

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 8, 2010 -- For the Period June 26, 2010 through July 2, 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	1/26/10	{Redacted}	{Redacted}	American Canyon	Customer Denies Access	Under Investigation	Open
4	2/1/10	{Redacted}	{Redacted}	LA HONDA	Customer Denies Access	Under Investigation	Open
5	2/3/10	{Redacted}	{Redacted}	Raymond	Wellington Installer	Under Investigation	Open
6	2/8/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
7	2/9/10	{Redacted}	{Redacted}	Cupertino	Wellington Installer	Under Investigation	Open
8	2/9/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
9	2/10/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
10	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Under Investigation	Open
11	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
12	2/10/10	{Redacted}	{Redacted}	NORTH FOLK	Wellington Installer	Under Investigation	Open
13	2/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
14	2/10/10	{Redacted}	{Redacted}	San Ramon	Wellington Installer	Under Investigation	Open
15	2/11/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
16	2/12/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
17	2/12/10	{Redacted}	{Redacted}	San Ramon	Wellington Installer	Under Investigation	Open
18	2/16/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
19	2/16/10	{Redacted}	{Redacted}	Cupertino	Wellington Installer	Under Investigation	Open
20	2/16/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
21	2/17/10	{Redacted}	{Redacted}	Forestville	Customer Denies Access	Under Investigation	Open
22	2/17/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Under Investigation	Open
23	2/17/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
24	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
25	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
26	2/18/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Under Investigation	Open
27	2/18/10	{Redacted}	{Redacted}	Mariposa	Wellington Installer	Under Investigation	Open
28	2/18/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
29	2/18/10	{Redacted}	{Redacted}	Somerset	Wellington Installer	Under Investigation	Open
30	2/19/10	{Redacted}	{Redacted}	American Canyon	Wellington Installer	Under Investigation	Open
31	2/22/10	{Redacted}	{Redacted}	Occidental	Customer Denies Access	Under Investigation	Open
32	2/22/10	{Redacted}	{Redacted}	Placerville	Wellington Installer	Under Investigation	Open
33	2/22/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
34	2/22/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
35	2/22/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
36	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
37	2/23/10	{Redacted}	{Redacted}	Mariposa	Wellington Installer	Under Investigation	Open
38	2/23/10	{Redacted}	{Redacted}	San Pablo	Wellington Installer	Under Investigation	Open
39	2/23/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
40	2/24/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Under Investigation	Open
41	2/24/10	{Redacted}	{Redacted}	Napa	Wellington Installer	Under Investigation	Open

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42	2/24/10			Pollock Pines	Wellington Installer	Under Investigation	Open
43	2/24/10			San Jose	Wellington Installer	Under Investigation	Open
44	2/26/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open
45	2/26/10			Hercules	Wellington Installer	Under Investigation	Open
46	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
47	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
48	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
49	3/1/10			Madera	Other	Under Investigation	Open
50	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
51	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
52	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
53	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
54	3/2/10			Kensington	Customer Denies Access	Under Investigation	Open
55	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
56	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
57	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
58	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
59	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
60	3/4/10			Merced	Customer Denies Access	Under Investigation	Open
61	3/4/10			MOCCASIN	Customer Denies Access	Under Investigation	Open
62	3/4/10			Placerville	Customer Denies Access	Under Investigation	Open
63	3/4/10			Tracy	Customer Denies Access	Under Investigation	Open
64	3/4/10			Tracy	Household items affected by SM installation	Under Investigation	Open
65	3/5/10			Danville	Customer Denies Access	Under Investigation	Open
66	3/5/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
67	3/7/10			Atwater	Customer Denies Access	Under Investigation	Open
68	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
69	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
70	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
71	3/7/10			Tracy	Customer Denies Access	Under Investigation	Open
72	3/7/10			Woodlake	Customer Denies Access	Customer does not want a SmartMeter	Resolved
73	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
74	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
75	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
76	3/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
77	3/9/10			Danville	Customer Denies Access	Under Investigation	Open
78	3/9/10			Madera	Customer Denies Access	Under Investigation	Open
79	3/9/10			Richmond	Household items affected by SM installation	Under Investigation	Open
80	3/10/10			Albany	Wellington Installer	Under Investigation	Open
81	3/10/10			Angwin	Wellington Installer	Under Investigation	Open
82	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open

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83	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open
84	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
85	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open
86	3/10/10			Livermore	Customer Denies Access	Under Investigation	Open
87	3/10/10			Martinez	Customer Denies Access	Under Investigation	Open
88	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
89	3/10/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
90	3/10/10			Pleasanton	Meter/Module	Under Investigation	Open
91	3/10/10			San Jose	Customer Denies Access	Under Investigation	Open
92	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
93	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
94	3/10/10			Santa Rosa	Customer Denies Access	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			Sonoma	Customer Denies Access	Under Investigation	Open
99	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
100	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
101	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
102	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
103	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
104	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
105	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
106	3/12/10			Union City	Meter/Module	Under Investigation	Open
107	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
108	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
109	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
110	3/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
111	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
112	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
113	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
114	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
115	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
116	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
117	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
118	3/16/10			Tracy	Meter/Module	Under Investigation	Open
119	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
120	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
121	3/17/10			San Jose	Wellington Installer	Under Investigation	Open
122	3/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
123	3/17/10			Sunnyvale	Wellington Installer	Under Investigation	Open

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

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
165	3/26/10			Calistoga	Wellington Installer	Under Investigation	Open
166	3/26/10			Rohnert Park	Customer Denies Access	Customer Denies Wellington Access	Resolved
167	3/26/10			Rohnert Park	Customer Denies Access	Customer Denies Wellington Access	Resolved
168	3/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
169	3/27/10			San Jose	Network Equipment Installation	Under Investigation	Open
170	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
171	3/27/10			San Pablo	Customer Denies Access	Under Investigation	Open
172	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
173	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
174	3/28/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
