
1058	5/21/10			Monte Rio	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1059	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
1060	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1061	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1062	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1063	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1064	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1065	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1066	5/21/10			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
1067	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1068	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1069	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1070	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1071	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1072	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1073	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1074	5/21/10			Oroville	Customer Denies Access	Under Investigation	Open
1075	5/21/10			Paradise	Customer Denies Access	Under Investigation	Open
1076	5/21/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1077	5/21/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1078	5/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1079	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1080	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1081	5/21/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1082	5/21/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1083	5/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1084	5/21/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1085	5/21/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1086	5/21/10			Dublin	Customer wants Smartmeter Removed	Under Investigation	Open
1087	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
1088	5/21/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
1089	5/21/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
1090	5/21/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1091	5/21/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
1092	5/21/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
1093	5/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1094	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
1095	5/21/10			El Cerrito	Potential Wellington Claim	Under Investigation	Open
1096	5/21/10			Berkeley	Wellington Installer	Under Investigation	Open
1097	5/21/10			Petaluma	Wellington Installer	Under Investigation	Open
1098	5/22/10			Campbell	Customer Denies Access	Under Investigation	Open
1099	5/22/10			Cazadero	Customer Denies Access	Under Investigation	Open
1100	5/22/10			Chico	Customer Denies Access	Under Investigation	Open
1101	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
1102	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
1103	5/22/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1104	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1105	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1106	5/22/10			Magalia	Customer Denies Access	Under Investigation	Open
1107	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open

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1108	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1109	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1110	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1111	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1112	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1113	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1114	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1115	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1116	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1117	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1118	5/22/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1119	5/22/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1120	5/22/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1121	5/22/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1122	5/22/10			Piedmont	Customer Denies Access	Under Investigation	Open
1123	5/22/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1124	5/22/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1125	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1126	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1127	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1128	5/22/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1129	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
1130	5/23/10			Emeryville	Customer Denies Access	Under Investigation	Open
1131	5/23/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1132	5/23/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1133	5/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1134	5/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1135	5/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1136	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1137	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1138	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1139	5/23/10			Paradise	Customer Denies Access	Under Investigation	Open
1140	5/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1141	5/23/10			San Pablo	Customer Denies Access	Under Investigation	Open
1142	5/23/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1143	5/24/10			Belvedere	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1144	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
1145	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
1146	5/24/10			Browns Valley	Customer Denies Access	Under Investigation	Open
1147	5/24/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1148	5/24/10			Chico	Customer Denies Access	Under Investigation	Open

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1149	5/24/10			Durham	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1150	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
1151	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
1152	5/24/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1153	5/24/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1154	5/24/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1155	5/24/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1156	5/24/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1157	5/24/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1158	5/24/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1159	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1160	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1161	5/24/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1162	5/24/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1163	5/24/10			Magalia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1164	5/24/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1165	5/24/10			Moraga	Customer Denies Access	Under Investigation	Open
1166	5/24/10			Morgan Hill	Customer Denies Access	Under Investigation	Open
1167	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1168	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1169	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1170	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1171	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1172	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1173	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1174	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1175	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1176	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1177	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1178	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1179	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1180	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1181	5/24/10			Penn Valley	Customer Denies Access	Under Investigation	Open
1182	5/24/10			Penngrove	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1183	5/24/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1184	5/24/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1185	5/24/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1186	5/24/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1187	5/24/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1188	5/24/10			Petaluma	Customer Denies Access	Under Investigation	Open
1189	5/24/10			Petaluma	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1190	5/24/10			Piedmont	Customer Denies Access	Under Investigation	Open
1191	5/24/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1192	5/24/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1193	5/24/10			Richmond	Customer Denies Access	Under Investigation	Open
1194	5/24/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1195	5/24/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1196	5/24/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1197	5/24/10			San Francisco	Customer Denies Access	Under Investigation	Open
1198	5/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1199	5/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1200	5/24/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1201	5/24/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1202	5/24/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1203	5/24/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1204	5/24/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1205	5/24/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1206	5/24/10			Yuba City	Customer Denies Access	Under Investigation	Open
1207	5/24/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
1208	5/24/10			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Resolved
1209	5/24/10			Aptos	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1210	5/24/10			Concord	Household items affected by SM installation	Under Investigation	Open
1211	5/24/10			Kingsburg	Household items affected by SM installation	Other	Resolved
1212	5/24/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1213	5/24/10			Nicolaus	Household items affected by SM installation	Other	Resolved
1214	5/24/10			San Jose	Household items affected by SM installation	Other	Resolved
1215	5/24/10			El Dorado Hills	SmartMeter Customer Communication	Other	Resolved
1216	5/24/10			Millipitas	SmartMeter Customer Communication	Under Investigation	Open
1217	5/24/10			San Bruno	SmartMeter Customer Communication	Other	Resolved
1218	5/24/10			San Jose	Wellington Installer	Under Investigation	Open
1219	5/24/10			Yuba City	Wellington Installer	Under Investigation	Open
1220	5/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
1221	5/25/10			Camino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1222	5/25/10			Camino	Customer Denies Access	Under Investigation	Open
1223	5/25/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1224	5/25/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1225	5/25/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1226	5/25/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1227	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1228	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1229	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1230	5/25/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1231	5/25/10			Nevada City	Customer Denies Access	Under Investigation	Open
1232	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1233	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1234	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1235	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1236	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1237	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1238	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1239	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1240	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1241	5/25/10			Paradise	Customer Denies Access	Under Investigation	Open
1242	5/25/10			Petaluma	Customer Denies Access	Under Investigation	Open
1243	5/25/10			San Francisco	Customer Denies Access	Under Investigation	Open
1244	5/25/10			San Francisco	Customer Denies Access	Under Investigation	Open
1245	5/25/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1246	5/25/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1247	5/25/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1248	5/25/10			Vallejo	Customer Denies Access	Under Investigation	Open
1249	5/25/10			Windsor	Customer Denies Access	Under Investigation	Open
1250	5/25/10			Pollock Pines	Customer wants Smartmeter Removed	Under Investigation	Open
1251	5/25/10			Forbestown	Household items affected by SM installation	Other	Resolved
1252	5/25/10			Oakland	Household items affected by SM installation	Other	Resolved
1253	5/25/10			Moraga	Meter/Module	Meter/Module clearance issues	Resolved
1254	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
1255	5/25/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1256	5/25/10			Vallejo	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1257	5/25/10			Wheatland	Wellington Installer	Under Investigation	Open
1258	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1259	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1260	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1261	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1262	5/26/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1263	5/26/10			Cameron Park	Customer wants Smartmeter Removed	Under Investigation	Open
1264	5/26/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1265	5/26/10			Yuba City	Customer wants Smartmeter Removed	Under Investigation	Open
1266	5/26/10			Benicia	Household items affected by SM installation	Under Investigation	Open
1267	5/26/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
1268	5/26/10			Guerneville	Household items affected by SM installation	Damaged Computer	Resolved
1269	5/26/10			Oakland	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1270	5/26/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1271	5/26/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1272	5/26/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
1273	5/26/10			Redding	SmartMeter Customer Communication	Other	Resolved
1274	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1275	5/26/10			San Jose	Wellington Installer	Under Investigation	Open
1276	5/26/10			San Pablo	Wellington Installer	Under Investigation	Open
1277	5/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1278	5/27/10			Bolinas	Customer Denies Access	Under Investigation	Open
1279	5/27/10			Browns Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1280	5/27/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1281	5/27/10			Cotati	Customer Denies Access	Under Investigation	Open
1282	5/27/10			Forest Ranch	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1283	5/27/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1284	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1285	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1286	5/27/10			Penn Valley	Customer Denies Access	Under Investigation	Open
1287	5/27/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1288	5/27/10			Petaluma	Customer Denies Access	Under Investigation	Open
1289	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open
1290	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open
1291	5/27/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1292	5/27/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1293	5/27/10			Richmond	Customer Denies Access	Under Investigation	Open
1294	5/27/10			Rio Nido	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1295	5/27/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1296	5/27/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1297	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1298	5/27/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1299	5/27/10			Shingle Springs	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1300	5/27/10			Sunnyvale	Customer Denies Access	Customer Denies Wellington Access	Resolved
1301	5/27/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1302	5/27/10			Crockett	Household items affected by SM installation	Other	Resolved
1303	5/27/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1304	5/27/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
1305	5/27/10			Berkeley	Power Interruption	Under Investigation	Open
1306	5/27/10			Santa Clara	Scheduling Problems	Unable to Complete	Resolved
1307	5/27/10			Citrus Heights	Wellington Installer	Under Investigation	Open
1308	5/28/10			Auburn	Customer Denies Access	Under Investigation	Open
1309	5/28/10			Cool	Customer Denies Access	Under Investigation	Open
1310	5/28/10			Danville	Customer Denies Access	Under Investigation	Open
1311	5/28/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1312	5/28/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved



