

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

July 1, 2010 -- For the Period June 19, 2010 through June 25, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1	1/4/10	{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open
2	1/15/10	{Redacted}	{Redacted}	Napa	Scheduling Problems	Under Investigation	Open
3	1/22/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
4	1/26/10	{Redacted}	{Redacted}	American Canyon	Customer Denies Access	Under Investigation	Open
5	2/1/10	{Redacted}	{Redacted}	LA HONDA	Customer Denies Access	Under Investigation	Open
6	2/3/10	{Redacted}	{Redacted}	Raymond	Wellington Installer	Under Investigation	Open
7	2/8/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
8	2/9/10	{Redacted}	{Redacted}	Cupertino	Wellington Installer	Under Investigation	Open
9	2/9/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
10	2/10/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
11	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Under Investigation	Open
12	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
13	2/10/10	{Redacted}	{Redacted}	NORTH FOLK	Wellington Installer	Under Investigation	Open
14	2/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
15	2/10/10	{Redacted}	{Redacted}	San Ramon	Wellington Installer	Under Investigation	Open
16	2/11/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
17	2/12/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
18	2/12/10	{Redacted}	{Redacted}	San Ramon	Wellington Installer	Under Investigation	Open
19	2/16/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
20	2/16/10	{Redacted}	{Redacted}	Cupertino	Wellington Installer	Under Investigation	Open
21	2/16/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
22	2/17/10	{Redacted}	{Redacted}	Forestville	Customer Denies Access	Under Investigation	Open
23	2/17/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Under Investigation	Open
24	2/17/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
25	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
26	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
27	2/18/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Under Investigation	Open
28	2/18/10	{Redacted}	{Redacted}	Mariposa	Wellington Installer	Under Investigation	Open
29	2/18/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
30	2/18/10	{Redacted}	{Redacted}	Somerset	Wellington Installer	Under Investigation	Open
31	2/19/10	{Redacted}	{Redacted}	American Canyon	Wellington Installer	Under Investigation	Open
32	2/22/10	{Redacted}	{Redacted}	Occidental	Customer Denies Access	Under Investigation	Open
33	2/22/10	{Redacted}	{Redacted}	Placerville	Wellington Installer	Under Investigation	Open
34	2/22/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
35	2/22/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
36	2/22/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
37	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
38	2/23/10	{Redacted}	{Redacted}	Mariposa	Wellington Installer	Under Investigation	Open
39	2/23/10	{Redacted}	{Redacted}	San Pablo	Wellington Installer	Under Investigation	Open
40	2/23/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
41	2/24/10	{Redacted}	{Redacted}	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			Auburn	SmartMeter Customer Communication	Under Investigation	Open
46	2/26/10			Hercules	Wellington Installer	Under Investigation	Open
47	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
48	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
49	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
50	3/1/10			Madera	Other	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			Kensington	Customer Denies Access	Under Investigation	Open
56	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
57	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
58	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
59	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
60	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
61	3/4/10			Merced	Customer Denies Access	Under Investigation	Open
62	3/4/10			MOCCASIN	Customer Denies Access	Under Investigation	Open
63	3/4/10			Placerville	Customer Denies Access	Under Investigation	Open
64	3/4/10			Tracy	Customer Denies Access	Under Investigation	Open
65	3/4/10			Tracy	Household items affected by SM installation	Under Investigation	Open
66	3/5/10			Danville	Customer Denies Access	Under Investigation	Open
67	3/5/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
68	3/7/10			Atwater	Customer Denies Access	Under Investigation	Open
69	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
70	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
71	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
72	3/7/10			Tracy	Customer Denies Access	Under Investigation	Open
73	3/7/10			Woodlake	Customer Denies Access	Under Investigation	Open
74	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
75	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
76	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
77	3/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
78	3/9/10			Danville	Customer Denies Access	Under Investigation	Open
79	3/9/10			Madera	Customer Denies Access	Under Investigation	Open
80	3/9/10			Richmond	Household items affected by SM installation	Under Investigation	Open
81	3/10/10			Albany	Wellington Installer	Under Investigation	Open
82	3/10/10			Angwin	Wellington Installer	Under Investigation	Open

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83	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
84	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open
85	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
86	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open
87	3/10/10			Livermore	Customer Denies Access	Under Investigation	Open
88	3/10/10			Martinez	Customer Denies Access	Under Investigation	Open
89	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
90	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
91	3/10/10			Pleasanton	Meter/Module	Under Investigation	Open
92	3/10/10			San Jose	Customer Denies Access	Under Investigation	Open
93	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
94	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
95	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
96	3/10/10			Santa Rosa	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			Sonoma	Customer Denies Access	Under Investigation	Open
100	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
101	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
102	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
103	3/12/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
104	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
105	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
106	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
107	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
108	3/12/10			Union City	Meter/Module	Under Investigation	Open
109	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
110	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
111	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
112	3/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
113	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
114	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
115	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
116	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
117	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
118	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
119	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
120	3/16/10			Tracy	Meter/Module	Under Investigation	Open
121	3/17/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
122	3/17/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
123	3/17/10			Napa	Customer Denies Access	Under Investigation	Open

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124	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
125	3/17/10			San Jose	Wellington Installer	Under Investigation	Open
126	3/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
127	3/17/10			Sunnyvale	Wellington Installer	Under Investigation	Open
128	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
129	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
130	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
131	3/18/10			Livermore	Customer Denies Access	Under Investigation	Open
132	3/18/10			San Jose	Customer Denies Access	Under Investigation	Open
133	3/18/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
134	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
135	3/19/10			San Jose	Customer Denies Access	Under Investigation	Open
136	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
137	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
138	3/19/10			Sanger	Other	Under Investigation	Open
139	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
140	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
141	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
142	3/19/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
143	3/20/10			Union City	Customer Denies Access	Under Investigation	Open
144	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
145	3/21/10			Martinez	Customer Denies Access	Under Investigation	Open
146	3/21/10			San Jose	Customer Denies Access	Under Investigation	Open
147	3/22/10			Antioch	Other	Under Investigation	Open
148	3/22/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
149	3/22/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
150	3/22/10			Martinez	Customer Denies Access	Under Investigation	Open
151	3/22/10			Saint Helena	Other	Under Investigation	Open
152	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
153	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
154	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
155	3/23/10			Berkeley	Customer Denies Access	Under Investigation	Open
156	3/23/10			Hercules	Customer Denies Access	Under Investigation	Open
157	3/23/10			Lafayette	Customer Denies Access	Customer does not want a SmartMeter	Resolved
158	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
159	3/24/10			Berkeley	Wellington Installer	Under Investigation	Open
160	3/24/10			Clayton	Customer Denies Access	Under Investigation	Open
161	3/24/10			Martinez	Customer Denies Access	Under Investigation	Open
162	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
163	3/24/10			Vallejo	Wellington Installer	Under Investigation	Open
164	3/25/10			Berkeley	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
165	3/25/10			Dublin	Customer Denies Access	Under Investigation	Open
166	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
167	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
168	3/25/10			Richmond	Customer Denies Access	Under Investigation	Open
169	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
170	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
171	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
172	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
173	3/26/10			Calistoga	Wellington Installer	Under Investigation	Open
174	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
175	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
176	3/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
177	3/27/10			San Jose	Network Equipment Installation	Under Investigation	Open
178	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
179	3/27/10			San Pablo	Customer Denies Access	Under Investigation	Open
180	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
181	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
182	3/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
183	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
184	3/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
185	3/29/10			Martinez	Customer Denies Access	Under Investigation	Open
186	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
187	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
188	3/29/10			Tracy	Meter/Module	Under Investigation	Open
189	3/29/10			Walnut Creek	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
190	3/30/10			Cupertino	Wellington Installer	Under Investigation	Open
191	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
192	3/31/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
193	3/31/10			Fremont	Customer Denies Access	Under Investigation	Open
194	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
195	3/31/10			Marysville	Wellington Installer	Under Investigation	Open
196	3/31/10			Napa	Other	Under Investigation	Open
197	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
198	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
199	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
200	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
201	4/1/10			Danville	Customer Denies Access	Under Investigation	Open
202	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
203	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
204	4/1/10			Lafayette	Scheduling Problems	Under Investigation	Open
205	4/1/10			Richmond	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	4/1/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
207	4/1/10			San Ramon	Customer Denies Access	Under Investigation	Open
208	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
209	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
210	4/2/10			Brentwood	Customer Denies Access	Under Investigation	Open
211	4/2/10			Danville	Customer Denies Access	Under Investigation	Open
212	4/2/10			Forestville	Customer Denies Access	Under Investigation	Open
213	4/2/10			Richmond	Customer Denies Access	Under Investigation	Open
214	4/2/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
215	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
216	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
217	4/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
218	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
219	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
220	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
221	4/5/10			Danville	Customer Denies Access	Under Investigation	Open
222	4/5/10			Fowler	Customer Denies Access	Under Investigation	Open
223	4/5/10			Kenwood	Customer Denies Access	Under Investigation	Open
224	4/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
225	4/5/10			Pinole	Other	Under Investigation	Open
226	4/5/10			Redding	Wellington Installer	Under Investigation	Open
227	4/5/10			Richmond	Customer Denies Access	Under Investigation	Open
228	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
229	4/5/10			Vacaville	Other	Under Investigation	Open
230	4/5/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
231	4/6/10			Berkeley	Customer Denies Access	Under Investigation	Open
232	4/6/10			Berkeley	Wellington Installer	Under Investigation	Open
233	4/6/10			Hanford	Customer Denies Access	Under Investigation	Open
234	4/6/10			Hercules	Customer Denies Access	Under Investigation	Open
235	4/6/10			Lemoore	Customer Denies Access	Under Investigation	Open
236	4/6/10			Pleasanton	Customer Denies Access	Under Investigation	Open
237	4/6/10			Richmond	Customer Denies Access	Under Investigation	Open
238	4/6/10			Tracy	Other	Under Investigation	Open
239	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
240	4/7/10			Berkeley	Customer Denies Access	Under Investigation	Open
241	4/7/10			Berkeley	Other	Under Investigation	Open
242	4/7/10			Concord	Meter/Module	Under Investigation	Open
243	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
244	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
245	4/7/10			Graton	Customer Denies Access	Under Investigation	Open
246	4/7/10			Guerneville	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
247	4/7/10			Livermore	Customer Denies Access	Under Investigation	Open
248	4/7/10			Pinole	Power Interruption	Under Investigation	Open
249	4/7/10			Richmond	Customer Denies Access	Under Investigation	Open
250	4/7/10			Richmond	Other	Under Investigation	Open
251	4/7/10			Richmond	Scheduling Problems	Under Investigation	Open
252	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
253	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
254	4/7/10			San Ramon	Other	Under Investigation	Open
255	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
256	4/7/10			Sanger	Customer Denies Access	Under Investigation	Open
257	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
258	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
259	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
260	4/8/10			Berkeley	Other	Under Investigation	Open
261	4/8/10			Pleasanton	Customer Denies Access	Under Investigation	Open
262	4/8/10			Richmond	Household items affected by SM installation	Under Investigation	Open
263	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
264	4/8/10			Ukiah	Other	Under Investigation	Open
265	4/8/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
266	4/9/10			Alameda	Other	Under Investigation	Open
267	4/9/10			Napa	Customer Denies Access	Under Investigation	Open
268	4/9/10			Reedley	Customer Denies Access	Under Investigation	Open
269	4/9/10			Tiburon	Customer Denies Access	Under Investigation	Open
270	4/12/10			Alamo	Customer Denies Access	Under Investigation	Open
271	4/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
272	4/12/10			El Cerrito	Other	Under Investigation	Open
273	4/12/10			San Pablo	Customer Denies Access	Under Investigation	Open
274	4/13/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
275	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
276	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
277	4/13/10			Occidental	Customer Denies Access	Under Investigation	Open
278	4/13/10			Placerville	Customer Denies Access	Under Investigation	Open
279	4/13/10			San Ramon	Other	Under Investigation	Open
280	4/13/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
281	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
282	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
283	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
284	4/14/10			El Cerrito	Customer Denies Access	Under Investigation	Open
285	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
286	4/14/10			Madera	Wellington Installer	Under Investigation	Open
287	4/14/10			Orinda	Other	Under Investigation	Open