175	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
176	3/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
177	3/29/10			Martinez	Customer Denies Access	Under Investigation	Open
178	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
179	3/29/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
180	3/29/10			Tracy	Meter/Module	Under Investigation	Open
181	3/30/10			Cupertino	Wellington Installer	Under Investigation	Open
182	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
183	3/31/10			Fremont	Customer Denies Access	Under Investigation	Open
184	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
185	3/31/10			Marysville	Wellington Installer	Under Investigation	Open
186	3/31/10			Napa	Other	Other	Resolved
187	3/31/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
188	3/31/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
189	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
190	3/31/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
191	4/1/10			Danville	Customer Denies Access	Under Investigation	Open
192	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
193	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
194	4/1/10			Lafayette	Scheduling Problems	Under Investigation	Open
195	4/1/10			Richmond	Customer Denies Access	Under Investigation	Open
196	4/1/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
197	4/1/10			San Ramon	Customer Denies Access	Under Investigation	Open
198	4/1/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
199	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
200	4/2/10			Brentwood	Customer Denies Access	Under Investigation	Open
201	4/2/10			Danville	Customer Denies Access	Under Investigation	Open
202	4/2/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
203	4/2/10			Richmond	Customer Denies Access	Under Investigation	Open
204	4/2/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
205	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
206	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
207	4/2/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
208	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
209	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
210	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
211	4/5/10			Danville	Customer Denies Access	Under Investigation	Open
212	4/5/10			Fowler	Customer Denies Access	Under Investigation	Open
213	4/5/10			Kenwood	Customer Denies Access	Customer does not want a SmartMeter	Resolved
214	4/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
215	4/5/10			Pinole	Other	Under Investigation	Open
216	4/5/10			Redding	Wellington Installer	Under Investigation	Open
217	4/5/10			Richmond	Customer Denies Access	Under Investigation	Open
218	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
219	4/5/10			Vacaville	Other	Under Investigation	Open
220	4/6/10			Berkeley	Customer Denies Access	Under Investigation	Open
221	4/6/10			Berkeley	Wellington Installer	Under Investigation	Open
222	4/6/10			Hanford	Customer Denies Access	Customer does not want a SmartMeter	Resolved
223	4/6/10			Hercules	Customer Denies Access	Under Investigation	Open
224	4/6/10			Lemoore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
225	4/6/10			Pleasanton	Customer Denies Access	Under Investigation	Open
226	4/6/10			Richmond	Customer Denies Access	Under Investigation	Open
227	4/6/10			Tracy	Other	Under Investigation	Open
228	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
229	4/7/10			Berkeley	Customer Denies Access	Under Investigation	Open
230	4/7/10			Berkeley	Other	Under Investigation	Open
231	4/7/10			Concord	Meter/Module	Under Investigation	Open
232	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
233	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
234	4/7/10			Graton	Customer Denies Access	Under Investigation	Open
235	4/7/10			Guerneville	Customer Denies Access	Under Investigation	Open
236	4/7/10			Livermore	Customer Denies Access	Under Investigation	Open
237	4/7/10			Pinole	Power Interruption	Under Investigation	Open
238	4/7/10			Richmond	Customer Denies Access	Under Investigation	Open
239	4/7/10			Richmond	Other	Under Investigation	Open
240	4/7/10			Richmond	Scheduling Problems	Under Investigation	Open
241	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
242	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
243	4/7/10			San Ramon	Other	Under Investigation	Open
244	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
245	4/7/10			Sanger	Customer Denies Access	Under Investigation	Open
246	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open

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247	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
248	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
249	4/8/10			Berkeley	Other	Under Investigation	Open
250	4/8/10			Pleasanton	Customer Denies Access	Under Investigation	Open
251	4/8/10			Richmond	Household items affected by SM installation	Under Investigation	Open
252	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
253	4/8/10			Ukiah	Other	Under Investigation	Open
254	4/8/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
255	4/9/10			Alameda	Other	Under Investigation	Open
256	4/9/10			Napa	Customer Denies Access	Under Investigation	Open
257	4/9/10			Reedley	Customer Denies Access	Under Investigation	Open
258	4/9/10			Tiburon	Customer Denies Access	Under Investigation	Open
259	4/12/10			Alamo	Customer Denies Access	Under Investigation	Open
260	4/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
261	4/12/10			El Cerrito	Other	Under Investigation	Open
262	4/12/10			San Pablo	Customer Denies Access	Under Investigation	Open
263	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
264	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
265	4/13/10			Occidental	Customer Denies Access	Under Investigation	Open
266	4/13/10			Placerville	Customer Denies Access	Under Investigation	Open
267	4/13/10			San Ramon	Other	Under Investigation	Open
268	4/13/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
269	4/14/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
270	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
271	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
272	4/14/10			El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
273	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
274	4/14/10			Madera	Wellington Installer	Under Investigation	Open
275	4/14/10			Orinda	Other	Under Investigation	Open
276	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
277	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
278	4/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
279	4/14/10			San Jose	Other	Under Investigation	Open
280	4/14/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
281	4/14/10			Tracy	Power Interruption	Under Investigation	Open
282	4/14/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
283	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
284	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
285	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
286	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
287	4/15/10			Berkeley	Other	Under Investigation	Open

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288	4/15/10			Fremont	Customer Denies Access	Under Investigation	Open
289	4/15/10			Madera	Other	Under Investigation	Open
290	4/15/10			Pittsburg	Other	Under Investigation	Open
291	4/15/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
292	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
293	4/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
294	4/16/10			Healdsburg	Wellington Installer	Under Investigation	Open
295	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
296	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
297	4/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
298	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
299	4/19/10			El Sobrante	Customer Denies Access	Under Investigation	Open
300	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
301	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
302	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
303	4/19/10			Pinole	Customer Denies Access	Under Investigation	Open
304	4/19/10			Richmond	Household items affected by SM installation	Under Investigation	Open
305	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
306	4/19/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
307	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
308	4/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
309	4/20/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
310	4/20/10			Hercules	Other	Under Investigation	Open
311	4/20/10			Oakland	Customer Denies Access	Under Investigation	Open
312	4/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
313	4/20/10			Richmond	Customer Denies Access	Under Investigation	Open
314	4/20/10			San Pablo	Household items affected by SM installation	Under Investigation	Open