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1313	5/28/10			Magalia	Customer Denies Access	Under Investigation	Open
1314	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1315	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1316	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1317	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1318	5/28/10			Port Costa	Customer Denies Access	Under Investigation	Open
1319	5/28/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1320	5/28/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1321	5/28/10			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
1322	5/28/10			Suisun	Customer wants Smartmeter Removed	Under Investigation	Open
1323	5/28/10			Lemoore	Meter/Module Equipment	Under Investigation	Open
1324	5/28/10			San Jose	Wellington Installer	Under Investigation	Open
1325	5/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
1326	5/29/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1327	5/29/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1328	5/29/10			Nevada City	Customer Denies Access	Under Investigation	Open
1329	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1330	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1331	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1332	5/29/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1333	5/29/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1334	5/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1335	5/29/10			Richmond	Customer Denies Access	Under Investigation	Open
1336	5/29/10			Rio Nido	Customer Denies Access	Other	Resolved
1337	5/29/10			S. San Francisco	Customer Denies Access	Under Investigation	Open
1338	5/29/10			San Francisco	Customer Denies Access	Under Investigation	Open
1339	5/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1340	5/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1341	5/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1342	5/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1343	5/29/10			Tracy	Customer Denies Access	Customer Denies Wellington Access	Resolved
1344	5/29/10			Clayton	Customer wants Smartmeter Removed	Under Investigation	Open
1345	5/29/10			Los Altos	Customer wants Smartmeter Removed	Unhappy with SM program	Resolved
1346	5/30/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1347	5/30/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1348	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1349	5/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
1350	5/30/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1351	5/30/10			Berkeley	Customer wants Smartmeter Removed	Damaged Other Household Appliances	Resolved
1352	5/30/10			Plumas Lakes	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1353	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open

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1354	5/31/10			Oakland	Customer Denies Access	Under Investigation	Open
1355	5/31/10			Oakland	Customer Denies Access	Under Investigation	Open
1356	5/31/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1357	5/31/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1358	5/31/10			Tiburon	Customer Denies Access	Under Investigation	Open
1359	5/31/10			Forestville	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1360	5/31/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
1361	6/1/10			Chico	Customer Denies Access	Under Investigation	Open
1362	6/1/10			Chico	Customer Denies Access	Under Investigation	Open
1363	6/1/10			Dillon Beach	Customer Denies Access	Under Investigation	Open
1364	6/1/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1365	6/1/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1366	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1367	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1368	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1369	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1370	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1371	6/1/10			Paradise	Customer Denies Access	Under Investigation	Open
1372	6/1/10			Petaluma	Customer Denies Access	Under Investigation	Open
1373	6/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1374	6/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1375	6/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1376	6/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1377	6/1/10			Shingle Springs	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1378	6/1/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1379	6/1/10			San Jose	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Resolved
1380	6/1/10			Berkeley	Household items affected by SM installation	Other	Resolved
1381	6/1/10			Kingsburg	Household items affected by SM installation	Other	Resolved
1382	6/1/10			Concord	Meter/Module	Under Investigation	Open
1383	6/1/10			Oakland	Potential Wellington Claim	Under Investigation	Open
1384	6/1/10			Placerville	Potential Wellington Claim	Under Investigation	Open
1385	6/1/10			Wheatland	Power Interruption	Under Investigation	Open
1386	6/1/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1387	6/1/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
1388	6/1/10			Livermore	Wellington Installer	Under Investigation	Open
1389	6/2/10			Oakland	Customer Denies Access	Under Investigation	Open
1390	6/2/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1391	6/2/10			Lafayette	Customer wants Smartmeter Removed	Under Investigation	Open
1392	6/2/10			Oakland	Customer wants Smartmeter Removed	Unhappy with SM Program	Open
1393	6/2/10			Antioch	Household items affected by SM installation	Other	Resolved
1394	6/2/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open

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1395	6/2/10			San Francisco	Household items affected by SM installation	Other	Resolved
1396	6/2/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1397	6/2/10			Marysville	SmartMeter Customer Communication	Under Investigation	Open
1398	6/2/10			Cupertino	Wellington Installer	Under Investigation	Open
1399	6/2/10			Los Gatos	Wellington Installer	Under Investigation	Open
1400	6/3/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1401	6/3/10			Monte Rio	Customer wants Smartmeter Removed	Under Investigation	Open
1402	6/3/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1403	6/3/10			Los Altos	Household items affected by SM installation	Meter/Module clearance issues	Resolved
1404	6/3/10			Oakdale	Household items affected by SM installation	Under Investigation	Open
1405	6/3/10			Oakland	Household items affected by SM installation	Other	Resolved
1406	6/3/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
1407	6/3/10			El Dorado Hills	Power Interruption	Partial Power Outage	Resolved
1408	6/3/10			San Jose	Power Interruption	Under Investigation	Open
1409	6/3/10			Concord	Wellington Installer	Under Investigation	Open
1410	6/4/10			Pilot Hill	Household items affected by SM installation	Under Investigation	Open
1411	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1412	6/4/10			Livermore	Potential Wellington Claim	Under Investigation	Open
1413	6/4/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
1414	6/5/10			Emeryville	Customer Denies Access	Under Investigation	Open
1415	6/5/10			Oakland	Customer Denies Access	Under Investigation	Open
1416	6/6/10			Fairfax	Customer Denies Access	Under Investigation	Open
1417	6/6/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1418	6/6/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1419	6/6/10			San Francisco	Customer Denies Access	Under Investigation	Open
1420	6/6/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1421	6/6/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1422	6/6/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1423	6/6/10			Chico	Customer wants Smartmeter Removed	Under Investigation	Open
1424	6/6/10			Chico	installation	Damaged Computer	Resolved
1425	6/6/10			El Dorado Hills	installation	Malfunctioning	Resolved
1426	6/6/10			Emeryville	installation	Under Investigation	Open
1427	6/6/10			Monte Sereno	installation	Damaged Other Household Appliances	Resolved
1428	6/6/10			San Jose	installation	Internet/Cable Connection Problem	Resolved
1429	6/6/10			San Jose	installation	Other	Resolved
1430	6/6/10			San Jose	installation	Under Investigation	Open
1431	6/6/10			San Jose	installation	Under Investigation	Open
1432	6/6/10			Tracy	installation	Under Investigation	Open
1433	6/6/10			Castro Valley	Meter/Module Equipment	Other	Resolved
1434	6/6/10			Concord	Meter/Module Equipment	Other	Resolved
1435	6/6/10			Marysville	Meter/Module Equipment	Under Investigation	Open