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288	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
289	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
290	4/14/10			San Jose	Customer Denies Access	Under Investigation	Open
291	4/14/10			San Jose	Other	Under Investigation	Open
292	4/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
293	4/14/10			Tracy	Power Interruption	Under Investigation	Open
294	4/14/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
295	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
296	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
297	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
298	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
299	4/15/10			Berkeley	Other	Under Investigation	Open
300	4/15/10			Fremont	Customer Denies Access	Under Investigation	Open
301	4/15/10			Madera	Other	Under Investigation	Open
302	4/15/10			Pittsburg	Other	Under Investigation	Open
303	4/15/10			Richmond	Customer Denies Access	Under Investigation	Open
304	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
305	4/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
306	4/16/10			Healdsburg	Wellington Installer	Under Investigation	Open
307	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
308	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
309	4/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
310	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
311	4/19/10			El Sobrante	Customer Denies Access	Under Investigation	Open
312	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
313	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
314	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
315	4/19/10			Pinole	Customer Denies Access	Under Investigation	Open
316	4/19/10			Richmond	Household items affected by SM installation	Under Investigation	Open
317	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
318	4/19/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
319	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
320	4/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
321	4/20/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
322	4/20/10			Hercules	Other	Under Investigation	Open
323	4/20/10			Oakland	Customer Denies Access	Under Investigation	Open
324	4/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
325	4/20/10			Richmond	Customer Denies Access	Under Investigation	Open
326	4/20/10			San Pablo	Household items affected by SM installation	Under Investigation	Open
327	4/20/10			Walnut Creek	Other	Under Investigation	Open
328	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open

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329	4/21/10			Danville	Customer Denies Access	Under Investigation	Open
330	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
331	4/21/10			Livermore	Household items affected by SM installation	Under Investigation	Open
332	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
333	4/21/10			Santa Clara	Wellington Installer	Installer rude to customer	Resolved
334	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
335	4/22/10			Alamo	Other	Under Investigation	Open
336	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
337	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
338	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
339	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
340	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
341	4/22/10			El Cerrito	Customer Denies Access	Under Investigation	Open
342	4/22/10			Forestville	Customer Denies Access	Under Investigation	Open
343	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
344	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
345	4/22/10			Vallejo	Customer Denies Access	Under Investigation	Open
346	4/22/10			Vallejo	Other	Under Investigation	Open
347	4/23/10			Berkeley	Other	Under Investigation	Open
348	4/23/10			Berkeley	Other	Under Investigation	Open
349	4/23/10			Berkeley	Other	Under Investigation	Open
350	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
351	4/23/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
352	4/23/10			Madera	Wellington Installer	Under Investigation	Open
353	4/23/10			Oakland	Customer Denies Access	Under Investigation	Open
354	4/23/10			Pleasanton	Customer Denies Access	Under Investigation	Open
355	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
356	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
357	4/23/10			San Ramon	Customer Denies Access	Under Investigation	Open
358	4/23/10			Selma	Wellington Installer	Under Investigation	Open
359	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
360	4/25/10			Oakland	Customer Denies Access	Under Investigation	Open
361	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
362	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
363	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
364	4/26/10			Clayton	Customer Denies Access	Under Investigation	Open
365	4/26/10			Clayton	Customer Denies Access	Under Investigation	Open
366	4/26/10			El Cerrito	Customer Denies Access	Under Investigation	Open
367	4/26/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
368	4/26/10			Madera	Wellington Installer	Under Investigation	Open
369	4/26/10			Napa	Wellington Installer	Under Investigation	Open

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370	4/26/10			Oakhurst	Customer Denies Access	Under Investigation	Open
371	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
372	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
373	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
374	4/26/10			Orinda	Meter/Module	Under Investigation	Open
375	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
376	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
377	4/26/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
378	4/26/10			San Ramon	Customer Denies Access	Under Investigation	Open
379	4/26/10			San Ramon	Wellington Installer	Under Investigation	Open
380	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
381	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
382	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
383	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
384	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
385	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
386	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
387	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
388	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
389	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
390	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
391	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
392	4/27/10			Oakland	Customer Denies Access	Under Investigation	Open
393	4/27/10			Orinda	Customer Denies Access	Under Investigation	Open
394	4/27/10			Pittsburg	Other	Under Investigation	Open
395	4/27/10			Pleasanton	Other	Under Investigation	Open
396	4/27/10			Richmond	Customer Denies Access	Under Investigation	Open
397	4/27/10			Richmond	Customer Denies Access	Under Investigation	Open
398	4/27/10			San Ramon	Customer Denies Access	Under Investigation	Open
399	4/27/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
400	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
401	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
402	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
403	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
404	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
405	4/28/10			Alamo	Customer Denies Access	Under Investigation	Open
406	4/28/10			Berkeley	Customer Denies Access	Under Investigation	Open
407	4/28/10			Hayward	SmartMeter Customer Communication	Under Investigation	Open
408	4/28/10			Lafayette	SmartMeter Customer Communication	Under Investigation	Open
409	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
410	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
411	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
412	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
413	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
414	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
415	4/28/10			Oakley	Other	Under Investigation	Open
416	4/28/10			Petaluma	Customer Denies Access	Under Investigation	Open
417	4/28/10			Pinole	Customer Denies Access	Under Investigation	Open
418	4/28/10			Richmond	Customer Denies Access	Under Investigation	Open
419	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
420	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
421	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
422	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
423	4/29/10			Danville	Customer Denies Access	Under Investigation	Open
424	4/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
425	4/29/10			Livermore	Other	Under Investigation	Open
426	4/29/10			Madera	Wellington Installer	Under Investigation	Open
427	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
428	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
429	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
430	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
431	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
432	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
433	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
434	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
435	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
436	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
437	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
438	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
439	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
440	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
441	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
442	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
443	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
444	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
445	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
446	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
447	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
448	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
449	4/29/10			Oakland	Wellington Installer	Under Investigation	Open
450	4/29/10			Pinole	Household items affected by SM installation	Under Investigation	Open
451	4/29/10			San Pablo	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
452	4/30/10			Alameda	Customer Denies Access	Under Investigation	Open
453	4/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
454	4/30/10			Berkeley	Other	Under Investigation	Open
455	4/30/10			Berkeley	Other	Under Investigation	Open
456	4/30/10			Concord	Other	Under Investigation	Open
457	4/30/10			Livermore	Customer Denies Access	Under Investigation	Open
458	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
459	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
460	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
461	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
462	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
463	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
464	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
465	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
466	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
467	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
468	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
469	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
470	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
471	4/30/10			Richmond	Customer Denies Access	Under Investigation	Open
472	4/30/10			Richmond	Other	Under Investigation	Open
473	4/30/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
474	4/30/10			Richmond	Wellington Installer	Under Investigation	Open
475	4/30/10			San Jose	Customer Denies Access	Under Investigation	Open
476	4/30/10			San Jose	Household items affected by SM installation	Under Investigation	Open
477	4/30/10			San Pablo	Customer Denies Access	Under Investigation	Open
478	4/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
479	5/1/10			Chowchilla	Customer Denies Access	Under Investigation	Open
480	5/1/10			Los Gatos	Customer Denies Access	Under Investigation	Open
481	5/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
482	5/3/10			Forestville	Customer Denies Access	Under Investigation	Open
483	5/3/10			Oakland	Customer Denies Access	Under Investigation	Open
484	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
485	5/3/10			Tracy	Customer Denies Access	Under Investigation	Open
486	5/3/10			Tracy	Customer Denies Access	Under Investigation	Open
487	5/4/10			Concord	Customer Denies Access	Under Investigation	Open
488	5/4/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
489	5/4/10			Oakley	Other	Under Investigation	Open
490	5/4/10			S. San Francisco	Wellington Installer	Under Investigation	Open
491	5/4/10			San Jose	Customer Denies Access	Under Investigation	Open
492	5/4/10			San Ramon	Other	Under Investigation	Open