315	4/20/10			Walnut Creek	Other	Under Investigation	Open
316	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
317	4/21/10			Danville	Customer Denies Access	Under Investigation	Open
318	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
319	4/21/10			Livermore	Household items affected by SM installation	Under Investigation	Open
320	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
321	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
322	4/22/10			Alamo	Other	Under Investigation	Open
323	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
324	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
325	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
326	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
327	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
328	4/22/10			El Cerrito	Customer Denies Access	Under Investigation	Open



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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
329	4/22/10			Forestville	Customer Denies Access	Under Investigation	Open
330	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
331	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
332	4/22/10			Vallejo	Customer Denies Access	Under Investigation	Open
333	4/22/10			Vallejo	Other	Under Investigation	Open
334	4/23/10			Berkeley	Other	Under Investigation	Open
335	4/23/10			Berkeley	Other	Under Investigation	Open
336	4/23/10			Berkeley	Other	Under Investigation	Open
337	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
338	4/23/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
339	4/23/10			Madera	Wellington Installer	Under Investigation	Open
340	4/23/10			Oakland	Customer Denies Access	Under Investigation	Open
341	4/23/10			Pleasanton	Customer Denies Access	Under Investigation	Open
342	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
343	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
344	4/23/10			San Ramon	Customer Denies Access	Under Investigation	Open
345	4/23/10			Selma	Wellington Installer	Under Investigation	Open
346	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
347	4/25/10			Oakland	Customer Denies Access	Under Investigation	Open
348	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
349	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
350	4/26/10			Alameda	Customer Denies Access	Under Investigation	Open
351	4/26/10			Clayton	Customer Denies Access	Under Investigation	Open
352	4/26/10			Clayton	Customer Denies Access	Under Investigation	Open
353	4/26/10			El Cerrito	Customer Denies Access	Under Investigation	Open
354	4/26/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
355	4/26/10			Madera	Wellington Installer	Under Investigation	Open
356	4/26/10			Napa	Wellington Installer	Under Investigation	Open
357	4/26/10			Oakhurst	Customer Denies Access	Under Investigation	Open
358	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
359	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
360	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
361	4/26/10			Orinda	Meter/Module	Under Investigation	Open
362	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
363	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
364	4/26/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
365	4/26/10			San Ramon	Customer Denies Access	Under Investigation	Open
366	4/26/10			San Ramon	Wellington Installer	Under Investigation	Open
367	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
368	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
369	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
370	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
371	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
372	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
373	4/27/10			Alameda	Customer Denies Access	Under Investigation	Open
374	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
375	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
376	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
377	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
378	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
379	4/27/10			Oakland	Customer Denies Access	Under Investigation	Open
380	4/27/10			Orinda	Customer Denies Access	Under Investigation	Open
381	4/27/10			Pittsburg	Other	Under Investigation	Open
382	4/27/10			Pleasanton	Other	Under Investigation	Open
383	4/27/10			Richmond	Customer Denies Access	Under Investigation	Open
384	4/27/10			Richmond	Customer Denies Access	Under Investigation	Open
385	4/27/10			San Ramon	Customer Denies Access	Under Investigation	Open
386	4/27/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
387	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
388	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
389	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
390	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
391	4/28/10			Alameda	Customer Denies Access	Under Investigation	Open
392	4/28/10			Alamo	Customer Denies Access	Under Investigation	Open
393	4/28/10			Berkeley	Customer Denies Access	Under Investigation	Open
394	4/28/10			Hayward	SmartMeter Customer Communication	Under Investigation	Open
395	4/28/10			Lafayette	SmartMeter Customer Communication	Under Investigation	Open
396	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
397	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
398	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
399	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
400	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
401	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
402	4/28/10			Oakley	Other	Under Investigation	Open
403	4/28/10			Petaluma	Customer Denies Access	Under Investigation	Open
404	4/28/10			Pinole	Customer Denies Access	Under Investigation	Open
405	4/28/10			Richmond	Customer Denies Access	Under Investigation	Open
406	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
407	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
408	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
409	4/29/10			Alameda	Customer Denies Access	Under Investigation	Open
410	4/29/10			Danville	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	4/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
412	4/29/10			Livermore	Other	Under Investigation	Open
413	4/29/10			Madera	Wellington Installer	Under Investigation	Open
414	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
415	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
416	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
417	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
418	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
419	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
420	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
421	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
422	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
423	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
424	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
425	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
426	4/29/10			Oakland	Customer Denies Access	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	Wellington Installer	Under Investigation	Open
437	4/29/10			Pinole	Household items affected by SM installation	Under Investigation	Open
438	4/29/10			San Pablo	Customer Denies Access	Under Investigation	Open
439	4/30/10			Alameda	Customer Denies Access	Under Investigation	Open
440	4/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
441	4/30/10			Berkeley	Other	Under Investigation	Open
442	4/30/10			Berkeley	Other	Under Investigation	Open
443	4/30/10			Concord	Other	Under Investigation	Open
444	4/30/10			Livermore	Customer Denies Access	Under Investigation	Open
445	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
446	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
447	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
448	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
449	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
450	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
451	4/30/10			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
452	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
453	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
454	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
455	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
456	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
457	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
458	4/30/10			Richmond	Customer Denies Access	Under Investigation	Open
459	4/30/10			Richmond	Other	Under Investigation	Open
460	4/30/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
461	4/30/10			Richmond	Wellington Installer	Under Investigation	Open
462	4/30/10			San Jose	Customer Denies Access	Under Investigation	Open
463	4/30/10			San Jose	Household items affected by SM installation	Under Investigation	Open
464	4/30/10			San Pablo	Customer Denies Access	Under Investigation	Open