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1436	6/7/10			Browns Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1437	6/7/10			Corte Madera	Customer Denies Access	Under Investigation	Open
1438	6/7/10			Dunlap	Customer Denies Access	Customer Denies Wellington Access	Resolved
1439	6/7/10			Fairfax	Customer Denies Access	Under Investigation	Open
1440	6/7/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1441	6/7/10			Inverness	Customer Denies Access	Under Investigation	Open
1442	6/7/10			Menlo Park	Customer Denies Access	Customer Denies Wellington Access	Resolved
1443	6/7/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1444	6/7/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1445	6/7/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1446	6/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1447	6/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1448	6/7/10			Occidental	Customer Denies Access	Under Investigation	Open
1449	6/7/10			Pacific House	Customer Denies Access	Customer Denies Wellington Access	Resolved
1450	6/7/10			Petaluma	Customer Denies Access	Under Investigation	Open
1451	6/7/10			Placerville	Customer Denies Access	Under Investigation	Open
1452	6/7/10			Placerville	Customer Denies Access	Under Investigation	Open
1453	6/7/10			San Francisco	Customer Denies Access	Customer Denies Wellington Access	Resolved
1454	6/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1455	6/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1456	6/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1457	6/7/10			San Jose	Customer Denies Access	Under Investigation	Open
1458	6/7/10			San Ramon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1459	6/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1460	6/7/10			Saratoga	Customer Denies Access	Under Investigation	Open
1461	6/7/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1462	6/7/10			Vallejo	Customer Denies Access	Under Investigation	Open
1463	6/7/10			Walnut Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1464	6/7/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1465	6/7/10			Arvin	installation	Under Investigation	Open
1466	6/7/10			Hayward	installation	Under Investigation	Open
1467	6/7/10			Oakland	installation	Damaged Computer	Resolved
1468	6/7/10			Oakland	installation	Damaged Other Household Appliances	Resolved
1469	6/7/10			Oroville	installation	Damaged Other Household Appliances	Resolved
1470	6/7/10			San Jose	installation	Under Investigation	Open
1471	6/7/10			Oakhurst	SmartMeter Customer Communication	Under Investigation	Open
1472	6/7/10			Olivehurst	Wellington Installer	Installer rude to customer	Resolved
1473	6/7/10			Yuba City	Wellington Installer	Under Investigation	Open
1474	6/8/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1475	6/8/10			Aptos	Customer Denies Access	Under Investigation	Open
1476	6/8/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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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
1477	6/8/10			Chico	Customer Denies Access	Under Investigation	Open
1478	6/8/10			Fairfax	Customer Denies Access	Under Investigation	Open
1479	6/8/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1480	6/8/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1481	6/8/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1482	6/8/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1483	6/8/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1484	6/8/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1485	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1486	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1487	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1488	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1489	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1490	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1491	6/8/10			Petaluma	Customer Denies Access	Under Investigation	Open
1492	6/8/10			Piedmont	Customer Denies Access	Under Investigation	Open
1493	6/8/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1494	6/8/10			San Francisco	Customer Denies Access	Under Investigation	Open
1495	6/8/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1496	6/8/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1497	6/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1498	6/8/10			Saratoga	Customer Denies Access	Under Investigation	Open
1499	6/8/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1500	6/8/10			Woodside	Customer Denies Access	Under Investigation	Open
1501	6/8/10			El Dorado Hills	installation	Internet/Cable Connection Problem	Resolved
1502	6/8/10			Madera	installation	Other	Resolved
1503	6/8/10			Milpitas	installation	Under Investigation	Open
1504	6/8/10			Petaluma	installation	Damaged Other Household Appliances	Resolved
1505	6/8/10			Placerville	installation	Internet/Cable Connection Problem	Resolved
1506	6/8/10			Richmond	installation	Other	Resolved
1507	6/8/10			San Jose	installation	Under Investigation	Open
1508	6/8/10			San Jose	installation	Under Investigation	Open
1509	6/8/10			Santa Rosa	installation	Other	Resolved
1510	6/8/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
1511	6/8/10			Fresno	Power Interruption	Under Investigation	Open
1512	6/8/10			Petaluma	SmartMeter Customer Communication	Under Investigation	Open
1513	6/8/10			Oakland	Wellington Installer	Under Investigation	Open
1514	6/8/10			Redwood City	Wellington Installer	Under Investigation	Open
1515	6/8/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1516	6/9/10			Aptos	Customer Denies Access	Under Investigation	Open
1517	6/9/10			Campbell	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
1518	6/9/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1519	6/9/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1520	6/9/10			Campbell	Customer Denies Access	Under Investigation	Open
1521	6/9/10			Campbell	Customer Denies Access	Under Investigation	Open
1522	6/9/10			Campbell	Customer Denies Access	Under Investigation	Open
1523	6/9/10			Concord	Customer Denies Access	Under Investigation	Open
1524	6/9/10			Fairfield	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1525	6/9/10			Forest Knolls	Customer Denies Access	Under Investigation	Open
1526	6/9/10			Fremont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1527	6/9/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1528	6/9/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1529	6/9/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1530	6/9/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1531	6/9/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
1532	6/9/10			Los Altos	Customer Denies Access	Under Investigation	Open
1533	6/9/10			Monte Rio	Customer Denies Access	Under Investigation	Open
1534	6/9/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1535	6/9/10			Nevada City	Customer Denies Access	Under Investigation	Open
1536	6/9/10			Nevada City	Customer Denies Access	Under Investigation	Open
1537	6/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1538	6/9/10			Paradise	Customer Denies Access	Under Investigation	Open
1539	6/9/10			Paradise	Customer Denies Access	Under Investigation	Open
1540	6/9/10			S. San Francisco	Customer Denies Access	Under Investigation	Open
1541	6/9/10			San Jose	Customer Denies Access	Under Investigation	Open
1542	6/9/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1543	6/9/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1544	6/9/10			Yuba City	Customer Denies Access	Under Investigation	Open
1545	6/9/10			Yuba City	Customer Denies Access	Under Investigation	Open
1546	6/9/10			Yuba City	Customer Denies Access	Under Investigation	Open
1547	6/9/10			Milpitas	Customer wants Smartmeter Removed	Under Investigation	Open
1548	6/9/10			Napa	Customer wants Smartmeter Removed	Under Investigation	Open
1549	6/9/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1550	6/9/10			Dublin	installation	Internet/Cable Connection Problem	Resolved
1551	6/9/10			Rescue	installation	Internet/Cable Connection Problem	Resolved
1552	6/9/10			Richmond	installation	Other	Resolved
1553	6/9/10			San Jose	installation	Malfunctioning	Resolved
1554	6/9/10			San Jose	installation	Under Investigation	Open
1555	6/9/10			San Jose	installation	Under Investigation	Open
1556	6/9/10			San Jose	installation	Under Investigation	Open
1557	6/9/10			Vallejo	installation	Damaged Refrigerator	Resolved
1558	6/9/10			San Jose	SmartMeter Customer Communication	Other	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1559	6/9/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1560	6/9/10			Alameda	Wellington Installer	Under Investigation	Open
1561	6/9/10			Cupertino	Wellington Installer	Under Investigation	Open
1562	6/9/10			San Jose	Wellington Installer	Under Investigation	Open
1563	6/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
1564	6/10/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1565	6/10/10			Napa	Customer Denies Access	Under Investigation	Open
1566	6/10/10			Oakland	Customer Denies Access	Under Investigation	Open
1567	6/10/10			Oakland	Customer Denies Access	Under Investigation	Open
1568	6/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
1569	6/10/10			San Jose	Customer Denies Access	Under Investigation	Open
1570	6/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1571	6/10/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1572	6/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1573	6/10/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
1574	6/10/10			Pollock Pines	Customer wants Smartmeter Removed	Under Investigation	Open
1575	6/10/10			Forest Ranch	installation	Under Investigation	Open
1576	6/10/10			Glen Ellen	installation	Other	Resolved
1577	6/10/10			Oakland	installation	Damaged Television	Resolved
1578	6/10/10			Petaluma	installation	Damaged Computer	Resolved
1579	6/10/10			San Francisco	installation	Under Investigation	Open
1580	6/10/10			San Jose	installation	Malfunctioning	Resolved
1581	6/10/10			San Jose	installation	Under Investigation	Open
1582	6/10/10			San Jose	installation	Under Investigation	Open
1583	6/10/10			Vallejo	installation	Under Investigation	Open
1584	6/10/10			Oakland	Meter/Module Equipment	Other	Resolved
1585	6/10/10			Oakland	Meter/Module Equipment	Other	Resolved
1586	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
1587	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
1588	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
1589	6/10/10			Oakland	Power Interruption	Under Investigation	Open
1590	6/10/10			Fortuna	SmartMeter Customer Communication	Under Investigation	Open
1591	6/10/10			Pollock Pines	SmartMeter Customer Communication	Under Investigation	Open
1592	6/10/10			Saratoga	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1593	6/10/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
1594	6/10/10			Chico	Wellington Installer	Other	Resolved
1595	6/10/10			Monte Rio	Wellington Installer	Under Investigation	Open
1596	6/10/10			San Jose	Wellington Installer	Installer failed to knock	Resolved
1597	6/11/10			Mariposa	Customer Denies Access	Under Investigation	Open
1598	6/11/10			San Rafael	Customer Denies Access	Under Investigation	Open
1599	6/11/10			Berkeley	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
1600	6/11/10			Windsor	Customer wants Smartmeter Removed	Under Investigation	Open
1601	6/11/10			Petaluma	installation	Internet/Cable Connection Problem	Resolved
1602	6/11/10			Petaluma	installation	Other	Resolved
1603	6/11/10			San Jose	installation	Under Investigation	Open
1604	6/11/10			Saratoga	installation	Under Investigation	Open
1605	6/11/10			Shingle Springs	installation	Under Investigation	Open
1606	6/11/10			Smartville	installation	Damaged Computer	Open
1607	6/11/10			Vallejo	installation	Under Investigation	Open
1608	6/11/10			San Jose	Power Interruption	Partial Power Outage	Resolved
1609	6/11/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1610	6/11/10			San Pablo	SmartMeter Customer Communication	Under Investigation	Open
1611	6/11/10			Oakland	Wellington Installer	Installer rude to customer	Resolved
1612	6/11/10			San Jose	Wellington Installer	Under Investigation	Open
1613	6/12/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1614	6/12/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Resolved
1615	6/12/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Resolved
1616	6/12/10			Forestville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1617	6/12/10			Forestville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1618	6/12/10			Fulton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1619	6/12/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1620	6/12/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1621	6/12/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1622	6/12/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1623	6/12/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1624	6/12/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1625	6/12/10			Nevada City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1626	6/12/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1627	6/12/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1628	6/12/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1629	6/12/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1630	6/12/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1631	6/12/10			Paradise	Customer Denies Access	Customer Denies Wellington Access	Resolved
1632	6/12/10			Penn Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1633	6/12/10			Penn Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1634	6/12/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1635	6/12/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1636	6/12/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1637	6/12/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1638	6/12/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1639	6/12/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1640	6/12/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved