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493	5/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
494	5/5/10			Corcoran	Customer Denies Access	Under Investigation	Open
495	5/5/10			Los Banos	Household items affected by SM installation	Under Investigation	Open
496	5/5/10			Madera	Household items affected by SM installation	Under Investigation	Open
497	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
498	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
499	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
500	5/5/10			San Jose	Other	Under Investigation	Open
501	5/5/10			San Jose	Wellington Installer	Under Investigation	Open
502	5/5/10			Santa Nella	Household items affected by SM installation	Under Investigation	Open
503	5/5/10			Santa Nella	Other	Under Investigation	Open
504	5/5/10			Saratoga	Customer Denies Access	Under Investigation	Open
505	5/5/10			Vallejo	Other	Under Investigation	Open
506	5/6/10			Madera	Customer Denies Access	Under Investigation	Open
507	5/6/10			Madera	Household items affected by SM installation	Under Investigation	Open
508	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
509	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
510	5/6/10			San Jose	Customer Denies Access	Under Investigation	Open
511	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
512	5/7/10			Firebaugh	Power Interruption	Under Investigation	Open
513	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
514	5/7/10			Oakland	Other	Other	Resolved
515	5/7/10			Richmond	Other	Under Investigation	Open
516	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
517	5/7/10			San Jose	Meter/Module	Under Investigation	Open
518	5/7/10			Squaw Valley	Customer Denies Access	Under Investigation	Open
519	5/7/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
520	5/7/10			Tracy	Customer Denies Access	Under Investigation	Open
521	5/7/10			Tracy	Customer Denies Access	Under Investigation	Open
522	5/8/10			Placerville	Wellington Installer	Under Investigation	Open
523	5/8/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
524	5/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
525	5/9/10			Oakland	Customer Denies Access	Under Investigation	Open
526	5/10/10			Chowchilla	SmartMeter Customer Communication	Under Investigation	Open
527	5/10/10			Livermore	Customer Denies Access	Under Investigation	Open
528	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
529	5/10/10			Madera	Customer Denies Access	Under Investigation	Open
530	5/10/10			Millpitas	Wellington Installer	Under Investigation	Open
531	5/10/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
532	5/10/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
533	5/10/10			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
534	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
535	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
536	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
537	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
538	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
539	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open
540	5/10/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
541	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
542	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
543	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
544	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
545	5/10/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
546	5/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
547	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
548	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
549	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
550	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
551	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
552	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
553	5/10/10			San Jose	Other	Under Investigation	Open
554	5/10/10			Sebastopol	Other	Under Investigation	Open
555	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
556	5/10/10			Stockton	Wellington Installer	Under Investigation	Open
557	5/10/10			Tracy	Customer Denies Access	Under Investigation	Open
558	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
559	5/11/10			Alamo	SmartMeter Customer Communication	Under Investigation	Open
560	5/11/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
561	5/11/10			Berkeley	Customer Denies Access	Under Investigation	Open
562	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
563	5/11/10			Chico	Wellington Installer	Under Investigation	Open
564	5/11/10			Concord	Household items affected by SM installation	Under Investigation	Open
565	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
566	5/11/10			Los Banos	SmartMeter Customer Communication	Under Investigation	Open
567	5/11/10			Los Gatos	Customer Denies Access	Under Investigation	Open
568	5/11/10			Millbrae	Customer Denies Access	Under Investigation	Open
569	5/11/10			Millpitas	Wellington Installer	Under Investigation	Open
570	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
571	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
572	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
573	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
574	5/11/10			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
575	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
576	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
577	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
578	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
579	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
580	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
581	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
582	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open
583	5/11/10			Richmond	Customer Denies Access	Under Investigation	Open
584	5/11/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
585	5/11/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
586	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
587	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
588	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
589	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
590	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
591	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
592	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
593	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
594	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
595	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
596	5/11/10			San Jose	Wellington Installer	Under Investigation	Open
597	5/11/10			San Leandro	SmartMeter Customer Communication	Under Investigation	Open
598	5/11/10			Santa Nella	Household items affected by SM installation	Under Investigation	Open
599	5/11/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
600	5/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
601	5/11/10			Shafter	SmartMeter Customer Communication	Under Investigation	Open
602	5/11/10			Tracy	Wellington Installer	Under Investigation	Open
603	5/11/10			Vallejo	Wellington Installer	Under Investigation	Open
604	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
605	5/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
606	5/12/10			Campbell	Customer Denies Access	Under Investigation	Open
607	5/12/10			El Cerrito	Customer Denies Access	Under Investigation	Open
608	5/12/10			Fresno	Other	Under Investigation	Open
609	5/12/10			Livermore	Wellington Installer	Under Investigation	Open
610	5/12/10			Martinez	Household items affected by SM installation	Under Investigation	Open
611	5/12/10			Marysville	Household items affected by SM installation	Under Investigation	Open
612	5/12/10			Marysville	Wellington Installer	Under Investigation	Open
613	5/12/10			Milpitas	Customer Denies Access	Under Investigation	Open
614	5/12/10			Mountain View	Wellington Installer	Under Investigation	Open
615	5/12/10			Napa	Wellington Installer	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
616	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
617	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
618	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
619	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
620	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
621	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
622	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
623	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
624	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
625	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
626	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
627	5/12/10			Piedmont	Customer Denies Access	Under Investigation	Open
628	5/12/10			Piedmont	Customer Denies Access	Under Investigation	Open
629	5/12/10			Pinole	Customer Denies Access	Under Investigation	Open
630	5/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
631	5/12/10			Richmond	Other	Under Investigation	Open
632	5/12/10			Richmond	Wellington Installer	Under Investigation	Open
633	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
634	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
635	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
636	5/12/10			San Jose	Other	Under Investigation	Open
637	5/12/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
638	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
639	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
640	5/12/10			San Ramon	Wellington Installer	Under Investigation	Open
641	5/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
642	5/12/10			Sebastopol	Customer Denies Access	Under Investigation	Open
643	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open
644	5/12/10			Tracy	Wellington Installer	Under Investigation	Open
645	5/12/10			Yuba City	Customer Denies Access	Under Investigation	Open
646	5/13/10			Aptos	Customer Denies Access	Under Investigation	Open
647	5/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
648	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
649	5/13/10			Dos Palos	Other	Under Investigation	Open
650	5/13/10			Los Banos	Customer Denies Access	Under Investigation	Open
651	5/13/10			Marysville	Wellington Installer	Under Investigation	Open
652	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
653	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
654	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
655	5/13/10			Piedmont	Customer Denies Access	Under Investigation	Open
656	5/13/10			Redding	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
657	5/13/10			Redding	Wellington Installer	Under Investigation	Open
658	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
659	5/13/10			San Jose	Other	Under Investigation	Open
660	5/13/10			San Jose	SmartMeter Customer Communication	Other	Resolved
661	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
662	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
663	5/13/10			Tracy	Other	Under Investigation	Open
664	5/13/10			Yuba City	Customer Denies Access	Under Investigation	Open
665	5/13/10			Yuba City	Customer Denies Access	Under Investigation	Open
666	5/13/10			Yuba City	Other	Under Investigation	Open
667	5/14/10			Antioch	Meter/Module	Under Investigation	Open
668	5/14/10			Aptos	Customer Denies Access	Under Investigation	Open
669	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
670	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
671	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
672	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
673	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
674	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
675	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
676	5/14/10			Chico	Other	Under Investigation	Open
677	5/14/10			Clayton	Wellington Installer	Under Investigation	Open
678	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
679	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
680	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
681	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
682	5/14/10			Mountain View	Customer wants SmartMeter Removed	Under Investigation	Open
683	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
684	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
685	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
686	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
687	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
688	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
689	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
690	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
691	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
692	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
693	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
694	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
695	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
696	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
697	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
698	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
699	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
700	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
701	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
702	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
703	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
704	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
705	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
706	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
707	5/14/10			Pleasanton	Wellington Installer	Under Investigation	Open
708	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
709	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
710	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
711	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
712	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
713	5/14/10			San Jose	Household items affected by SM installation	Under Investigation	Open
714	5/14/10			San Jose	Meter/Module	Under Investigation	Open
715	5/14/10			San Leandro	Customer Denies Access	Under Investigation	Open
716	5/14/10			San Leandro	Customer wants SmartMeter Removed	Under Investigation	Open
717	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
718	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
719	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
720	5/14/10			Tracy	Customer Denies Access	Under Investigation	Open
721	5/14/10			Tranquillity	Meter/Module	Under Investigation	Open
722	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
723	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
724	5/14/10			Yuba City	Customer wants SmartMeter Removed	Under Investigation	Open
725	5/15/10			Alameda	Customer Denies Access	Under Investigation	Open
726	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
727	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
728	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
729	5/15/10			Emeryville	Customer Denies Access	Under Investigation	Open
730	5/15/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
731	5/15/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
732	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
733	5/15/10			Marysville	Customer Denies Access	Under Investigation	Open
734	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
735	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
736	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
737	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
738	5/15/10			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
739	5/15/10			Piedmont	Customer Denies Access	Under Investigation	Open
740	5/15/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
741	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
742	5/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
743	5/16/10			Marysville	SmartMeter Customer Communication	Under Investigation	Open
744	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
745	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
746	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
747	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
748	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
749	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
750	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
751	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
752	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
753	5/17/10			Alameda	Customer Denies Access	Under Investigation	Open
754	5/17/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
755	5/17/10			Alameda	Wellington Installer	Under Investigation	Open
756	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
757	5/17/10			Aptos	Customer Denies Access	Under Investigation	Open
758	5/17/10			Benicia	Wellington Installer	Under Investigation	Open
759	5/17/10			Berkeley	Customer Denies Access	Under Investigation	Open
760	5/17/10			Dos Palos	Wellington Installer	Under Investigation	Open
761	5/17/10			El Cerrito	Customer Denies Access	Under Investigation	Open
762	5/17/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
763	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
764	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
765	5/17/10			Los Gatos	Scheduling Problems	Under Investigation	Open
766	5/17/10			Marysville	Customer Denies Access	Under Investigation	Open
767	5/17/10			Marysville	Customer Denies Access	Under Investigation	Open
768	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
769	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
770	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
771	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
772	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
773	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
774	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
775	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
776	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
777	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
778	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
779	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
780	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
781	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
782	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
783	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
784	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
785	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
786	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
787	5/17/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
788	5/17/10			S. San Francisco	Other	Under Investigation	Open
789	5/17/10			San Francisco	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
790	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
791	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
792	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
793	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
794	5/17/10			San Jose	Wellington Installer	Under Investigation	Open
795	5/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
796	5/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
797	5/17/10			Santa Rosa	Wellington Installer	Under Investigation	Open
798	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
799	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
800	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
801	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
802	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
803	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
804	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
805	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
806	5/17/10			Yuba City	Customer wants Smartmeter Removed	Under Investigation	Open
807	5/18/10			Chowchilla	Customer Denies Access	Under Investigation	Open
808	5/18/10			Dos Palos	Wellington Installer	Under Investigation	Open
809	5/18/10			Dublin	Wellington Installer	Under Investigation	Open
810	5/18/10			Forestville	Customer Denies Access	Under Investigation	Open
811	5/18/10			Livermore	Customer Denies Access	Under Investigation	Open
812	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
813	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
814	5/18/10			Madera	Customer Denies Access	Under Investigation	Open
815	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
816	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
817	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
818	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
819	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
820	5/18/10			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	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
822	5/18/10			Oakland	Household items affected by SM installation	Under Investigation	Open
823	5/18/10			Paradise	Customer Denies Access	Under Investigation	Open
824	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
825	5/18/10			Pleasanton	Customer Denies Access	Under Investigation	Open
826	5/18/10			Richmond	Customer Denies Access	Under Investigation	Open
827	5/18/10			San Anselmo	Customer Denies Access	Under Investigation	Open
828	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
829	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
830	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
831	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
832	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
833	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
834	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
835	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
836	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
837	5/18/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
838	5/18/10			Tracy	Customer Denies Access	Under Investigation	Open
839	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
840	5/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
841	5/19/10			Brentwood	Customer wants Smartmeter Removed	Under Investigation	Open
842	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
843	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
844	5/19/10			Cupertino	Customer Denies Access	Under Investigation	Open
845	5/19/10			Dublin	Customer Denies Access	Under Investigation	Open
846	5/19/10			Durham	Customer Denies Access	Under Investigation	Open
847	5/19/10			Firebaugh	Household items affected by SM installation	Under Investigation	Open
848	5/19/10			Hayward	Customer Denies Access	Under Investigation	Open
849	5/19/10			Marysville	Customer Denies Access	Under Investigation	Open
850	5/19/10			Mill Valley	Customer Denies Access	Under Investigation	Open
851	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
852	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
853	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
854	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
855	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
856	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
857	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
858	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
859	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
860	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
861	5/19/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
862	5/19/10			Occidental	Customer Denies Access	Under Investigation	Open
863	5/19/10			Piedmont	Customer Denies Access	Under Investigation	Open
864	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
865	5/19/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
866	5/19/10			San Jose	Customer Denies Access	Under Investigation	Open
867	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
868	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
869	5/19/10			Sebastopol	Customer Denies Access	Under Investigation	Open
870	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
871	5/19/10			Watsonville	Customer Denies Access	Under Investigation	Open
872	5/20/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
873	5/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
874	5/20/10			Bolinas	Customer Denies Access	Under Investigation	Open
875	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
876	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
877	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
878	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
879	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
880	5/20/10			Covelo	Customer Denies Access	Under Investigation	Open
881	5/20/10			Fresno	Customer Denies Access	Under Investigation	Open
882	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
883	5/20/10			Hercules	Customer Denies Access	Under Investigation	Open
884	5/20/10			Live Oak	Customer Denies Access	Under Investigation	Open
885	5/20/10			Livermore	Customer Denies Access	Under Investigation	Open
886	5/20/10			Los Altos	Meter/Module	Under Investigation	Open
887	5/20/10			Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
888	5/20/10			Madera	Customer Denies Access	Under Investigation	Open
889	5/20/10			Manteca	Customer Denies Access	Under Investigation	Open
890	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
891	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
892	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
893	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
894	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
895	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
896	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
897	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
898	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
899	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
900	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
901	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
902	5/20/10			Oakley	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
903	5/20/10			Piedmont	Customer Denies Access	Under Investigation	Open
904	5/20/10			Piedmont	Customer Denies Access	Under Investigation	Open
905	5/20/10			Piedmont	Customer Denies Access	Under Investigation	Open
906	5/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
907	5/20/10			Richmond	Customer Denies Access	Under Investigation	Open
908	5/20/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
909	5/20/10			San Jose	Wellington Installer	Under Investigation	Open
910	5/20/10			Saratoga	Customer Denies Access	Under Investigation	Open
911	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
912	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
913	5/20/10			Tracy	Power Interruption	Under Investigation	Open
914	5/20/10			Yuba City	Customer Denies Access	Under Investigation	Open
915	5/20/10			Yuba City	Wellington Installer	Under Investigation	Open
916	5/21/10			Alameda	Customer Denies Access	Under Investigation	Open
917	5/21/10			Alameda	Customer Denies Access	Under Investigation	Open
918	5/21/10			Albany	Customer Denies Access	Under Investigation	Open
919	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
920	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
921	5/21/10			Berkeley	Wellington Installer	Under Investigation	Open
922	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
923	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
924	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
925	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
926	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
927	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
928	5/21/10			Dublin	Customer wants Smartmeter Removed	Under Investigation	Open
929	5/21/10			El Cerrito	Potential Wellington Claim	Under Investigation	Open
930	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
931	5/21/10			Emeryville	Customer Denies Access	Under Investigation	Open
932	5/21/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
933	5/21/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
934	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
935	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
936	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
937	5/21/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
938	5/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
939	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
940	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
941	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
942	5/21/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
943	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open