465	4/30/10			Tracy	Household items affected by SM installation	Other	Resolved
466	5/1/10			Chowchilla	Customer Denies Access	Customer does not want a SmartMeter	Resolved
467	5/1/10			Los Gatos	Customer Denies Access	Under Investigation	Open
468	5/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
469	5/3/10			Forestville	Customer Denies Access	Under Investigation	Open
470	5/3/10			Oakland	Customer Denies Access	Under Investigation	Open
471	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
472	5/3/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
473	5/3/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
474	5/4/10			Concord	Customer Denies Access	Under Investigation	Open
475	5/4/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
476	5/4/10			Oakley	Other	Under Investigation	Open
477	5/4/10			S. San Francisco	Wellington Installer	Under Investigation	Open
478	5/4/10			San Jose	Customer Denies Access	Under Investigation	Open
479	5/4/10			San Ramon	Other	Under Investigation	Open
480	5/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
481	5/5/10			Corcoran	Customer Denies Access	Customer does not want a SmartMeter	Resolved
482	5/5/10			Los Banos	Household items affected by SM installation	Damaged Computer	Resolved
483	5/5/10			Madera	Household items affected by SM installation	Damaged Computer	Resolved
484	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
485	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
486	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
487	5/5/10			San Jose	Other	Under Investigation	Open
488	5/5/10			San Jose	Wellington Installer	Under Investigation	Open
489	5/5/10			Santa Neila	Household items affected by SM installation	Other	Resolved
490	5/5/10			Santa Nella	Other	Other	Resolved
491	5/5/10			Saratoga	Customer Denies Access	Under Investigation	Open
492	5/5/10			Vallejo	Other	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
493	5/6/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
494	5/6/10			Madera	Household items affected by SM installation	Other	Resolved
495	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
496	5/6/10			Oakland	Customer Denies Access	Under Investigation	Open
497	5/6/10			San Jose	Customer Denies Access	Under Investigation	Open
498	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
499	5/7/10			Firebaugh	Power Interruption	Under Investigation	Open
500	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
501	5/7/10			Richmond	Other	Under Investigation	Open
502	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
503	5/7/10			San Jose	Meter/Module	Under Investigation	Open
504	5/7/10			Squaw Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
505	5/7/10			Stockton	SmartMeter Customer Communication	Q on SM communication materials	Resolved
506	5/7/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
507	5/7/10			Tracy	Customer Denies Access	Under Investigation	Open
508	5/8/10			Placerville	Wellington Installer	Under Investigation	Open
509	5/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
510	5/9/10			Oakland	Customer Denies Access	Under Investigation	Open
511	5/10/10			Chowchilla	SmartMeter Customer Communication	Other	Resolved
512	5/10/10			Livermore	Customer Denies Access	Under Investigation	Open
513	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
514	5/10/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
515	5/10/10			Milpitas	Wellington Installer	Under Investigation	Open
516	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
517	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
518	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
519	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
520	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
521	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
522	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open
523	5/10/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
524	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
525	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
526	5/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
527	5/10/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
528	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
529	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
530	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
531	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
532	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
533	5/10/10			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
534	5/10/10			San Jose	Other	Under Investigation	Open
535	5/10/10			Sebastopol	Other	Under Investigation	Open
536	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
537	5/10/10			Stockton	Wellington Installer	Under Investigation	Open
538	5/10/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
539	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
540	5/11/10			Alamo	SmartMeter Customer Communication	Under Investigation	Open
541	5/11/10			Berkeley	Customer Denies Access	Under Investigation	Open
542	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
543	5/11/10			Chico	Wellington Installer	Under Investigation	Open
544	5/11/10			Concord	Household items affected by SM installation	Under Investigation	Open
545	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
546	5/11/10			Los Banos	SmartMeter Customer Communication	Other	Resolved
547	5/11/10			Los Gatos	Customer Denies Access	Under Investigation	Open
548	5/11/10			Millbrae	Customer Denies Access	Under Investigation	Open
549	5/11/10			Milpitas	Wellington Installer	Under Investigation	Open
550	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
551	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
552	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
553	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
554	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
555	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
556	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
557	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
558	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
559	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
560	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
561	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
562	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open
563	5/11/10			Richmond	Customer Denies Access	Under Investigation	Open
564	5/11/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
565	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
566	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
567	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
568	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
569	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
570	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
571	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
572	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
573	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
574	5/11/10			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
575	5/11/10			San Jose	Wellington Installer	Under Investigation	Open
576	5/11/10			San Leandro	SmartMeter Customer Communication	Under Investigation	Open
577	5/11/10			Santa Nella	Household items affected by SM installation	Other	Resolved
578	5/11/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
579	5/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
580	5/11/10			Shafter	SmartMeter Customer Communication	Other	Resolved
581	5/11/10			Tracy	Wellington Installer	Under Investigation	Open
582	5/11/10			Vallejo	Wellington Installer	Under Investigation	Open
583	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
584	5/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
585	5/12/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
586	5/12/10			El Cerrito	Customer Denies Access	Under Investigation	Open
587	5/12/10			Fresno	Other	Under Investigation	Open
588	5/12/10			Livermore	Wellington Installer	Under Investigation	Open
589	5/12/10			Martinez	Household items affected by SM installation	Under Investigation	Open
590	5/12/10			Marysville	Household items affected by SM installation	Under Investigation	Open
591	5/12/10			Marysville	Wellington Installer	Under Investigation	Open
592	5/12/10			Milpitas	Customer Denies Access	Under Investigation	Open
593	5/12/10			Mountain View	Wellington Installer	Under Investigation	Open
594	5/12/10			Napa	Wellington Installer	Under Investigation	Open
595	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
596	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
597	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
598	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
599	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
600	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
601	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
602	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