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1641	6/12/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1642	6/12/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1643	6/12/10			Alleghany	Meter/Module Equipment	Meter/Module performance issue	Resolved
1644	6/12/10			Benicia	Under Investigation	Under Investigation	Open
1645	6/12/10			Fallon	Under Investigation	Under Investigation	Open
1646	6/12/10			Fulton	Under Investigation	Under Investigation	Open
1647	6/12/10			Oakland	Under Investigation	Under Investigation	Open
1648	6/12/10			Petaluma	Under Investigation	Under Investigation	Open
1649	6/12/10			San Jose	Under Investigation	Under Investigation	Open
1650	6/12/10			Saratoga	Under Investigation	Under Investigation	Open
1651	6/12/10			Sausalito	Under Investigation	Under Investigation	Open
1652	6/13/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1653	6/13/10			Larkspur	Customer Denies Access	Customer Denies Wellington Access	Resolved
1654	6/13/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1655	6/13/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1656	6/13/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1657	6/13/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1658	6/13/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1659	6/13/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1660	6/13/10			San Ramon	Under Investigation	Customer Denies Wellington Access	Open
1661	6/13/10			Yuba City	Under Investigation	Under Investigation	Open
1662	6/14/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1663	6/14/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1664	6/14/10			Corte Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
1665	6/14/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1666	6/14/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1667	6/14/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1668	6/14/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1669	6/14/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1670	6/14/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1671	6/14/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1672	6/14/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1673	6/14/10			Nevada City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1674	6/14/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1675	6/14/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1676	6/14/10			Point Reyes	Customer Denies Access	Customer Denies Wellington Access	Resolved
1677	6/14/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1678	6/14/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1679	6/14/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1680	6/14/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1681	6/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1682	6/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1683	6/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1684	6/14/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1685	6/14/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1686	6/14/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1687	6/14/10			Sebastopol	Customer Denies Access	Customer Denies Wellington Access	Resolved
1688	6/14/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1689	6/14/10			Oakland	Installation	Internet/Cable Connection Problem	Resolved
1690	6/14/10			Petaluma	Installation	Gas Appliance Not Working	Resolved
1691	6/14/10			Santa Rosa	Installation	Damaged Computer	Resolved
1692	6/14/10			Oakland	Power Interruption	Breaker keeps tripping	Resolved
1693	6/14/10			San Jose	Power Interruption	Partial Power Outage	Resolved
1694	6/14/10			Campbell	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1695	6/14/10			Campbell	Under Investigation	Under Investigation	Open
1696	6/14/10			Clovis	Under Investigation	Under Investigation	Open
1697	6/14/10			El Dorado Hills	Under Investigation	Under Investigation	Open
1698	6/14/10			Fairfield	Under Investigation	Under Investigation	Open
1699	6/14/10			Guerneville	Under Investigation	Customer Denies Wellington Access	Open
1700	6/14/10			Los Gatos	Under Investigation	Customer Denies Wellington Access	Open
1701	6/14/10			Los Gatos	Under Investigation	Customer Denies Wellington Access	Open
1702	6/14/10			Merced	Under Investigation	Under Investigation	Open
1703	6/14/10			Milpitas	Under Investigation	Under Investigation	Open
1704	6/14/10			Milpitas	Under Investigation	Under Investigation	Open
1705	6/14/10			Penn Valley	Under Investigation	Under Investigation	Open
1706	6/14/10			San Anselmo	Under Investigation	Under Investigation	Open
1707	6/14/10			San Francisco	Under Investigation	Under Investigation	Open
1708	6/14/10			San Jose	Under Investigation	Customer Denies Wellington Access	Open
1709	6/14/10			San Jose	Under Investigation	Customer Denies Wellington Access	Open
1710	6/14/10			San Jose	Under Investigation	Customer Denies Wellington Access	Open
1711	6/14/10			San Jose	Under Investigation	Customer Denies Wellington Access	Open
1712	6/14/10			San Jose	Under Investigation	Under Investigation	Open
1713	6/14/10			San Jose	Under Investigation	Under Investigation	Open
1714	6/14/10			San Jose	Under Investigation	Under Investigation	Open
1715	6/14/10			Shingle Springs	Under Investigation	Under Investigation	Open
1716	6/14/10			Vallejo	Under Investigation	Under Investigation	Open
1717	6/14/10			Walnut Creek	Under Investigation	Under Investigation	Open
1718	6/15/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1719	6/15/10			Benicia	Customer Denies Access	Customer Denies Wellington Access	Resolved
1720	6/15/10			Berkeley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1721	6/15/10			Berkeley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1722	6/15/10			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
1723	6/15/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1724	6/15/10			Concord	Customer Denies Access	Customer Denies Wellington Access	Resolved
1725	6/15/10			Dillon Beach	Customer Denies Access	Customer Denies Wellington Access	Resolved
1726	6/15/10			Dillon Beach	Customer Denies Access	Customer Denies Wellington Access	Resolved
1727	6/15/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1728	6/15/10			Forest Ranch	Customer Denies Access	Customer Denies Wellington Access	Resolved
1729	6/15/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1730	6/15/10			Gridley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1731	6/15/10			Guerneville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1732	6/15/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1733	6/15/10			Half Moon Bay	Customer Denies Access	Customer Denies Wellington Access	Resolved
1734	6/15/10			Lake Almanor	Customer Denies Access	Customer Denies Wellington Access	Resolved
1735	6/15/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1736	6/15/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1737	6/15/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1738	6/15/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1739	6/15/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1740	6/15/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1741	6/15/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1742	6/15/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1743	6/15/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1744	6/15/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1745	6/15/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1746	6/15/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1747	6/15/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1748	6/15/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1749	6/15/10			Occidental	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1750	6/15/10			Oroville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1751	6/15/10			Paradise	Customer Denies Access	Customer Denies Wellington Access	Resolved
1752	6/15/10			Pollock Pines	Customer Denies Access	Customer Denies Wellington Access	Resolved
1753	6/15/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1754	6/15/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1755	6/15/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1756	6/15/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1757	6/15/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1758	6/15/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1759	6/15/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1760	6/15/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1761	6/15/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1762	6/15/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1763	6/15/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved