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**Pacific Gas and Electric Company
SmartMeter™ Complaint Report
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Color Key	
Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
944	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
945	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
946	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
947	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
948	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
949	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
950	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
951	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
952	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
953	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
954	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
955	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
956	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
957	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
958	5/21/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
959	5/21/10			Oroville	Customer Denies Access	Under Investigation	Open
960	5/21/10			Paradise	Customer Denies Access	Under Investigation	Open
961	5/21/10			Petaluma	Wellington Installer	Under Investigation	Open
962	5/21/10			Pleasanton	Customer Denies Access	Under Investigation	Open
963	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
964	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
965	5/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
966	5/21/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
967	5/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
968	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
969	5/22/10			Campbell	Customer Denies Access	Under Investigation	Open
970	5/22/10			Cazadero	Customer Denies Access	Under Investigation	Open
971	5/22/10			Chico	Customer Denies Access	Under Investigation	Open
972	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
973	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
974	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
975	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
976	5/22/10			Magalia	Customer Denies Access	Under Investigation	Open
977	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
978	5/22/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
979	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
980	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
981	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
982	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
983	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
984	5/22/10			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
985	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
986	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
987	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
988	5/22/10			Piedmont	Customer Denies Access	Under Investigation	Open
989	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
990	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
991	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
992	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
993	5/23/10			Emeryville	Customer Denies Access	Under Investigation	Open
994	5/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
995	5/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
996	5/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
997	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
998	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
999	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1000	5/23/10			Paradise	Customer Denies Access	Under Investigation	Open
1001	5/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1002	5/23/10			San Pablo	Customer Denies Access	Under Investigation	Open
1003	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
1004	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
1005	5/24/10			Browns Valley	Customer Denies Access	Under Investigation	Open
1006	5/24/10			Chico	Customer Denies Access	Under Investigation	Open
1007	5/24/10			Concord	Household items affected by SM installation	Under Investigation	Open
1008	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
1009	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
1010	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1011	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1012	5/24/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1013	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
1014	5/24/10			Moraga	Customer Denies Access	Under Investigation	Open
1015	5/24/10			Morgan Hill	Customer Denies Access	Under Investigation	Open
1016	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1017	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1018	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1019	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1020	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1021	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1022	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1023	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1024	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1025	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open

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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
1026	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1027	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1028	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1029	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1030	5/24/10			Penn Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1031	5/24/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1032	5/24/10			Petaluma	Customer Denies Access	Under Investigation	Open
1033	5/24/10			Piedmont	Customer Denies Access	Under Investigation	Open
1034	5/24/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
1035	5/24/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1036	5/24/10			Richmond	Customer Denies Access	Under Investigation	Open
1037	5/24/10			San Francisco	Customer Denies Access	Under Investigation	Open
1038	5/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1039	5/24/10			San Jose	Wellington Installer	Under Investigation	Open
1040	5/24/10			Yuba City	Customer Denies Access	Under Investigation	Open
1041	5/24/10			Yuba City	Wellington Installer	Under Investigation	Open
1042	5/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
1043	5/25/10			Camino	Customer Denies Access	Under Investigation	Open
1044	5/25/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1045	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
1046	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1047	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1048	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1049	5/25/10			Nevada City	Customer Denies Access	Under Investigation	Open
1050	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1051	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1052	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1053	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1054	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1055	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1056	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1057	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1058	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1059	5/25/10			Paradise	Customer Denies Access	Under Investigation	Open
1060	5/25/10			Petaluma	Customer Denies Access	Under Investigation	Open
1061	5/25/10			Pollock Pines	Customer wants Smartmeter Removed	Under Investigation	Open
1062	5/25/10			San Francisco	Customer Denies Access	Under Investigation	Open
1063	5/25/10			San Francisco	Customer Denies Access	Under Investigation	Open
1064	5/25/10			Santa Rosa	Customer Denies Access	Health-Related Issues	Resolved
1065	5/25/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1066	5/25/10			Vallejo	Customer Denies Access	Under Investigation	Open

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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
1067	5/25/10			Wheatland	Wellington Installer	Under Investigation	Open
1068	5/25/10			Windsor	Customer Denies Access	Under Investigation	Open
1069	5/26/10			Benicia	Household items affected by SM installation	Under Investigation	Open
1070	5/26/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1071	5/26/10			Cameron Park	Customer wants Smartmeter Removed	Under Investigation	Open
1072	5/26/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
1073	5/26/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
1074	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1075	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1076	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1077	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1078	5/26/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1079	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1080	5/26/10			San Jose	Wellington Installer	Under Investigation	Open
1081	5/26/10			San Pablo	Wellington Installer	Under Investigation	Open
1082	5/26/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
1083	5/26/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1084	5/26/10			Yuba City	Customer wants Smartmeter Removed	Under Investigation	Open
1085	5/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1086	5/27/10			Berkeley	Power Interruption	Under Investigation	Open
1087	5/27/10			Bolinas	Customer Denies Access	Under Investigation	Open
1088	5/27/10			Citrus Heights	Wellington Installer	Under Investigation	Open
1089	5/27/10			Cotati	Customer Denies Access	Under Investigation	Open
1090	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1091	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1092	5/27/10			Penn Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1093	5/27/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1094	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open
1095	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open
1096	5/27/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1097	5/27/10			Richmond	Customer Denies Access	Under Investigation	Open
1098	5/27/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1099	5/27/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1100	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1101	5/27/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
1102	5/27/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1103	5/28/10			Auburn	Customer Denies Access	Under Investigation	Open
1104	5/28/10			Cool	Customer Denies Access	Under Investigation	Open
1105	5/28/10			Danville	Customer Denies Access	Under Investigation	Open
1106	5/28/10			Lemoore	Meter/Module Equipment	Under Investigation	Open
1107	5/28/10			Magalia	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
1108	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1109	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1110	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1111	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1112	5/28/10			Port Costa	Customer Denies Access	Under Investigation	Open
1113	5/28/10			San Jose	Wellington Installer	Under Investigation	Open
1114	5/28/10			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Resolved
1115	5/28/10			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
1116	5/28/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1117	5/28/10			Suisun	Customer wants Smartmeter Removed	Under Investigation	Open
1118	5/29/10			Clayton	Customer wants Smartmeter Removed	Under Investigation	Open
1119	5/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
1120	5/29/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1121	5/29/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1122	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1123	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1124	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1125	5/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1126	5/29/10			Richmond	Customer Denies Access	Under Investigation	Open
1127	5/29/10			S. San Francisco	Customer Denies Access	Under Investigation	Open
1128	5/29/10			San Francisco	Customer Denies Access	Under Investigation	Open
1129	5/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1130	5/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1131	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
1132	5/30/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1133	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1134	5/30/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1135	5/31/10			Oakland	Customer Denies Access	Under Investigation	Open
1136	5/31/10			Oakland	Customer Denies Access	Under Investigation	Open
1137	5/31/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
1138	5/31/10			Tiburon	Customer Denies Access	Under Investigation	Open
1139	6/1/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1140	6/1/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1141	6/1/10			Chico	Customer Denies Access	Under Investigation	Open
1142	6/1/10			Concord	Meter/Module	Under Investigation	Open
1143	6/1/10			Dillon Beach	Customer Denies Access	Under Investigation	Open
1144	6/1/10			Livermore	Wellington Installer	Under Investigation	Open
1145	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1146	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1147	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1148	6/1/10			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
1149	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1150	6/1/10			Oakland	Potential Wellington Claim	Under Investigation	Open
1151	6/1/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1152	6/1/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1153	6/1/10			Placerville	Potential Wellington Claim	Hand-off to Wellington	Resolved
1154	6/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1155	6/1/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
1156	6/1/10			Wheatland	Power Interruption	Under Investigation	Open
1157	6/2/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
1158	6/2/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1159	6/2/10			Cupertino	Wellington Installer	Under Investigation	Open
1160	6/2/10			Lafayette	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1161	6/2/10			Los Gatos	Wellington Installer	Under Investigation	Open
1162	6/2/10			Marysville	SmartMeter Customer Communication	Under Investigation	Open
1163	6/2/10			Oakland	Customer Denies Access	Under Investigation	Open
1164	6/2/10			Oakland	Customer wants Smartmeter Removed	Unhappy with SM Program	Open
1165	6/3/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1166	6/3/10			Concord	Wellington Installer	Under Investigation	Open
1167	6/3/10			Monte Rio	Customer wants Smartmeter Removed	Under Investigation	Open
1168	6/3/10			Oakdale	Household items affected by SM installation	Under Investigation	Open
1169	6/3/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1170	6/3/10			San Jose	Power Interruption	Under Investigation	Open
1171	6/3/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
1172	6/4/10			Livermore	Potential Wellington Claim	Under Investigation	Open
1173	6/4/10			Pilot Hill	Household items affected by SM installation	Other	Resolved
1174	6/4/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
1175	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1176	6/5/10			Emeryville	Customer Denies Access	Under Investigation	Open
1177	6/5/10			Oakland	Customer Denies Access	Under Investigation	Open
1178	6/6/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1179	6/6/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1180	6/6/10			Chico	Customer wants Smartmeter Removed	Under Investigation	Open
1181	6/6/10			Emeryville	Household items affected by SM installation	Under Investigation	Open
1182	6/6/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1183	6/6/10			Marysville	Meter/Module Equipment	Meter Communication Issues	Resolved
1184	6/6/10			San Francisco	Customer Denies Access	Under Investigation	Open
1185	6/6/10			San Jose	Household items affected by SM installation	Damaged Television	Resolved
1186	6/6/10			San Jose	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1187	6/6/10			Tracy	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1188	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
1189	6/7/10			Corte Madera	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1190	6/7/10			Fairfax	Customer Denies Access	Radio Frequency Concerns	Resolved
1191	6/7/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1192	6/7/10			Hayward	Household items affected by SM installation	Under Investigation	Open
1193	6/7/10			Inverness	Customer Denies Access	Under Investigation	Open
1194	6/7/10			Oakhurst	SmartMeter Customer Communication	Under Investigation	Open
1195	6/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1196	6/7/10			Occidental	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1197	6/7/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1198	6/7/10			Placerville	Customer Denies Access	Under Investigation	Open
1199	6/7/10			Placerville	Customer Denies Access	Under Investigation	Open
1200	6/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1201	6/7/10			San Jose	Customer wants Smartmeter Removed	Unhappy with SM program	Resolved
1202	6/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1203	6/7/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1204	6/7/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1205	6/7/10			Vallejo	Customer Denies Access	Under Investigation	Open
1206	6/7/10			Yuba City	Wellington Installer	Installer rude to customer	Resolved
1207	6/8/10			Aptos	Customer Denies Access	Other	Resolved
1208	6/8/10			Chico	Customer Denies Access	Unhappy with SM program	Resolved
1209	6/8/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1210	6/8/10			Fresno	Power Interruption	Under Investigation	Open
1211	6/8/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1212	6/8/10			Millpitas	Household items affected by SM installation	Under Investigation	Open
1213	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1214	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1215	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1216	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1217	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1218	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1219	6/8/10			Oakland	Wellington Installer	Under Investigation	Open
1220	6/8/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1221	6/8/10			Petaluma	SmartMeter Customer Communication	Under Investigation	Open
1222	6/8/10			Piedmont	Customer Denies Access	Under Investigation	Open
1223	6/8/10			Redwood City	Wellington Installer	Under Investigation	Open
1224	6/8/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1225	6/8/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1226	6/8/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1227	6/8/10			San Jose	Household items affected by SM installation	Other	Resolved
1228	6/8/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1229	6/8/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
1230	6/8/10			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
1231	6/8/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1232	6/8/10			Woodside	Customer Denies Access	Under Investigation	Open
1233	6/9/10			Alameda	Wellington Installer	Under Investigation	Open
1234	6/9/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1235	6/9/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1236	6/9/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1237	6/9/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1238	6/9/10			Concord	Customer Denies Access	Under Investigation	Open
1239	6/9/10			Cupertino	Wellington Installer	Under Investigation	Open
1240	6/9/10			Forest Knolls	Customer Denies Access	Under Investigation	Open
1241	6/9/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1242	6/9/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1243	6/9/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1244	6/9/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
1245	6/9/10			Los Altos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1246	6/9/10			Milpitas	Customer wants Smartmeter Removed	No reason provided	Resolved
1247	6/9/10			Monte Rio	Customer Denies Access	Under Investigation	Open
1248	6/9/10			Napa	Customer wants Smartmeter Removed	Under Investigation	Open
1249	6/9/10			Nevada City	Customer Denies Access	Under Investigation	Open
1250	6/9/10			Nevada City	Customer Denies Access	Under Investigation	Open
1251	6/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1252	6/9/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1253	6/9/10			Paradise	Customer Denies Access	Under Investigation	Open
1254	6/9/10			S. San Francisco	Customer Denies Access	Under Investigation	Open
1255	6/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1256	6/9/10			San Jose	Household items affected by SM installation	Other	Resolved
1257	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1258	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1259	6/9/10			San Jose	Wellington Installer	Under Investigation	Open
1260	6/9/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1261	6/9/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1262	6/9/10			Yuba City	Customer Denies Access	Under Investigation	Open
1263	6/9/10			Yuba City	Customer Denies Access	Under Investigation	Open
1264	6/9/10			Yuba City	Customer Denies Access	Under Investigation	Open
1265	6/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
1266	6/10/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1267	6/10/10			Forest Ranch	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1268	6/10/10			Fortuna	SmartMeter Customer Communication	Customer asks how to read SmartMeter	Resolved
1269	6/10/10			Monte Rio	Wellington Installer	Under Investigation	Open
1270	6/10/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1271	6/10/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1272	6/10/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1273	6/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1274	6/10/10			Oakland	Power Interruption	Under Investigation	Open
1275	6/10/10			Petaluma	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1276	6/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
1277	6/10/10			Pollock Pines	Customer wants Smartmeter Removed	No reason provided	Resolved
1278	6/10/10			Pollock Pines	SmartMeter Customer Communication	Other	Resolved
1279	6/10/10			San Francisco	Household items affected by SM installation	Other	Resolved
1280	6/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1281	6/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1282	6/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1283	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
1284	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
1285	6/10/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1286	6/10/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
1287	6/10/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1288	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
1289	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
1290	6/11/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1291	6/11/10			Mariposa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1292	6/11/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1293	6/11/10			San Jose	Wellington Installer	Under Investigation	Open
1294	6/11/10			San Pablo	SmartMeter Customer Communication	Under Investigation	Open
1295	6/11/10			San Rafael	Customer Denies Access	Under Investigation	Open
1296	6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
1297	6/11/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
1298	6/11/10			Smartville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1299	6/11/10			Vallejo	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1300	6/11/10			Windsor	Customer wants Smartmeter Removed	Unhappy with SM program	Resolved
1301	6/12/10			Fallon	Household items affected by SM installation	Under Investigation	Open
1302	6/12/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1303	6/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1304	6/12/10			Saratoga	Power Interruption	Under Investigation	Open
1305	6/12/10			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
1306	6/13/10			San Ramon	Customer Denies Access	Under Investigation	Open
1307	6/14/10			Campbell	Wellington Installer	Under Investigation	Open
1308	6/14/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
1309	6/14/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1310	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
1311	6/14/10			Guerneville	Customer Denies Access	Under Investigation	Open
1312	6/14/10			Merced	Household items affected by SM installation	Under Investigation	Open