603	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
604	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
605	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
606	5/12/10			Piedmont	Customer Denies Access	Under Investigation	Open
607	5/12/10			Piedmont	Customer Denies Access	Under Investigation	Open
608	5/12/10			Pinole	Customer Denies Access	Under Investigation	Open
609	5/12/10			Pleasanton	Customer Denies Access	Under Investigation	Open
610	5/12/10			Richmond	Other	Under Investigation	Open
611	5/12/10			Richmond	Wellington Installer	Under Investigation	Open
612	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
613	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
614	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
615	5/12/10			San Jose	Other	Under Investigation	Open

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
616	5/12/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
617	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
618	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
619	5/12/10			San Ramon	Wellington Installer	Under Investigation	Open
620	5/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
621	5/12/10			Sebastopol	Customer Denies Access	Under Investigation	Open
622	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open
623	5/12/10			Tracy	Wellington Installer	Under Investigation	Open
624	5/12/10			Yuba City	Customer Denies Access	Under Investigation	Open
625	5/13/10			Aptos	Customer Denies Access	Under Investigation	Open
626	5/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
627	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
628	5/13/10			Dos Palos	Other	Under Investigation	Open
629	5/13/10			Los Banos	Customer Denies Access	Under Investigation	Open
630	5/13/10			Marysville	Wellington Installer	Under Investigation	Open
631	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
632	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
633	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
634	5/13/10			Piedmont	Customer Denies Access	Under Investigation	Open
635	5/13/10			Redding	Customer Denies Access	Under Investigation	Open
636	5/13/10			Redding	Wellington Installer	Under Investigation	Open
637	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
638	5/13/10			San Jose	Other	Under Investigation	Open
639	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
640	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
641	5/13/10			Tracy	Other	Under Investigation	Open
642	5/13/10			Yuba City	Customer Denies Access	Under Investigation	Open
643	5/13/10			Yuba City	Customer Denies Access	Under Investigation	Open
644	5/13/10			Yuba City	Other	Under Investigation	Open
645	5/14/10			Antioch	Meter/Module	Under Investigation	Open
646	5/14/10			Aptos	Customer Denies Access	Under Investigation	Open
647	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
648	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
649	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
650	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
651	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
652	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
653	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
654	5/14/10			Chico	Other	Under Investigation	Open
655	5/14/10			Clayton	Wellington Installer	Under Investigation	Open
656	5/14/10			Emeryville	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	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
658	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
659	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
660	5/14/10			Mountain View	Customer wants SmartMeter Removed	Under Investigation	Open
661	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
662	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
663	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
664	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
665	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
666	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
667	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
668	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
669	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
670	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
671	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
672	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
673	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
674	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
675	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
676	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
677	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
678	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
679	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
680	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
681	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
682	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
683	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
684	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
685	5/14/10			Pleasanton	Wellington Installer	Under Investigation	Open
686	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
687	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
688	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
689	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
690	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
691	5/14/10			San Jose	Household items affected by SM installation	Under Investigation	Open
692	5/14/10			San Jose	Meter/Module	Under Investigation	Open
693	5/14/10			San Leandro	Customer Denies Access	Under Investigation	Open
694	5/14/10			San Leandro	Customer wants SmartMeter Removed	Under Investigation	Open
695	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
696	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
697	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
698	5/14/10			Tracy	Customer Denies Access	Under Investigation	Open
699	5/14/10			Tranquillity	Meter/Module	Under Investigation	Open
700	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
701	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
702	5/14/10			Yuba City	Customer wants SmartMeter Removed	Under Investigation	Open
703	5/15/10			Alameda	Customer Denies Access	Under Investigation	Open
704	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
705	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
706	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
707	5/15/10			Emeryville	Customer Denies Access	Under Investigation	Open
708	5/15/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
709	5/15/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
710	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
711	5/15/10			Marysville	Customer Denies Access	Under Investigation	Open
712	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
713	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
714	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
715	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
716	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
717	5/15/10			Piedmont	Customer Denies Access	Under Investigation	Open
718	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
719	5/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
720	5/16/10			Marysville	SmartMeter Customer Communication	Under Investigation	Open
721	5/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
722	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
723	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
724	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
725	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
726	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
727	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
728	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
729	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
730	5/17/10			Alameda	Customer Denies Access	Under Investigation	Open
731	5/17/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
732	5/17/10			Alameda	Wellington Installer	Under Investigation	Open
733	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
734	5/17/10			Aptos	Customer Denies Access	Under Investigation	Open
735	5/17/10			Benicia	Wellington Installer	Under Investigation	Open
736	5/17/10			Berkeley	Customer Denies Access	Under Investigation	Open
737	5/17/10			Dos Palos	Wellington Installer	Under Investigation	Open
738	5/17/10			El Cerrito	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	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
740	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
741	5/17/10			Los Gatos	Scheduling Problems	Under Investigation	Open
742	5/17/10			Marysville	Customer Denies Access	Under Investigation	Open
743	5/17/10			Marysville	Customer Denies Access	Under Investigation	Open
744	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
745	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