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Color Key	
Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1764	6/15/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1765	6/15/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1766	6/15/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1767	6/15/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1768	6/15/10			Shingle Springs	Customer Denies Access	Customer Denies Wellington Access	Resolved
1769	6/15/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1770	6/15/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1771	6/15/10			Windsor	Customer Denies Access	Customer Denies Wellington Access	Resolved
1772	6/15/10			Daly City	Installation	Damaged Fans	Resolved
1773	6/15/10			Grass Valley	Installation	Other	Resolved
1774	6/15/10			Petaluma	Installation	Internet/Cable Connection Problem	Resolved
1775	6/15/10			Santa Rosa	Installation	Other	Resolved
1776	6/15/10			Santa Rosa	Installation	Other	Resolved
1777	6/15/10			Cameron Park	Under Investigation	Under Investigation	Open
1778	6/15/10			Campbell	Under Investigation	Customer Denies Wellington Access	Open
1779	6/15/10			Campbell	Under Investigation	Under Investigation	Open
1780	6/15/10			Chico	Under Investigation	Under Investigation	Open
1781	6/15/10			Cloverdale	Under Investigation	Under Investigation	Open
1782	6/15/10			El Dorado Hills	Under Investigation	Under Investigation	Open
1783	6/15/10			Fairfax	Under Investigation	Under Investigation	Open
1784	6/15/10			Grass Valley	Under Investigation	Under Investigation	Open
1785	6/15/10			Gridley	Under Investigation	Under Investigation	Open
1786	6/15/10			Guerneville	Under Investigation	Under Investigation	Open
1787	6/15/10			Larkspur	Under Investigation	Under Investigation	Open
1788	6/15/10			Mill Valley	Under Investigation	Under Investigation	Open
1789	6/15/10			Mountain View	Under Investigation	Under Investigation	Open
1790	6/15/10			Oakland	Under Investigation	Under Investigation	Open
1791	6/15/10			Oakland	Under Investigation	Under Investigation	Open
1792	6/15/10			Oakland	Under Investigation	Under Investigation	Open
1793	6/15/10			Oakland	Under Investigation	Under Investigation	Open
1794	6/15/10			Oakland	Under Investigation	Under Investigation	Open
1795	6/15/10			Oakland	Under Investigation	Under Investigation	Open
1796	6/15/10			Oakland	Under Investigation	Under Investigation	Open
1797	6/15/10			Oakland	Under Investigation	Under Investigation	Open
1798	6/15/10			Oakland	Under Investigation	Under Investigation	Open
1799	6/15/10			Oakland	Under Investigation	Under Investigation	Open
1800	6/15/10			Petaluma	Under Investigation	Under Investigation	Open
1801	6/15/10			Pittsburg	Under Investigation	Under Investigation	Open
1802	6/15/10			Pleasant Hill	Under Investigation	Under Investigation	Open
1803	6/15/10			San Jose	Under Investigation	Customer Denies Wellington Access	Open
1804	6/15/10			San Jose	Under Investigation	Customer Denies Wellington Access	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1805	6/15/10			San Jose	Under Investigation	Under Investigation	Open
1806	6/15/10			San Jose	Under Investigation	Under Investigation	Open
1807	6/15/10			San Jose	Under Investigation	Under Investigation	Open
1808	6/15/10			San Jose	Under Investigation	Under Investigation	Open
1809	6/15/10			San Jose	Under Investigation	Under Investigation	Open
1810	6/15/10			San Jose	Under Investigation	Under Investigation	Open
1811	6/15/10			San Jose	Under Investigation	Under Investigation	Open
1812	6/15/10			San Jose	Under Investigation	Under Investigation	Open
1813	6/15/10			San Jose	Under Investigation	Under Investigation	Open
1814	6/15/10			San Jose	Under Investigation	Under Investigation	Open
1815	6/15/10			San Jose	Under Investigation	Under Investigation	Open
1816	6/15/10			Santa Rosa	Under Investigation	Under Investigation	Open
1817	6/15/10			Santa Rosa	Under Investigation	Under Investigation	Open
1818	6/15/10			Saratoga	Under Investigation	Under Investigation	Open
1819	6/15/10			Shingle Springs	Under Investigation	Under Investigation	Open
1820	6/15/10			Walnut Creek	Under Investigation	Under Investigation	Open
1821	6/16/10			Alameda	Customer Denies Access	Customer Denies Wellington Access	Resolved
1822	6/16/10			Berkeley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1823	6/16/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1824	6/16/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Resolved
1825	6/16/10			Coarsegold	Customer Denies Access	Customer Denies Wellington Access	Resolved
1826	6/16/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1827	6/16/10			Forestville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1828	6/16/10			Fulton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1829	6/16/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1830	6/16/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1831	6/16/10			Jenner	Customer Denies Access	Customer Denies Wellington Access	Resolved
1832	6/16/10			Jenner	Customer Denies Access	Customer Denies Wellington Access	Resolved
1833	6/16/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1834	6/16/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1835	6/16/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1836	6/16/10			Oroville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1837	6/16/10			Oroville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1838	6/16/10			Point Reyes	Customer Denies Access	Customer Denies Wellington Access	Resolved
1839	6/16/10			Saint Helena	Customer Denies Access	Customer Denies Wellington Access	Resolved
1840	6/16/10			Saint Helena	Customer Denies Access	Customer Denies Wellington Access	Resolved
1841	6/16/10			San Francisco	Customer Denies Access	Customer Denies Wellington Access	Resolved
1842	6/16/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1843	6/16/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1844	6/16/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1845	6/16/10			San Jose	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
1846	6/16/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1847	6/16/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1848	6/16/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1849	6/16/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1850	6/16/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1851	6/16/10			Marysville	Installation	Damaged Other Household Appliances	Resolved
1852	6/16/10			Yuba City	Installation	Damaged Other Household Appliances	Resolved
1853	6/16/10			Berkeley	Under Investigation	Under Investigation	Open
1854	6/16/10			Berkeley	Under Investigation	Under Investigation	Open
1855	6/16/10			Berkeley	Under Investigation	Under Investigation	Open
1856	6/16/10			Berkeley	Under Investigation	Under Investigation	Open
1857	6/16/10			Campbell	Under Investigation	Under Investigation	Open
1858	6/16/10			Dinuba	Under Investigation	Under Investigation	Open
1859	6/16/10			Elk Grove	Under Investigation	Under Investigation	Open
1860	6/16/10			Fairfax	Under Investigation	Under Investigation	Open
1861	6/16/10			Fairfax	Under Investigation	Under Investigation	Open
1862	6/16/10			Grass Valley	Under Investigation	Under Investigation	Open
1863	6/16/10			Los Altos	Under Investigation	Under Investigation	Open
1864	6/16/10			Los Gatos	Under Investigation	Under Investigation	Open
1865	6/16/10			Los Gatos	Under Investigation	Under Investigation	Open
1866	6/16/10			Los Gatos	Under Investigation	Under Investigation	Open
1867	6/16/10			Los Gatos	Under Investigation	Under Investigation	Open
1868	6/16/10			Muir Beach	Under Investigation	Under Investigation	Open
1869	6/16/10			Oakland	Under Investigation	Under Investigation	Open
1870	6/16/10			Oakland	Under Investigation	Under Investigation	Open
1871	6/16/10			Oakland	Under Investigation	Under Investigation	Open
1872	6/16/10			Oakland	Under Investigation	Under Investigation	Open
1873	6/16/10			Paradise	Under Investigation	Under Investigation	Open
1874	6/16/10			Petaluma	Under Investigation	Under Investigation	Open
1875	6/16/10			Point Reyes	Under Investigation	Under Investigation	Open
1876	6/16/10			Pollock Pines	Under Investigation	Under Investigation	Open
1877	6/16/10			Pollock Pines	Under Investigation	Under Investigation	Open
1878	6/16/10			Richmond	Under Investigation	Under Investigation	Open
1879	6/16/10			San Anselmo	Under Investigation	Under Investigation	Open
1880	6/16/10			San Jose	Under Investigation	Under Investigation	Open
1881	6/16/10			San Jose	Under Investigation	Under Investigation	Open
1882	6/16/10			San Jose	Under Investigation	Under Investigation	Open
1883	6/16/10			San Jose	Under Investigation	Under Investigation	Open
1884	6/16/10			San Jose	Under Investigation	Under Investigation	Open
1885	6/16/10			San Jose	Under Investigation	Under Investigation	Open
1886	6/16/10			San Jose	Under Investigation	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1887	6/16/10			San Mateo	Under Investigation	Under Investigation	Open
1888	6/16/10			Santa Rosa	Under Investigation	Under Investigation	Open
1889	6/16/10			Santa Rosa	Under Investigation	Under Investigation	Open
1890	6/16/10			Santa Rosa	Under Investigation	Under Investigation	Open
1891	6/16/10			Santa Rosa	Under Investigation	Under Investigation	Open
1892	6/16/10			Saratoga	Under Investigation	Under Investigation	Open
1893	6/16/10			San Jose	Wellington Installer	Installer rude to customer	Resolved
1894	6/17/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1895	6/17/10			Bangor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1896	6/17/10			Capitola	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1897	6/17/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1898	6/17/10			Concord	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1899	6/17/10			El Dorado	Customer Denies Access	Customer Denies Wellington Access	Resolved
1900	6/17/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1901	6/17/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1902	6/17/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1903	6/17/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1904	6/17/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1905	6/17/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1906	6/17/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1907	6/17/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1908	6/17/10			Jenner	Customer Denies Access	Customer Denies Wellington Access	Resolved
1909	6/17/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1910	6/17/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1911	6/17/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1912	6/17/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1913	6/17/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1914	6/17/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1915	6/17/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1916	6/17/10			Paradise	Customer Denies Access	Customer Denies Wellington Access	Resolved
1917	6/17/10			Paradise	Customer Denies Access	Customer Denies Wellington Access	Resolved
1918	6/17/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1919	6/17/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1920	6/17/10			San Geronimo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1921	6/17/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1922	6/17/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1923	6/17/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1924	6/17/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1925	6/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1926	6/17/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1927	6/17/10			Walnut Creek	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
1928	6/17/10			San Francisco	Installation	Other	Resolved
1929	6/17/10			Santa Rosa	Installation	Internet/Cable Connection Problem	Resolved
1930	6/17/10			Santa Rosa	Installation	Other	Resolved
1931	6/17/10			Shingle Springs	Installation	Damaged Computer	Resolved
1932	6/17/10			Camp Meeker	Under Investigation	Under Investigation	Open
1933	6/17/10			Capitola	Under Investigation	Under Investigation	Open
1934	6/17/10			Chico	Under Investigation	Under Investigation	Open
1935	6/17/10			Clayton	Under Investigation	Under Investigation	Open
1936	6/17/10			Concord	Under Investigation	Under Investigation	Open
1937	6/17/10			Fairfax	Under Investigation	Under Investigation	Open
1938	6/17/10			Fairfax	Under Investigation	Under Investigation	Open
1939	6/17/10			Fairfax	Under Investigation	Under Investigation	Open
1940	6/17/10			Grass Valley	Under Investigation	Under Investigation	Open
1941	6/17/10			Livermore	Under Investigation	Under Investigation	Open
1942	6/17/10			Los Gatos	Under Investigation	Under Investigation	Open
1943	6/17/10			Monte Sereno	Under Investigation	Under Investigation	Open
1944	6/17/10			Moraga	Under Investigation	Under Investigation	Open
1945	6/17/10			Nevada City	Under Investigation	Under Investigation	Open
1946	6/17/10			Oakland	Under Investigation	Under Investigation	Open
1947	6/17/10			Oakland	Under Investigation	Under Investigation	Open
1948	6/17/10			Oakland	Under Investigation	Under Investigation	Open
1949	6/17/10			Oakland	Under Investigation	Under Investigation	Open
1950	6/17/10			Oakland	Under Investigation	Under Investigation	Open
1951	6/17/10			Oakland	Under Investigation	Under Investigation	Open
1952	6/17/10			Oakley	Under Investigation	Under Investigation	Open
1953	6/17/10			Penryn	Under Investigation	Under Investigation	Open
1954	6/17/10			Pleasanton	Under Investigation	Under Investigation	Open
1955	6/17/10			San Anselmo	Under Investigation	Customer Denies Wellington Access	Open
1956	6/17/10			San Francisco	Under Investigation	Under Investigation	Open
1957	6/17/10			San Jose	Under Investigation	Customer Denies Wellington Access	Open
1958	6/17/10			San Jose	Under Investigation	Under Investigation	Open
1959	6/17/10			San Jose	Under Investigation	Under Investigation	Open
1960	6/17/10			San Jose	Under Investigation	Under Investigation	Open
1961	6/17/10			San Jose	Under Investigation	Under Investigation	Open
1962	6/17/10			San Jose	Under Investigation	Under Investigation	Open
1963	6/17/10			San Jose	Under Investigation	Under Investigation	Open
1964	6/17/10			San Jose	Under Investigation	Under Investigation	Open
1965	6/17/10			San Jose	Under Investigation	Under Investigation	Open
1966	6/17/10			San Jose	Under Investigation	Under Investigation	Open
1967	6/17/10			San Jose	Under Investigation	Under Investigation	Open
1968	6/17/10			San Mateo	Under Investigation	Under Investigation	Open