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1313	6/14/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
1314	6/14/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
1315	6/14/10			Penn Valley	Household items affected by SM installation	Under Investigation	Open
1316	6/14/10			San Anselmo	SmartMeter Customer Communication	Under Investigation	Open
1317	6/14/10			San Francisco	Customer Denies Access	Under Investigation	Open
1318	6/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1319	6/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1320	6/14/10			San Jose	Wellington Installer	Under Investigation	Open
1321	6/14/10			Shingle Springs	SmartMeter Customer Communication	Under Investigation	Open
1322	6/14/10			Vallejo	Other	Under Investigation	Open
1323	6/15/10			Cameron Park	Customer Denies Access	Under Investigation	Open
1324	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
1325	6/15/10			Cloverdale	Customer Denies Access	Under Investigation	Open
1326	6/15/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1327	6/15/10			Fairfax	Customer Denies Access	Under Investigation	Open
1328	6/15/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1329	6/15/10			Gridley	Customer Denies Access	Under Investigation	Open
1330	6/15/10			Guerneville	Customer Denies Access	Under Investigation	Open
1331	6/15/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1332	6/15/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
1333	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1334	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1335	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1336	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1337	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1338	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1339	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1340	6/15/10			Oakland	Power Interruption	Under Investigation	Open
1341	6/15/10			Oakland	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1342	6/15/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1343	6/15/10			Petaluma	Customer Denies Access	Under Investigation	Open
1344	6/15/10			Pittsburg	Household items affected by SM installation	Under Investigation	Open
1345	6/15/10			Pleasant Hill	Customer Denies Access	Under Investigation	Open
1346	6/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1347	6/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1348	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1349	6/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1350	6/15/10			San Jose	Wellington Installer	Under Investigation	Open
1351	6/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1352	6/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1353	6/15/10			Saratoga	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1354	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
1355	6/15/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
1356	6/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
1357	6/16/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1358	6/16/10			Dinuba	Customer Denies Access	Under Investigation	Open
1359	6/16/10			Elk Grove	SmartMeter Customer Communication	Under Investigation	Open
1360	6/16/10			Fairfax	Customer Denies Access	Under Investigation	Open
1361	6/16/10			Fairfax	Customer Denies Access	Under Investigation	Open
1362	6/16/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1363	6/16/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1364	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1365	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1366	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1367	6/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1368	6/16/10			Paradise	Customer Denies Access	Under Investigation	Open
1369	6/16/10			Point Reyes	Network Equipment Installation	Under Investigation	Open
1370	6/16/10			Pollock Pines	SmartMeter Customer Communication	Under Investigation	Open
1371	6/16/10			Pollock Pines	Wellington Installer	Under Investigation	Open
1372	6/16/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1373	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1374	6/16/10			San Jose	Wellington Installer	Under Investigation	Open
1375	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
1376	6/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1377	6/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1378	6/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1379	6/16/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1380	6/17/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
1381	6/17/10			Chico	Customer Denies Access	Under Investigation	Open
1382	6/17/10			Clayton	Household items affected by SM installation	Under Investigation	Open
1383	6/17/10			Concord	Customer Denies Access	Under Investigation	Open
1384	6/17/10			Fairfax	Customer Denies Access	Under Investigation	Open
1385	6/17/10			Fairfax	Customer Denies Access	Under Investigation	Open
1386	6/17/10			Fairfax	Customer Denies Access	Under Investigation	Open
1387	6/17/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1388	6/17/10			Livermore	Meter/Module Equipment	Under Investigation	Open
1389	6/17/10			Moraga	Household items affected by SM installation	Under Investigation	Open
1390	6/17/10			Nevada City	Customer Denies Access	Under Investigation	Open
1391	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1392	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1393	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1394	6/17/10			Oakland	Household items affected by SM installation	Under Investigation	Open

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1395	6/17/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1396	6/17/10			Oakley	Customer Denies Access	Under Investigation	Open
1397	6/17/10			Penryn	Household items affected by SM installation	Under Investigation	Open
1398	6/17/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1399	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
1400	6/17/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1401	6/17/10			San Francisco	Wellington Installer	Under Investigation	Open
1402	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1403	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1404	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1405	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1406	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1407	6/17/10			San Jose	Wellington Installer	Under Investigation	Open
1408	6/17/10			San Mateo	Wellington Installer	Under Investigation	Open
1409	6/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1410	6/17/10			Saratoga	Customer Denies Access	Under Investigation	Open
1411	6/17/10			Sausalito	Customer Denies Access	Under Investigation	Open
1412	6/17/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1413	6/17/10			Sonoma	Customer Denies Access	Under Investigation	Open
1414	6/17/10			Sonoma	Meter/Module	Under Investigation	Open
1415	6/17/10			Tracy	SmartMeter Customer Communication	Under Investigation	Open
1416	6/17/10			Windsor	Customer Denies Access	Under Investigation	Open
1417	6/17/10			Windsor	Customer Denies Access	Under Investigation	Open
1418	6/18/10			Albany	SmartMeter Customer Communication	Under Investigation	Open
1419	6/18/10			Chico	Customer Denies Access	Under Investigation	Open
1420	6/18/10			Cotati	Customer Denies Access	Under Investigation	Open
1421	6/18/10			Danville	SmartMeter Customer Communication	Under Investigation	Open
1422	6/18/10			Danville	Wellington Installer	Under Investigation	Open
1423	6/18/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1424	6/18/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1425	6/18/10			Forest Knolls	Customer Denies Access	Under Investigation	Open
1426	6/18/10			Forest Knolls	Customer Denies Access	Under Investigation	Open
1427	6/18/10			Forest Ranch	Customer Denies Access	Under Investigation	Open
1428	6/18/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1429	6/18/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1430	6/18/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
1431	6/18/10			Monte Sereno	Customer Denies Access	Under Investigation	Open
1432	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1433	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1434	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1435	6/18/10			Oakland	Power Interruption	Under Investigation	Open

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1436	6/18/10			Oakland	SmartMeter Customer Communication	Customer Denies Wellington Access	Resolved
1437	6/18/10			Oakland	SmartMeter Customer Communication	Customer Denies Wellington Access	Resolved
1438	6/18/10			Oroville	Customer Denies Access	Under Investigation	Open
1439	6/18/10			Petaluma	Customer Denies Access	Under Investigation	Open
1440	6/18/10			Richmond	Customer Denies Access	Under Investigation	Open
1441	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1442	6/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1443	6/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1444	6/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1445	6/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1446	6/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1447	6/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1448	6/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1449	6/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1450	6/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1451	6/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1452	6/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1453	6/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1454	6/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1455	6/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1456	6/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1457	6/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1458	6/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1459	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1460	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1461	6/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1462	6/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1463	6/18/10			San Jose	Wellington Installer	Under Investigation	Open
1464	6/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1465	6/18/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1466	6/18/10			Saratoga	Customer Denies Access	Under Investigation	Open
1467	6/18/10			Saratoga	Customer Denies Access	Under Investigation	Open
1468	6/18/10			Saratoga	Customer Denies Access	Under Investigation	Open
1469	6/18/10			Sutter	Customer Denies Access	Under Investigation	Open
1470	6/18/10			Tracy	Wellington Installer	Under Investigation	Open
1471	6/18/10			Vallejo	Customer Denies Access	Under Investigation	Open
1472	6/19/10			Campbell	Customer Denies Access	Under Investigation	Open
1473	6/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1474	6/19/10			Magalia	Customer Denies Access	Under Investigation	Open
1475	6/19/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1476	6/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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