746	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
747	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
748	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
749	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
750	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
751	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
752	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
753	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
754	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
755	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
756	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
757	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
758	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
759	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
760	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
761	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
762	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
763	5/17/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
764	5/17/10			S. San Francisco	Other	Under Investigation	Open
765	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
766	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
767	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
768	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
769	5/17/10			San Jose	Wellington Installer	Under Investigation	Open
770	5/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
771	5/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
772	5/17/10			Santa Rosa	Wellington Installer	Under Investigation	Open
773	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
774	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
775	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
776	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
777	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
778	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
779	5/17/10			Yuba City	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			Yuba City	Customer Denies Access	Under Investigation	Open
781	5/17/10			Yuba City	Customer wants Smartmeter Removed	Under Investigation	Open
782	5/18/10			Chowchilla	Customer Denies Access	Under Investigation	Open
783	5/18/10			Dos Palos	Wellington Installer	Under Investigation	Open
784	5/18/10			Dublin	Wellington Installer	Under Investigation	Open
785	5/18/10			Forestville	Customer Denies Access	Under Investigation	Open
786	5/18/10			Livermore	Customer Denies Access	Under Investigation	Open
787	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
788	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
789	5/18/10			Madera	Customer Denies Access	Under Investigation	Open
790	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
791	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
792	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
793	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
794	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
795	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
796	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
797	5/18/10			Oakland	Household items affected by SM installation	Under Investigation	Open
798	5/18/10			Paradise	Customer Denies Access	Under Investigation	Open
799	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
800	5/18/10			Pleasanton	Customer Denies Access	Under Investigation	Open
801	5/18/10			Richmond	Customer Denies Access	Under Investigation	Open
802	5/18/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
803	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
804	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
805	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
806	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
807	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
808	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
809	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
810	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
811	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
812	5/18/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
813	5/18/10			Tracy	Customer Denies Access	Under Investigation	Open
814	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
815	5/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
816	5/19/10			Brentwood	Customer wants Smartmeter Removed	Under Investigation	Open
817	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
818	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
819	5/19/10			Cupertino	Customer Denies Access	Under Investigation	Open
820	5/19/10			Dublin	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	5/19/10			Durham	Customer Denies Access	Under Investigation	Open
822	5/19/10			Firebaugh	Household items affected by SM installation	Under Investigation	Open
823	5/19/10			Hayward	Customer Denies Access	Under Investigation	Open
824	5/19/10			Marysville	Customer Denies Access	Under Investigation	Open
825	5/19/10			Mill Valley	Customer Denies Access	Under Investigation	Open
826	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
827	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
828	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
829	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
830	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
831	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
832	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
833	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
834	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
835	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
836	5/19/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
837	5/19/10			Occidental	Customer Denies Access	Customer does not want a SmartMeter	Resolved
838	5/19/10			Piedmont	Customer Denies Access	Under Investigation	Open
839	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
840	5/19/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
841	5/19/10			San Jose	Customer Denies Access	Under Investigation	Open
842	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
843	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
844	5/19/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
845	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
846	5/19/10			Watsonville	Customer Denies Access	Under Investigation	Open
847	5/20/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
848	5/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
849	5/20/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
850	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
851	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
852	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
853	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
854	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
855	5/20/10			Covelo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
856	5/20/10			Fresno	Customer Denies Access	Under Investigation	Open
857	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
858	5/20/10			Hercules	Customer Denies Access	Under Investigation	Open
859	5/20/10			Live Oak	Customer Denies Access	Under Investigation	Open
860	5/20/10			Livermore	Customer Denies Access	Under Investigation	Open
861	5/20/10			Los Altos	Meter/Module	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
862	5/20/10			Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
863	5/20/10			Madera	Customer Denies Access	Under Investigation	Open
864	5/20/10			Manteca	Customer Denies Access	Under Investigation	Open
865	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
866	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
867	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
868	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
869	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
870	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
871	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
872	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
873	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
874	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
875	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
876	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
877	5/20/10			Oakley	Customer wants Smartmeter Removed	Under Investigation	Open
878	5/20/10			Piedmont	Customer Denies Access	Under Investigation	Open
879	5/20/10			Piedmont	Customer Denies Access	Under Investigation	Open
880	5/20/10			Piedmont	Customer Denies Access	Under Investigation	Open
881	5/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
882	5/20/10			Richmond	Customer Denies Access	Under Investigation	Open
883	5/20/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
884	5/20/10			San Jose	Wellington Installer	Under Investigation	Open
885	5/20/10			Saratoga	Customer Denies Access	Under Investigation	Open
886	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
887	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