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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1969	6/17/10			Santa Cruz	Under Investigation	Under Investigation	Open
1970	6/17/10			Santa Rosa	Under Investigation	Under Investigation	Open
1971	6/17/10			Saratoga	Under Investigation	Under Investigation	Open
1972	6/17/10			Saratoga	Under Investigation	Under Investigation	Open
1973	6/17/10			Sausalito	Under Investigation	Under Investigation	Open
1974	6/17/10			Sebastopol	Under Investigation	Under Investigation	Open
1975	6/17/10			Sonoma	Under Investigation	Under Investigation	Open
1976	6/17/10			Sonoma	Under Investigation	Under Investigation	Open
1977	6/17/10			Tracy	Under Investigation	Under Investigation	Open
1978	6/17/10			Windsor	Under Investigation	Under Investigation	Open
1979	6/17/10			Windsor	Under Investigation	Under Investigation	Open
1980	6/18/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1981	6/18/10			Benicia	Customer Denies Access	Customer Denies Wellington Access	Resolved
1982	6/18/10			Berkeley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1983	6/18/10			Berkeley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1984	6/18/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1985	6/18/10			Berry Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1986	6/18/10			Berry Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1987	6/18/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1988	6/18/10			Concord	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1989	6/18/10			Corte Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1990	6/18/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1991	6/18/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1992	6/18/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1993	6/18/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1994	6/18/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1995	6/18/10			Kentfield	Customer Denies Access	Customer Denies Wellington Access	Resolved
1996	6/18/10			Kingsburg	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1997	6/18/10			Los Altos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1998	6/18/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1999	6/18/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
2000	6/18/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
2001	6/18/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
2002	6/18/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2003	6/18/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2004	6/18/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2005	6/18/10			Magalia	Customer Denies Access	Customer Denies Wellington Access	Resolved
2006	6/18/10			Magalia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2007	6/18/10			Merced	Customer Denies Access	Customer Denies Wellington Access	Resolved
2008	6/18/10			Morgan Hill	Customer Denies Access	Customer Denies Wellington Access	Resolved
2009	6/18/10			Nevada City	Customer Denies Access	Customer Denies Wellington Access	Resolved