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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
1477	6/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1478	6/19/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1479	6/19/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1480	6/19/10			Penngrove	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1481	6/19/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1482	6/19/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1483	6/19/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1484	6/19/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1485	6/19/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1486	6/19/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1487	6/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1488	6/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1489	6/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1490	6/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1491	6/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1492	6/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1493	6/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1494	6/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1495	6/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1496	6/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1497	6/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1498	6/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1499	6/19/10			San Mateo	Customer Denies Access	Under Investigation	Open
1500	6/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
1501	6/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1502	6/19/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1503	6/19/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
1504	6/20/10			Chico	Customer Denies Access	Under Investigation	Open
1505	6/20/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1506	6/20/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1507	6/20/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1508	6/20/10			Martinez	Household items affected by SM installation	Under Investigation	Open
1509	6/20/10			Milpitas	Power Interruption	Under Investigation	Open
1510	6/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
1511	6/20/10			San Geronimo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1512	6/20/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1513	6/20/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1514	6/20/10			San Jose	Customer Denies Access	Under Investigation	Open
1515	6/20/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1516	6/20/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1517	6/20/10			Santa Rosa	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	6/20/10			Santa Rosa	Meter/Module	Meter/Module clearance issues	Resolved
1519	6/21/10			Berkeley	Customer Denies Access	Under Investigation	Open
1520	6/21/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1521	6/21/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1522	6/21/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
1523	6/21/10			Capitola	Customer Denies Access	Customer Denies Wellington Access	Resolved
1524	6/21/10			Capitola	Customer Denies Access	Customer Denies Wellington Access	Resolved
1525	6/21/10			Capitola	Customer Denies Access	Under Investigation	Open
1526	6/21/10			Cazadero	Customer Denies Access	Customer Denies Wellington Access	Resolved
1527	6/21/10			Cazadero	Customer Denies Access	Under Investigation	Open
1528	6/21/10			Chico	Customer Denies Access	Under Investigation	Open
1529	6/21/10			Chico	Customer Denies Access	Under Investigation	Open
1530	6/21/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1531	6/21/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1532	6/21/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1533	6/21/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1534	6/21/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1535	6/21/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1536	6/21/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1537	6/21/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1538	6/21/10			Hayward	Customer wants Smartmeter Removed	Under Investigation	Open
1539	6/21/10			Lagunitas	Customer Denies Access	Under Investigation	Open
1540	6/21/10			Live Oak	Customer Denies Access	Under Investigation	Open
1541	6/21/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1542	6/21/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1543	6/21/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1544	6/21/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1545	6/21/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1546	6/21/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1547	6/21/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1548	6/21/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1549	6/21/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1550	6/21/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1551	6/21/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1552	6/21/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1553	6/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1554	6/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1555	6/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1556	6/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1557	6/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1558	6/21/10			Mill Valley	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
1559	6/21/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1560	6/21/10			Monte Sereno	Customer Denies Access	Under Investigation	Open
1561	6/21/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1562	6/21/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1563	6/21/10			Nevada City	Power Interruption	Partial Power Outage	Resolved
1564	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
1565	6/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1566	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1567	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1568	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1569	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1570	6/21/10			Oakland	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1571	6/21/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1572	6/21/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1573	6/21/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1574	6/21/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1575	6/21/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1576	6/21/10			Petaluma	Customer Denies Access	Under Investigation	Open
1577	6/21/10			Pinole	Customer Denies Access	Customer Denies Wellington Access	Resolved
1578	6/21/10			Placerville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1579	6/21/10			Point Reyes	Customer Denies Access	Customer Denies Wellington Access	Resolved
1580	6/21/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1581	6/21/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1582	6/21/10			Richmond	Household items affected by SM installation	Under Investigation	Open
1583	6/21/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1584	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1585	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1586	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1587	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1588	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1589	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1590	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1591	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1592	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1593	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1594	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1595	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1596	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1597	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1598	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1599	6/21/10			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
1600	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1601	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1602	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1603	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1604	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1605	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1606	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1607	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1608	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1609	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1610	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1611	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1612	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1613	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1614	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1615	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1616	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1617	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1618	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1619	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1620	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1621	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1622	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1623	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1624	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1625	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1626	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1627	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1628	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1629	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1630	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1631	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1632	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1633	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1634	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1635	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1636	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1637	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1638	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1639	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1640	6/21/10			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
1641	6/21/10			San Jose	Customer Denies Access	under investigation	Open
1642	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1643	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1644	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1645	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1646	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1647	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1648	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1649	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1650	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1651	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1652	6/21/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1653	6/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1654	6/21/10			San Jose	Power Interruption	Other	Resolved
1655	6/21/10			San Jose	Power Interruption	Under Investigation	Open
1656	6/21/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1657	6/21/10			San Jose	Wellington Installer	Under Investigation	Open
1658	6/21/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1659	6/21/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1660	6/21/10			San Rafael	Customer Denies Access	Under Investigation	Open
1661	6/21/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1662	6/21/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1663	6/21/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1664	6/21/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1665	6/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1666	6/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1667	6/21/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1668	6/21/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1669	6/21/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1670	6/21/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1671	6/21/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1672	6/21/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1673	6/21/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1674	6/21/10			Saratoga	Customer Denies Access	Under Investigation	Open
1675	6/21/10			Saratoga	Customer Denies Access	Under Investigation	Open
1676	6/21/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
1677	6/21/10			Sea Ranch	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1678	6/21/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1679	6/21/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1680	6/21/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1681	6/21/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1682	6/21/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1683	6/21/10			Sonoma	Customer Denies Access	Under Investigation	Open
1684	6/21/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1685	6/21/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1686	6/21/10			Vallejo	Meter/Module	Under Investigation	Open
1687	6/21/10			Yuba City	Customer Denies Access	Under Investigation	Open
1688	6/22/10			Alameda	Household items affected by SM installation	Under Investigation	Open
1689	6/22/10			Alleghany	Customer Denies Access	Under Investigation	Open
1690	6/22/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1691	6/22/10			Bolinas	Customer Denies Access	Under Investigation	Open
1692	6/22/10			Camino	Customer Denies Access	Under Investigation	Open
1693	6/22/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1694	6/22/10			Capitola	Customer Denies Access	Under Investigation	Open
1695	6/22/10			Chico	Household items affected by SM installation	Other	Resolved
1696	6/22/10			Corte Madera	Customer Denies Access	Under Investigation	Open
1697	6/22/10			Daly City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1698	6/22/10			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1699	6/22/10			Dublin	Customer Denies Access	Under Investigation	Open
1700	6/22/10			El Dorado Hills	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1701	6/22/10			Fair Oaks	Network Equipment Installation	Under Investigation	Open
1702	6/22/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1703	6/22/10			Fairfax	Customer Denies Access	Under Investigation	Open
1704	6/22/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1705	6/22/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1706	6/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1707	6/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1708	6/22/10			Hayward	Customer wants Smartmeter Removed	Under Investigation	Open
1709	6/22/10			Lemoore	Customer Denies Access	Customer Denies Wellington Access	Resolved
1710	6/22/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1711	6/22/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1712	6/22/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1713	6/22/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1714	6/22/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1715	6/22/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1716	6/22/10			Magalia	Customer Denies Access	Under Investigation	Open
1717	6/22/10			Milpitas	Customer Denies Access	Under Investigation	Open
1718	6/22/10			Monte Rio	Network Equipment Installation	Under Investigation	Open
1719	6/22/10			Nevada City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1720	6/22/10			Nicasio	Customer Denies Access	Customer Denies Wellington Access	Resolved
1721	6/22/10			Nicasio	Customer Denies Access	Customer Denies Wellington Access	Resolved
1722	6/22/10			Oakhurst	Household items affected by SM installation	Other	Resolved

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1723	6/22/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1724	6/22/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1725	6/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1726	6/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1727	6/22/10			Oakland	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1728	6/22/10			Oakland	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1729	6/22/10			Oakland	Meter/Module	Under Investigation	Open
1730	6/22/10			Olivehurst	Household items affected by SM installation	Under Investigation	Open
1731	6/22/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1732	6/22/10			Petaluma	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1733	6/22/10			Point Reyes	Customer Denies Access	Customer Denies Wellington Access	Resolved
1734	6/22/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1735	6/22/10			Redding	Network Equipment Installation	Under Investigation	Open
1736	6/22/10			Redwood City	Household items affected by SM installation	Other	Resolved
1737	6/22/10			Richmond	Household items affected by SM installation	Under Investigation	Open
1738	6/22/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1739	6/22/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1740	6/22/10			San Francisco	Customer Denies Access	Under Investigation	Open
1741	6/22/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
1742	6/22/10			San Geronimo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1743	6/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1744	6/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1745	6/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1746	6/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1747	6/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1748	6/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1749	6/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1750	6/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1751	6/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1752	6/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1753	6/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1754	6/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1755	6/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1756	6/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1757	6/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1758	6/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1759	6/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1760	6/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1761	6/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1762	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1763	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open

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Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1764	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1765	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1766	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1767	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1768	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1769	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1770	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1771	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1772	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1773	6/22/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1774	6/22/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1775	6/22/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1776	6/22/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1777	6/22/10			San Jose	Wellington Installer	Under Investigation	Open
1778	6/22/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1779	6/22/10			San Rafael	Customer Denies Access	Under Investigation	Open
1780	6/22/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1781	6/22/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1782	6/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1783	6/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1784	6/22/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1785	6/22/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1786	6/22/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1787	6/22/10			Sonoma	Customer Denies Access	Under Investigation	Open
1788	6/22/10			Sonoma	Customer Denies Access	Under Investigation	Open
1789	6/22/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
1790	6/22/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
1791	6/22/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1792	6/22/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1793	6/22/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1794	6/22/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1795	6/22/10			Vallejo	Household items affected by SM installation	Gas Appliance Not Working	Resolved
1796	6/22/10			Windsor	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Resolved
1797	6/23/10			Bodega Bay	Customer Denies Access	Customer Denies Wellington Access	Resolved
1798	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
1799	6/23/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1800	6/23/10			Colma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1801	6/23/10			Cotati	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1802	6/23/10			Dos Palos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1803	6/23/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1804	6/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open