888	5/20/10			Tracy	Power Interruption	Under Investigation	Open
889	5/20/10			Yuba City	Customer Denies Access	Under Investigation	Open
890	5/20/10			Yuba City	Wellington Installer	Under Investigation	Open
891	5/21/10			Alameda	Customer Denies Access	Under Investigation	Open
892	5/21/10			Alameda	Customer Denies Access	Under Investigation	Open
893	5/21/10			Albany	Customer Denies Access	Under Investigation	Open
894	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
895	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
896	5/21/10			Berkeley	Wellington Installer	Under Investigation	Open
897	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
898	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
899	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
900	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
901	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
902	5/21/10			Chico	Customer Denies Access	Under Investigation	Open

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July 8, 2010 -- For the Period June 26, 2010 through July 2, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
903	5/21/10			Dublin	Customer wants Smartmeter Removed	Under Investigation	Open
904	5/21/10			El Cerrito	Potential Wellington Claim	Hand off to Wellington	Resolved
905	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
906	5/21/10			Emeryville	Customer Denies Access	Under Investigation	Open
907	5/21/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
908	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
909	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
910	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
911	5/21/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
912	5/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
913	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
914	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
915	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
916	5/21/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
917	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
918	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
919	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
920	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
921	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
922	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
923	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
924	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
925	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
926	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
927	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
928	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
929	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
930	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
931	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
932	5/21/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
933	5/21/10			Oroville	Customer Denies Access	Under Investigation	Open
934	5/21/10			Paradise	Customer Denies Access	Under Investigation	Open
935	5/21/10			Petaluma	Wellington Installer	Under Investigation	Open
936	5/21/10			Pleasanton	Customer Denies Access	Under Investigation	Open
937	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
938	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
939	5/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
940	5/21/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
941	5/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
942	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
943	5/22/10			Campbell	Customer Denies Access	Under Investigation	Open

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944	5/22/10			Cazadero	Customer Denies Access	Under Investigation	Open
945	5/22/10			Chico	Customer Denies Access	Under Investigation	Open
946	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
947	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
948	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
949	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
950	5/22/10			Magalia	Customer Denies Access	Under Investigation	Open
951	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
952	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
953	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
954	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
955	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
956	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
957	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
958	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
959	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
960	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
961	5/22/10			Piedmont	Customer Denies Access	Under Investigation	Open
962	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
963	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
964	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
965	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
966	5/23/10			Emeryville	Customer Denies Access	Under Investigation	Open
967	5/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
968	5/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
969	5/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
970	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
971	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
972	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
973	5/23/10			Paradise	Customer Denies Access	Under Investigation	Open
974	5/23/10			San Jose	Customer Denies Access	Under Investigation	Open
975	5/23/10			San Pablo	Customer Denies Access	Under Investigation	Open
976	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
977	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
978	5/24/10			Browns Valley	Customer Denies Access	Under Investigation	Open
979	5/24/10			Chico	Customer Denies Access	Under Investigation	Open
980	5/24/10			Concord	Household items affected by SM installation	Under Investigation	Open
981	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
982	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
983	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
984	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open



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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
985	5/24/10			Livermore	Household items affected by SM installation	Under Investigation	Open
986	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
987	5/24/10			Moraga	Customer Denies Access	Under Investigation	Open
988	5/24/10			Morgan Hill	Customer Denies Access	Under Investigation	Open
989	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
990	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
991	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
992	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
993	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
994	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
995	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
996	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
997	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
998	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
999	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1000	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1001	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1002	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1003	5/24/10			Petaluma	Customer Denies Access	Under Investigation	Open
1004	5/24/10			Piedmont	Customer Denies Access	Under Investigation	Open
1005	5/24/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
1006	5/24/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1007	5/24/10			Richmond	Customer Denies Access	Under Investigation	Open
1008	5/24/10			San Francisco	Customer Denies Access	Under Investigation	Open
1009	5/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1010	5/24/10			San Jose	Wellington Installer	Under Investigation	Open
1011	5/24/10			Yuba City	Customer Denies Access	Under Investigation	Open
1012	5/24/10			Yuba City	Wellington Installer	Under Investigation	Open
1013	5/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
1014	5/25/10			Camino	Customer Denies Access	Under Investigation	Open
1015	5/25/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1016	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
1017	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1018	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1019	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1020	5/25/10			Nevada City	Customer Denies Access	Under Investigation	Open
1021	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1022	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1023	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1024	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1025	5/25/10			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