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2010	6/18/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
2011	6/18/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2012	6/18/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2013	6/18/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2014	6/18/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
2015	6/18/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2016	6/18/10			Placerville	Customer Denies Access	Customer Denies Wellington Access	Resolved
2017	6/18/10			Pollock Pines	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2018	6/18/10			Richmond	Customer Denies Access	Customer Denies Wellington Access	Resolved
2019	6/18/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2020	6/18/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2021	6/18/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2022	6/18/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2023	6/18/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2024	6/18/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2025	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2026	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2027	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2028	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2029	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2030	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2031	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2032	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2033	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2034	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2035	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2036	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2037	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2038	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2039	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2040	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2041	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2042	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2043	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2044	6/18/10			San Mateo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2045	6/18/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2046	6/18/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2047	6/18/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
2048	6/18/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2049	6/18/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2050	6/18/10			Stockton	Customer Denies Access	Customer Denies Wellington Access	Resolved

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

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

June 24, 2010 -- For the Period June 5, 2010 through June 18, 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
2051	6/18/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2052	6/18/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2053	6/18/10			Grass Valley	Installation	Malfunctioning	Resolved
2054	6/18/10			Merced	Installation	Other	Resolved
2055	6/18/10			San Jose	Installation	Other	Resolved
2056	6/18/10			Santa Rosa	Installation	Other	Resolved
2057	6/18/10			Albany	Under Investigation	Under Investigation	Open
2058	6/18/10			Chico	Under Investigation	Under Investigation	Open
2059	6/18/10			Cotati	Under Investigation	Under Investigation	Open
2060	6/18/10			Danville	Under Investigation	Under Investigation	Open
2061	6/18/10			Danville	Under Investigation	Under Investigation	Open
2062	6/18/10			El Dorado Hills	Under Investigation	Under Investigation	Open
2063	6/18/10			Fairfax	Under Investigation	Under Investigation	Open
2064	6/18/10			Forest Knolls	Under Investigation	Under Investigation	Open
2065	6/18/10			Forest Knolls	Under Investigation	Under Investigation	Open
2066	6/18/10			Forest Ranch	Under Investigation	Under Investigation	Open
2067	6/18/10			Grass Valley	Under Investigation	Under Investigation	Open
2068	6/18/10			Hillsborough	Under Investigation	Under Investigation	Open
2069	6/18/10			Mill Valley	Under Investigation	Under Investigation	Open
2070	6/18/10			Milpitas	Under Investigation	Under Investigation	Open
2071	6/18/10			Monte Sereno	Under Investigation	Under Investigation	Open
2072	6/18/10			Oakland	Under Investigation	Under Investigation	Open
2073	6/18/10			Oakland	Under Investigation	Under Investigation	Open
2074	6/18/10			Oakland	Under Investigation	Under Investigation	Open
2075	6/18/10			Oakland	Under Investigation	Under Investigation	Open
2076	6/18/10			Oakland	Under Investigation	Under Investigation	Open
2077	6/18/10			Oakland	Under Investigation	Under Investigation	Open
2078	6/18/10			Oroville	Under Investigation	Under Investigation	Open
2079	6/18/10			Petaluma	Under Investigation	Under Investigation	Open
2080	6/18/10			Petaluma	Under Investigation	Under Investigation	Open
2081	6/18/10			Richmond	Under Investigation	Under Investigation	Open
2082	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2083	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2084	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2085	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2086	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2087	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2088	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2089	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2090	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2091	6/18/10			San Jose	Under Investigation	Under Investigation	Open

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

June 24, 2010 -- For the Period June 5, 2010 through June 18, 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
2092	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2093	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2094	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2095	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2096	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2097	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2098	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2099	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2100	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2101	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2102	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2103	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2104	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2105	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2106	6/18/10			San Jose	Under Investigation	Under Investigation	Open
2107	6/18/10			Santa Rosa	Under Investigation	Under Investigation	Open
2108	6/18/10			Santa Rosa	Under Investigation	Under Investigation	Open
2109	6/18/10			Saratoga	Under Investigation	Under Investigation	Open
2110	6/18/10			Saratoga	Under Investigation	Under Investigation	Open
2111	6/18/10			Saratoga	Under Investigation	Under Investigation	Open
2112	6/18/10			Sutter	Under Investigation	Under Investigation	Open
2113	6/18/10			Tracy	Under Investigation	Under Investigation	Open
2114	6/18/10			Vallejo	Under Investigation	Under Investigation	Open