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1805	6/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1806	6/23/10			Guerneville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1807	6/23/10			Guerneville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1808	6/23/10			Guerneville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1809	6/23/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1810	6/23/10			Guerneville	Meter/Module	Under Investigation	Open
1811	6/23/10			Inverness	Customer Denies Access	Customer Denies Wellington Access	Resolved
1812	6/23/10			Inverness	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1813	6/23/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Resolved
1814	6/23/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1815	6/23/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1816	6/23/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1817	6/23/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1818	6/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1819	6/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1820	6/23/10			Magalia	Household items affected by SM installation	Under Investigation	Open
1821	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
1822	6/23/10			Nevada City	Customer Denies Access	Under Investigation	Open
1823	6/23/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1824	6/23/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1825	6/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1826	6/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1827	6/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1828	6/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1829	6/23/10			Oakland	Household items affected by SM installation	Damaged Refrigerator	Resolved
1830	6/23/10			Oakland	Wellington Installer	Under Investigation	Open
1831	6/23/10			Oroville	Customer Denies Access	Under Investigation	Open
1832	6/23/10			Piedmont	Customer Denies Access	Under Investigation	Open
1833	6/23/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1834	6/23/10			Pollock Pines	Customer Denies Access	Customer Denies Wellington Access	Resolved
1835	6/23/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1836	6/23/10			Richmond	Household items affected by SM installation	Under Investigation	Open
1837	6/23/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1838	6/23/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1839	6/23/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1840	6/23/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1841	6/23/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1842	6/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1843	6/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1844	6/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1845	6/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1846	6/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1847	6/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1848	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1849	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1850	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1851	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1852	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1853	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1854	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1855	6/23/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1856	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1857	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1858	6/23/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1859	6/23/10			San Jose	Wellington Installer	Under Investigation	Open
1860	6/23/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1861	6/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1862	6/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1863	6/23/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1864	6/23/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1865	6/23/10			Saratoga	Customer Denies Access	Under Investigation	Open
1866	6/23/10			Scotts Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1867	6/23/10			Shingle Springs	Wellington Installer	Under Investigation	Open
1868	6/23/10			Somerset	SmartMeter Customer Communication	Under Investigation	Open
1869	6/23/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1870	6/23/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1871	6/23/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1872	6/23/10			Sonoma	Customer Denies Access	Under Investigation	Open
1873	6/23/10			Sonoma	Customer wants Smartmeter Removed	Unhappy with SM program	Resolved
1874	6/24/10			Albany	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1875	6/24/10			Antioch	Household items affected by SM installation	Under Investigation	Open
1876	6/24/10			Antioch	Household items affected by SM installation	Under Investigation	Open
1877	6/24/10			Aptos	Customer Denies Access	Under Investigation	Open
1878	6/24/10			Berkeley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1879	6/24/10			Bodega Bay	Wellington Installer	Under Investigation	Open
1880	6/24/10			Campbell	Customer wants Smartmeter Removed	Under Investigation	Open
1881	6/24/10			Campbell	Household items affected by SM installation	Under Investigation	Open
1882	6/24/10			Caruthers	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1883	6/24/10			Cloverdale	Customer Denies Access	Customer Denies Wellington Access	Resolved
1884	6/24/10			Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1885	6/24/10			Cupertino	Customer Denies Access	Customer Denies Wellington Access	Resolved
1886	6/24/10			Cupertino	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
1887	6/24/10			Davis	Household items affected by SM installation	Under Investigation	Open
1888	6/24/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1889	6/24/10			Jackson	Customer wants Smartmeter Removed	Under Investigation	Open
1890	6/24/10			Kensington	Customer Denies Access	Under Investigation	Open
1891	6/24/10			Lemoore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1892	6/24/10			Lemoore	Customer Denies Access	Under Investigation	Open
1893	6/24/10			Los Banos	Customer Denies Access	Under Investigation	Open
1894	6/24/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1895	6/24/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1896	6/24/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1897	6/24/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1898	6/24/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1899	6/24/10			Magalia	Customer Denies Access	Under Investigation	Open
1900	6/24/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1901	6/24/10			Merced	Customer Denies Access	Customer Denies Wellington Access	Resolved
1902	6/24/10			Merced	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1903	6/24/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1904	6/24/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1905	6/24/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1906	6/24/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1907	6/24/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1908	6/24/10			Millpitas	Household items affected by SM installation	Under Investigation	Open
1909	6/24/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1910	6/24/10			Oakland	Meter/Module Equipment	Under Investigation	Open
1911	6/24/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1912	6/24/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1913	6/24/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1914	6/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1915	6/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1916	6/24/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1917	6/24/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1918	6/24/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1919	6/24/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1920	6/24/10			Rancho Cordova	Customer wants Smartmeter Removed	Under Investigation	Open
1921	6/24/10			Richmond	Customer Denies Access	Under Investigation	Open
1922	6/24/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1923	6/24/10			San Francisco	Customer Denies Access	Under Investigation	Open
1924	6/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1925	6/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1926	6/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1927	6/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved

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1928	6/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1929	6/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1930	6/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1931	6/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1932	6/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1933	6/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1934	6/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1935	6/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1936	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1937	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1938	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1939	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1940	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1941	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1942	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1943	6/24/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1944	6/24/10			San Jose	Customer wants Smartmeter Removed	Awaiting CPUC investigation results	Resolved
1945	6/24/10			San Jose	Customer wants Smartmeter Removed	Awaiting CPUC investigation results	Resolved
1946	6/24/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1947	6/24/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1948	6/24/10			San Jose	Power Interruption	Under Investigation	Open
1949	6/24/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1950	6/24/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1951	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
1952	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
1953	6/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1954	6/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1955	6/24/10			Santa Rosa	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1956	6/24/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1957	6/24/10			Saratoga	Customer Denies Access	Under Investigation	Open
1958	6/24/10			Sonoma	Customer Denies Access	Under Investigation	Open
1959	6/24/10			Sonoma	Customer Denies Access	Under Investigation	Open
1960	6/24/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1961	6/24/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1962	6/24/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1963	6/24/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
1964	6/25/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1965	6/25/10			Alameda	Customer Denies Access	Customer Denies Wellington Access	Resolved
1966	6/25/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
1967	6/25/10			Angwin	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1968	6/25/10			Bakersfield	Customer Denies Access	Under Investigation	Open
				Cameron Park	Customer wants Smartmeter Removed	Under Investigation	Open

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1969	6/25/10			Campbell	Customer Denies Access	Under Investigation	Open
1970	6/25/10			Campbell	Customer Denies Access	Under Investigation	Open
1971	6/25/10			Chico	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1972	6/25/10			Corte Madera	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1973	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
1974	6/25/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
1975	6/25/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1976	6/25/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1977	6/25/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1978	6/25/10			Gilroy	Customer Denies Access	Under Investigation	Open
1979	6/25/10			Grass Valley	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1980	6/25/10			Jackson	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1981	6/25/10			Kyburz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1982	6/25/10			Larkspur	Customer wants Smartmeter Removed	Under Investigation	Open
1983	6/25/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1984	6/25/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1985	6/25/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1986	6/25/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1987	6/25/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1988	6/25/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1989	6/25/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1990	6/25/10			Mountain View	Customer Denies Access	Customer Denies Wellington Access	Resolved
1991	6/25/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1992	6/25/10			Nevada City	SmartMeter Customer Communication	Under Investigation	Open
1993	6/25/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1994	6/25/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1995	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1996	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1997	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1998	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1999	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
2000	6/25/10			Oakland	Customer wants Smartmeter Removed	No reason provided	Resolved
2001	6/25/10			Oakland	Household items affected by SM installation	Under Investigation	Open
2002	6/25/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2003	6/25/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2004	6/25/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Resolved
2005	6/25/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Resolved
2006	6/25/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2007	6/25/10			Redding	Household items affected by SM installation	Other	Resolved
2008	6/25/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2009	6/25/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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

July 1, 2010 -- For the Period June 19, 2010 through June 25, 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
2010	6/25/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2011	6/25/10			San Jose	Customer Denies Access	Under Investigation	Open
2012	6/25/10			San Jose	Customer Denies Access	Under Investigation	Open
2013	6/25/10			San Jose	Customer Denies Access	Under Investigation	Open
2014	6/25/10			San Jose	Customer Denies Access	Under Investigation	Open
2015	6/25/10			San Jose	Customer Denies Access	Under Investigation	Open
2016	6/25/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
2017	6/25/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
2018	6/25/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
2019	6/25/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Resolved
2020	6/25/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
2021	6/25/10			San Mateo	Customer Denies Access	Under Investigation	Open
2022	6/25/10			San Pablo	Household items affected by SM installation	Under Investigation	Open
2023	6/25/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2024	6/25/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
2025	6/25/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
2026	6/25/10			Saratoga	Customer Denies Access	Under Investigation	Open
2027	6/25/10			Sausalito	Customer Denies Access	Customer Denies Wellington Access	Resolved
2028	6/25/10			Shingle Springs	Wellington Installer	Under Investigation	Open
2029	6/25/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2030	6/25/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
2031	6/25/10			Sutter	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2032	6/25/10			Vacaville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2033	6/25/10			Yuba City	Meter/Module Equipment	Under Investigation	Open

1,471 Open Complaints on Last Report
 104 Open Complaints Resolved Since the Last Report
 562 New Complaints Since the Last Report
 327 New Complaints Resolved Since the Last Report
 235 New Complaints Open

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

July 1, 2010 -- For the Period June 19, 2010 through June 25, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1	1/4/10	{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open
2	1/15/10	{Redacted}	{Redacted}	Napa	Scheduling Problems	Under Investigation	Open
3	1/22/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
4	1/26/10	{Redacted}	{Redacted}	American Canyon	Customer Denies Access	Under Investigation	Open
5	2/1/10	{Redacted}	{Redacted}	LA HONDA	Customer Denies Access	Under Investigation	Open
6	2/3/10	{Redacted}	{Redacted}	Raymond	Wellington Installer	Under Investigation	Open
7	2/8/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
8	2/9/10	{Redacted}	{Redacted}	Cupertino	Wellington Installer	Under Investigation	Open
9	2/9/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
10	2/10/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
11	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Under Investigation	Open
12	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
13	2/10/10	{Redacted}	{Redacted}	NORTH FOLK	Wellington Installer	Under Investigation	Open
14	2/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
15	2/10/10	{Redacted}	{Redacted}	San Ramon	Wellington Installer	Under Investigation	Open
16	2/11/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
17	2/12/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
18	2/12/10	{Redacted}	{Redacted}	San Ramon	Wellington Installer	Under Investigation	Open
19	2/16/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
20	2/16/10	{Redacted}	{Redacted}	Cupertino	Wellington Installer	Under Investigation	Open
21	2/16/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
22	2/17/10	{Redacted}	{Redacted}	Forestville	Customer Denies Access	Under Investigation	Open
23	2/17/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Under Investigation	Open
24	2/17/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
25	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
26	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
27	2/18/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Under Investigation	Open
28	2/18/10	{Redacted}	{Redacted}	Mariposa	Wellington Installer	Under Investigation	Open
29	2/18/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
30	2/18/10	{Redacted}	{Redacted}	Somerset	Wellington Installer	Under Investigation	Open
31	2/19/10	{Redacted}	{Redacted}	American Canyon	Wellington Installer	Under Investigation	Open
32	2/22/10	{Redacted}	{Redacted}	Occidental	Customer Denies Access	Under Investigation	Open
33	2/22/10	{Redacted}	{Redacted}	Placerville	Wellington Installer	Under Investigation	Open
34	2/22/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
35	2/22/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
36	2/22/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
37	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
38	2/23/10	{Redacted}	{Redacted}	Mariposa	Wellington Installer	Under Investigation	Open
39	2/23/10	{Redacted}	{Redacted}	San Pablo	Wellington Installer	Under Investigation	Open
40	2/23/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
41	2/24/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Under Investigation	Open

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

July 1, 2010 -- For the Period June 19, 2010 through June 25, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
42	2/24/10			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			Auburn	SmartMeter Customer Communication	Under Investigation	Open
46	2/26/10			Hercules	Wellington Installer	Under Investigation	Open
47	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
48	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
49	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
50	3/1/10			Madera	Other	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			Kensington	Customer Denies Access	Under Investigation	Open
56	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
57	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
58	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
59	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
60	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
61	3/4/10			Merced	Customer Denies Access	Under Investigation	Open
62	3/4/10			MOCCASIN	Customer Denies Access	Under Investigation	Open
63	3/4/10			Placerville	Customer Denies Access	Under Investigation	Open
64	3/4/10			Tracy	Customer Denies Access	Under Investigation	Open
65	3/4/10			Tracy	Household items affected by SM installation	Under Investigation	Open
66	3/5/10			Danville	Customer Denies Access	Under Investigation	Open
67	3/5/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
68	3/7/10			Atwater	Customer Denies Access	Under Investigation	Open
69	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
70	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
71	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
72	3/7/10			Tracy	Customer Denies Access	Under Investigation	Open
73	3/7/10			Woodlake	Customer Denies Access	Under Investigation	Open
74	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
75	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
76	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
77	3/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
78	3/9/10			Danville	Customer Denies Access	Under Investigation	Open
79	3/9/10			Madera	Customer Denies Access	Under Investigation	Open
80	3/9/10			Richmond	Household items affected by SM installation	Under Investigation	Open
81	3/10/10			Albany	Wellington Installer	Under Investigation	Open
82	3/10/10			Angwin	Wellington Installer	Under Investigation	Open