1,413 Open Complaints on Last Report  
 238 Open Complaints Resolved Since the Last Report  
 701 New Complaints Since the Last Report  
 356 New Complaints Resolved Since the Last Report  
 345 New Complaints Open

Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 June 24, 2010 -- For the Period June 12, 2010 through June 18, 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	Resolved	No SmartMeter Device Installed During Disputed Timeframe. SmartMeter originally installed 2/26/10; current SmartMeter installed 3/25/10. Customer's complaint concerned billing periods 10/8/09 – 2/9/10. Because the disputed bills predated installation of SmartMeter, complaint is not a SmartMeter high bill complaint.
2	4/22/10		FREMONT	Resolved	Bill is Accurate. SmartMeter installed 11/9/09. Customer complained of high bill for period 12/2/09-1/5/10, stating that bill was only \$1 dollar less than prior month even though they were away for 2 weeks. Disputed bill covered 34 days whereas prior month's bill covered only 27 days. Temperatures were also colder during disputed period than during prior month. Daily usage data for disputed period showed minimal gas usage while customer was away compared to average usage of 2-3 therms per day. For electric, usage dropped to 6 kWh/day while customer was away compared to average usage of 14 kWh/day based on hourly read data. PG&E provided customer with copy of her usage history and asked her to contact PG&E after reviewing if she wanted to take any further steps. PG&E emailed customer the following week to ask if she had additional questions or wanted to schedule a meter test or energy audit. Customer has not contacted PG&E again.	
3	4/23/10		VALLEY SPRINGS	Resolved	Meter Communication Issues. SmartMeter installed 6/16/09. Customer started service on 9/26/09. Customer called on 2/4/10 to report he had not received a bill. An investigation revealed that meter had stopped transmitting reads on 10/19/09; estimated usage stopped 11/23/09 due to lack of historic data. Customer received estimated bills for period 9/26/09-11/22/09. A meter reader obtained read on 2/10/10 and customer was billed for period 11/22/09-1/26/10. Customer disputed bill for period 11/22/09-12/24/09. Customer enrolled in CARE effective 12/23/09, resulting in higher bill for disputed period than following month. Customer also received estimated bills for period 1/26/10-3/30/10. Meter reader obtained read on 4/27/10 and account was rebilled, resulting in credit of \$109.02 to customer. PG&E explained billing issues and resolution to customer, and advised that meter would be read manually until the transmission issue was resolved.	
4	4/30/10		DALY CITY	Resolved	Bill is Accurate. Electric SmartMeter installed 5/15/09. Customer complained that bill increased from \$60 to \$130 after installation. Usage data showed no change in electric usage post-SmartMeter, as ADU for June '09 (4.38) and July '09 (5.57) were comparable to June '08 (5.81) and July '08 (5.11). Gas SmartMeter module installed 2/3/09. Customer used less gas post-SmartMeter, as ADU for April '09 (1.47) and May '09 (1.07) were lower than April '08 (1.53) and May '08 (1.40). PG&E called customer to discuss complaint but person who answered phone said Mr. Ho spends most of his time in Hong Kong and doesn't really live at account address. PG&E left a message for customer, requesting a call back if he had any questions regarding billing. Customer has not called back.	
5	5/14/10		ARNOLD	Open	Under Investigation	

Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 June 24, 2010 -- For the Period June 12, 2010 through June 18, 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
6	5/17/10			ANTIOCH	Resolved	Bill is Accurate First SmartMeter installed on 7/27/09. This SmartMeter was tested three times for accuracy and passed each time. At the customer's insistence, a new SmartMeter was installed on 1/12/10. The billing for both meters was based on actual good reads. Customer complained of high bills during the period when the first SmartMeter was in place. Based on the extensive meter testing performed on the first meter, the usage data was deemed to be good. The two days prior to the second install, the daily usage was 23.99 and 23.12 kWh (the two days before that were 51.1 and 41.7 kWh). The two days post-installation of the second meter, usage was 19.22 and 19.22 kWh. Analysis showed usage was already decreasing prior to the installation of the second SmartMeter. PG&E did not see any issues with the usage data from the first SmartMeter. Given the SmartMeter test results and the usage pattern, the customer was told that there was no basis for an adjustment but was offered a payment plan.
7	5/21/10			SAN MATEO	Open	Under Investigation
8	5/24/10			MARTINEZ	Open	Under Investigation
9	5/28/10			AUBURN	Open	Under Investigation
10	6/1/10			ALAMO	Resolved	Bill is Accurate. SmartMeter installed 12/2/09 with good daily reads transmitted since 12/3/09. Customer stated that his bills were higher since installation of SmartMeter and that the first 3 months after installation were equal to previous years even though no one was living at residence due to remodeling, while the next 3 months (April-June bills) were 200-300 kWh higher than prior year. Customer acknowledged undertaking major home remodel around same time of SmartMeter install. PG&E advised customer that remodeling activity combined with cold weather likely contributed to usage during period when customer was not in the home. Customer was also concerned that after moving back into the home, usage was higher than same period prior year. PG&E data shows some increased usage during the disputed time period after customer moved back into residence. Meter was tested on 6/4/10 and passed. An energy audit was offered to customer to identify appliance consumption at residence. Audit was performed on 6/11/10 and results provided to customer, who was pleased with results and indicated it provided valuable info he could use to conserve in future.
11	6/2/10			BELMONT	Resolved	Bill is Accurate. SmartMeter installed 10/22/09; good daily reads transmitted since 10/23/09. Electric meter tested 1/12/09 and passed. Customer complained of high bill for unspecified period. From 12/14/09-3/8/10, post-SmartMeter, electric ADU was 65-70 kWh/day, compared to ADU of 47-48 kWh/day for same period last year. However, gas usage for period 12/6/09-3/9/10 was about 25-30 therms/month less than usage for same period last year. PG&E reviewed with customer her daily and hourly usage. Customer noticed heavy usage early in the morning, which she attributed to an electric floor mat built under ceramic tiles. PG&E also explained how customer could reduce her standby energy usage. Following her conversation with PG&E, customer's usage went down to below historic levels for the same period last year. PG&E called customer and left message asking her to call back if she had further concerns. Customer has not called back.

Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 June 24, 2010 -- For the Period June 12, 2010 through June 18, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
12	6/14/10			FRESNO	Resolved	Bill is Accurate. SmartMeter installed 12/8/09; meter was tested on 3/26/10 and passed. Customer complained of high bills for periods of 12/3/09-1/4/10 (\$1343.23) and 1/4/10-2/3/10 (\$1216.42). Customer stated that bills were low until December '09 (Sept. thru Dec. '09 ADU: 13.36, 20.90, 20.45, 26.71—Jan to April '10 ADU: 110.81, 102.73, 85.6, 57.13), when she started using 3 electric space heaters for heating her home. Customer joined CARE program effective 3/5/10, after the disputed bill period. As a courtesy to customer, PG&E retroactively applied CARE to the disputed bills, reducing the December bill to \$334.97 and the January bill to \$290.81. Customer advised that after these adjustments, current balance due on account is \$209.88.
13	6/14/10			MADERA	Open	Under Investigation
14	6/17/10			SACRAMENTO	Open	Under Investigation

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

- 11 Open Complaints on Last Report
- 7 Open Complaints Resolved Since the Last Report
- 3 New Complaints Since the Last Report
- 1 New Complaints Resolved Since the Last Report
- 2 New Complaints Open