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

July 1, 2010 -- For the Period June 19, 2010 through June 25, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
83	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
84	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open
85	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
86	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open
87	3/10/10			Livermore	Customer Denies Access	Under Investigation	Open
88	3/10/10			Martinez	Customer Denies Access	Under Investigation	Open
89	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
90	3/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
91	3/10/10			Pleasanton	Meter/Module	Under Investigation	Open
92	3/10/10			San Jose	Customer Denies Access	Under Investigation	Open
93	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
94	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
95	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
96	3/10/10			Santa Rosa	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			Sonoma	Customer Denies Access	Under Investigation	Open
100	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
101	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
102	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
103	3/12/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
104	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
105	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
106	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
107	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
108	3/12/10			Union City	Meter/Module	Under Investigation	Open
109	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
110	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
111	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
112	3/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
113	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
114	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
115	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
116	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
117	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
118	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
119	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
120	3/16/10			Tracy	Meter/Module	Under Investigation	Open
121	3/17/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
122	3/17/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
123	3/17/10			Napa	Customer Denies Access	Under Investigation	Open

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

July 1, 2010 -- For the Period June 19, 2010 through June 25, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
124	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
125	3/17/10			San Jose	Wellington Installer	Under Investigation	Open
126	3/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
127	3/17/10			Sunnyvale	Wellington Installer	Under Investigation	Open
128	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
129	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
130	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
131	3/18/10			Livermore	Customer Denies Access	Under Investigation	Open
132	3/18/10			San Jose	Customer Denies Access	Under Investigation	Open
133	3/18/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
134	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
135	3/19/10			San Jose	Customer Denies Access	Under Investigation	Open
136	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
137	3/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
138	3/19/10			Sanger	Other	Under Investigation	Open
139	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
140	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
141	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
142	3/19/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
143	3/20/10			Union City	Customer Denies Access	Under Investigation	Open
144	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
145	3/21/10			Martinez	Customer Denies Access	Under Investigation	Open
146	3/21/10			San Jose	Customer Denies Access	Under Investigation	Open
147	3/22/10			Antioch	Other	Under Investigation	Open
148	3/22/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
149	3/22/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
150	3/22/10			Martinez	Customer Denies Access	Under Investigation	Open
151	3/22/10			Saint Helena	Other	Under Investigation	Open
152	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
153	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
154	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
155	3/23/10			Berkeley	Customer Denies Access	Under Investigation	Open
156	3/23/10			Hercules	Customer Denies Access	Under Investigation	Open
157	3/23/10			Lafayette	Customer Denies Access	Customer does not want a SmartMeter	Resolved
158	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
159	3/24/10			Berkeley	Wellington Installer	Under Investigation	Open
160	3/24/10			Clayton	Customer Denies Access	Under Investigation	Open
161	3/24/10			Martinez	Customer Denies Access	Under Investigation	Open
162	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
163	3/24/10			Vallejo	Wellington Installer	Under Investigation	Open
164	3/25/10			Berkeley	Customer Denies Access	Under Investigation	Open

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

July 1, 2010 -- For the Period June 19, 2010 through June 25, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
165	3/25/10			Dublin	Customer Denies Access	Under Investigation	Open
166	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
167	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
168	3/25/10			Richmond	Customer Denies Access	Under Investigation	Open
169	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
170	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
171	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
172	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
173	3/26/10			Calistoga	Wellington Installer	Under Investigation	Open
174	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
175	3/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
176	3/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
177	3/27/10			San Jose	Network Equipment Installation	Under Investigation	Open
178	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
179	3/27/10			San Pablo	Customer Denies Access	Under Investigation	Open
180	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
181	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
182	3/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
183	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
184	3/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
185	3/29/10			Martinez	Customer Denies Access	Under Investigation	Open
186	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
187	3/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
188	3/29/10			Tracy	Meter/Module	Under Investigation	Open
189	3/29/10			Walnut Creek	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
190	3/30/10			Cupertino	Wellington Installer	Under Investigation	Open
191	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
192	3/31/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
193	3/31/10			Fremont	Customer Denies Access	Under Investigation	Open
194	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
195	3/31/10			Marysville	Wellington Installer	Under Investigation	Open
196	3/31/10			Napa	Other	Under Investigation	Open
197	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
198	3/31/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
199	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
200	3/31/10			Vallejo	Customer Denies Access	Under Investigation	Open
201	4/1/10			Danville	Customer Denies Access	Under Investigation	Open
202	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
203	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
204	4/1/10			Lafayette	Scheduling Problems	Under Investigation	Open
205	4/1/10			Richmond	Customer Denies Access	Under Investigation	Open

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

July 1, 2010 -- For the Period June 19, 2010 through June 25, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
206	4/1/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
207	4/1/10			San Ramon	Customer Denies Access	Under Investigation	Open
208	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
209	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
210	4/2/10			Brentwood	Customer Denies Access	Under Investigation	Open

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 July 1, 2010 -- For the Period June 19, 2010 through June 25, 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	5/14/10	{Redacted}	{Redacted}	ARNOLD	Open	Under Investigation
2	5/21/10	{Redacted}	{Redacted}	SAN MATEO	Open	Under Investigation
3	5/24/10	{Redacted}	{Redacted}	MARTINEZ	Open	Under Investigation
4	5/28/10	{Redacted}	{Redacted}	AUBURN	Open	Under Investigation
5	6/14/10	{Redacted}	{Redacted}	MADERA	Resolved	Bill is Accurate. SmartMeter installed 9/9/09. Meter was tested and passed on 6/9/10. Customer feels that the SmartMeter has increased her bills. Analysis of usage data shows that for Nov '09-Apr '10, usage was higher by an average of 26% (23%, 12%, 16%, 33%, 18% and 52%, respectively) for the first six months after SmartMeter was installed compared to same period in previous year. However, usage with SmartMeter was an average of 5% less than customer's usage for same period (Nov-Apr) three years prior (-4%, -10%, -34%, -8%, 0% and 29%, respectively). An energy audit was requested for the customer.
6	6/17/10	{Redacted}	{Redacted}	SACRAMENTO	Open	Under Investigation
7	6/22/10	{Redacted}	{Redacted}	PINOLE	Resolved	Bill is Accurate. SmartMeter installed 1/29/10. Customer has lived in his home for 20 years and believes that the bill should be around \$130 instead of \$150 for this time of year. Analysis of usage data revealed customer's usage post-SmartMeter is in line with historic usage for same billing period pre-SmartMeter. From 3/10-6/10, monthly usage post-SmartMeter averaged approximately 2% higher when compared to same period prior year (2%, 3%, 3%, and 1%, respectively), approximately 16% higher than same period 2 years ago (0%, 11%, 25% and 27%, respectively), and approximately 3% lower than same period 3 years ago (-4%, 1%, -7% and -1%, respectively). PG&E reviewed with the customer his consistent usage pattern for the past several years for the relevant billing period. Customer was also advised that rate changes since last year likely contributed to the higher bill. Medical baseline and other special programs were discussed with the customer, in addition to energy conservation tips, breaker tests and online availability of daily meter reads.
8	6/23/10	{Redacted}	{Redacted}	SAN JOSE	Open	Under Investigation
9	6/23/10	{Redacted}	{Redacted}	SAN JOSE	Resolved	EMR Meter Issue. SmartMeter installed 1/27/10. Customer complained of high electric bill for period 1/13/10-2/12/10. Usage during disputed period was divided between previous EMR meter and SmartMeter. For disputed bill, usage with mechanical meter was 557 kWh (39 ADU) whereas usage with SmartMeter was 337 kWh (21 ADU). Bill for first full month on SmartMeter (Mar '10) was 4% less than same period last year. Because usage on mechanical meter appeared high, PG&E agreed to reduce the disputed month's usage by 100 kWh resulting in reduction of \$198.82 to \$156.19 for the disputed bill. The customer agreed with the adjustment.

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 July 1, 2010 -- For the Period June 19, 2010 through June 25, 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
10	6/25/10			CONCORD	Resolved	Bill is Accurate. SmartMeter installed 3/27/10. Customer stated electric usage for May-June '10 was higher compared to prior years. Customer also believed that his balanced payment plan (BPP) payment amount was increased from \$176 to \$257.40. Analysis of usage data reveals that customer's usage for May-June '10 (ADU 25.2) was 4% higher than same period in '07, 24.3 kWh. Usage during this period dropped to 21.79 kWh in '08, then increased in '09 to 22.5 kWh, and increased again in '10 to 25.2 kWh. Customer usage thus began increasing before SmartMeter was installed. PG&E reviewed this usage data with customer. PG&E also advised customer that BPP amount had not changed but rather bills appeared higher because he had not been paying the full amount due each month. PG&E discussed CARE and FERA programs as possible avenues for lowering the bill amount. The usage data analysis was mailed to the customer on 6/28/10.
11	6/25/10			TUOLUMNE	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.

- 6 Open Complaints on Last Report
- 1 Open Complaints Resolved Since the Last Report
- 5 New Complaints Since the Last Report
- 3 New Complaints Resolved Since the Last Report
- 2 New Complaints Open

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 July 1, 2010 -- For the Period June 19, 2010 through June 25, 2010

Color Key	
	Resolved Since the Last Report
	New Since the Last Report
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No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
1	5/14/10	{Redacted}	{Redacted}	ARNOLD	Open	Under Investigation
2	5/21/10	{Redacted}	{Redacted}	SAN MATEO	Open	Under Investigation
3	5/24/10	{Redacted}	{Redacted}	MARTINEZ	Open	Under Investigation
4	5/28/10	{Redacted}	{Redacted}	AUBURN	Open	Under Investigation
5	6/14/10	{Redacted}	{Redacted}	MADERA	Resolved	<p>Bill is Accurate. SmartMeter installed 9/9/09. Meter was tested and passed on 6/9/10. Customer feels that the SmartMeter has increased her bills. Analysis of usage data shows that for Nov '09-Apr '10, usage was higher by an average of 26% (23%, 12%, 16%, 33%, 18% and 52%, respectively) for the first six months after SmartMeter was installed compared to same period in previous year. However, usage with SmartMeter was an average of 5% less than customer's usage for same period (Nov-Apr) three years prior (-4%, -10%, -34%, -8%, 0% and 29%, respectively). An energy audit was requested for the customer.</p>
6	6/17/10	{Redacted}	{Redacted}	SACRAMENTO	Open	Under Investigation
7	6/22/10	{Redacted}	{Redacted}	PINOLE	Resolved	<p>Bill is Accurate. SmartMeter installed 1/29/10. Customer has lived in his home for 20 years and believes that the bill should be around \$130 instead of \$150 for this time of year. Analysis of usage data revealed customer's usage post-SmartMeter is in line with historic usage for same billing period pre-SmartMeter. From 3/10-6/10, monthly usage post-SmartMeter averaged approximately 2% higher when compared to same period prior year (2%, 3%, 3%, and 1%, respectively), approximately 16% higher than same period 2 years ago (0%, 11%, 25% and 27%, respectively), and approximately 3% lower than same period 3 years ago (-4%, 1%, -7% and -1%, respectively). PG&E reviewed with the customer his consistent usage pattern for the past several years for the relevant billing period. Customer was also advised that rate changes since last year likely contributed to the higher bill. Medical baseline and other special programs were discussed with the customer, in addition to energy conservation tips, breaker tests and online availability of daily meter reads.</p>
8	6/23/10	{Redacted}	{Redacted}	SAN JOSE	Open	Under Investigation
9	6/23/10	{Redacted}	{Redacted}	SAN JOSE	Resolved	<p>EMR Meter Issue. SmartMeter installed 1/27/10. Customer complained of high electric bill for period 1/13/10-2/12/10. Usage during disputed period was divided between previous EMR meter and SmartMeter. For disputed bill, usage with mechanical meter was 557 kWh (39 ADU) whereas usage with SmartMeter was 337 kWh (21 ADU). Bill for first full month on SmartMeter (Mar '10) was 4% less than same period last year. Because usage on mechanical meter appeared high, PG&E agreed to reduce the disputed month's usage by 100 kWh resulting in reduction of \$198.82 to \$156.19 for the disputed bill. The customer agreed with the adjustment.</p>

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