1026	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1027	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1028	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1029	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1030	5/25/10			Paradise	Customer Denies Access	Under Investigation	Open
1031	5/25/10			Petaluma	Customer Denies Access	Under Investigation	Open
1032	5/25/10			Pollock Pines	Customer wants Smartmeter Removed	Under Investigation	Open
1033	5/25/10			San Francisco	Customer Denies Access	Under Investigation	Open
1034	5/25/10			San Francisco	Customer Denies Access	Under Investigation	Open
1035	5/25/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1036	5/25/10			Vallejo	Customer Denies Access	Under Investigation	Open
1037	5/25/10			Wheatland	Wellington Installer	Under Investigation	Open
1038	5/25/10			Windsor	Customer Denies Access	Under Investigation	Open
1039	5/26/10			Benicia	Household items affected by SM installation	Damaged Refrigerator	Resolved
1040	5/26/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1041	5/26/10			Cameron Park	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1042	5/26/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
1043	5/26/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
1044	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1045	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1046	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1047	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1048	5/26/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1049	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1050	5/26/10			San Jose	Wellington Installer	Under Investigation	Open
1051	5/26/10			San Pablo	Wellington Installer	Under Investigation	Open
1052	5/26/10			Shingle Springs	Household items affected by SM installation	Damaged Television	Resolved
1053	5/26/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1054	5/26/10			Yuba City	Customer wants Smartmeter Removed	No reason provided	Resolved
1055	5/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1056	5/27/10			Berkeley	Power Interruption	Under Investigation	Open
1057	5/27/10			Bolinas	Customer Denies Access	Under Investigation	Open
1058	5/27/10			Citrus Heights	Wellington Installer	Under Investigation	Open
1059	5/27/10			Cotati	Customer Denies Access	Under Investigation	Open
1060	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1061	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1062	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open
1063	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open
1064	5/27/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1065	5/27/10			Richmond	Customer Denies Access	Under Investigation	Open
1066	5/27/10			San Anselmo	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
1067	5/27/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1068	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1069	5/27/10			Vallejo	Household items affected by SM installation	Other	Resolved
1070	5/27/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1071	5/28/10			Auburn	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1072	5/28/10			Cool	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1073	5/28/10			Danville	Customer Denies Access	Under Investigation	Open
1074	5/28/10			Lemoore	Meter/Module Equipment	Under Investigation	Open
1075	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1076	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1077	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1078	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1079	5/28/10			Port Costa	Customer Denies Access	Under Investigation	Open
1080	5/28/10			San Jose	Wellington Installer	Under Investigation	Open
1081	5/28/10			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
1082	5/28/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1083	5/28/10			Suisun	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1084	5/29/10			Clayton	Customer wants Smartmeter Removed	Under Investigation	Open
1085	5/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
1086	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1087	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1088	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1089	5/29/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1090	5/29/10			Richmond	Customer Denies Access	Under Investigation	Open
1091	5/29/10			S. San Francisco	Customer Denies Access	Under Investigation	Open
1092	5/29/10			San Francisco	Customer Denies Access	Under Investigation	Open
1093	5/29/10			Santa Rosa	Customer Denies Access	No reason provided	Resolved
1094	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
1095	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1096	5/31/10			Oakland	Customer Denies Access	Under Investigation	Open
1097	5/31/10			Oakland	Customer Denies Access	Under Investigation	Open
1098	5/31/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
1099	5/31/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1100	6/1/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1101	6/1/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1102	6/1/10			Concord	Meter/Module	Under Investigation	Open
1103	6/1/10			Dillon Beach	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1104	6/1/10			Livermore	Wellington Installer	Under Investigation	Open
1105	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1106	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1107	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open

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1108	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1109	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1110	6/1/10			Oakland	Potential Wellington Claim	Under Investigation	Open
1111	6/1/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
1112	6/1/10			Wheatland	Power Interruption	Under Investigation	Open
1113	6/2/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
1114	6/2/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1115	6/2/10			Cupertino	Wellington Installer	Under Investigation	Open
1116	6/2/10			Los Gatos	Wellington Installer	Under Investigation	Open
1117	6/2/10			Marysville	SmartMeter Customer Communication	Other	Resolved
1118	6/2/10			Oakland	Customer Denies Access	Under Investigation	Open
1119	6/2/10			Oakland	Customer wants Smartmeter Removed	Unhappy with SM Program	Open
1120	6/3/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1121	6/3/10			Concord	Wellington Installer	Under Investigation	Open
1122	6/3/10			Monte Rio	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1123	6/3/10			Oakdale	Household items affected by SM installation	Under Investigation	Open
1124	6/3/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1125	6/3/10			San Jose	Power Interruption	Under Investigation	Open
1126	6/3/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
1127	6/4/10			Livermore	Potential Wellington Claim	Under Investigation	Open
1128	6/4/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
1129	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1130	6/5/10			Emeryville	Customer Denies Access	Under Investigation	Open
1131	6/5/10			Oakland	Customer Denies Access	Under Investigation	Open
1132	6/6/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1133	6/6/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1134	6/6/10			Chico	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1135	6/6/10			Emeryville	Household items affected by SM installation	Other	Resolved
1136	6/6/10			San Francisco	Customer Denies Access	Under Investigation	Open
1137	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
1138	6/7/10			Corte Madera	Customer Denies Access	Under Investigation	Open
1139	6/7/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1140	6/7/10			Hayward	Household items affected by SM installation	Under Investigation	Open
1141	6/7/10			Inverness	Customer Denies Access	Under Investigation	Open
1142	6/7/10			Oakhurst	SmartMeter Customer Communication	Under Investigation	Open
1143	6/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1144	6/7/10			Placerville	Customer Denies Access	Under Investigation	Open
1145	6/7/10			Placerville	Customer Denies Access	Under Investigation	Open
1146	6/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1147	6/7/10			Vallejo	Customer Denies Access	Under Investigation	Open
1148	6/8/10			Fresno	Power Interruption	Under Investigation	Open

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1149	6/8/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
1150	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1151	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1152	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1153	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1154	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1155	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1156	6/8/10			Oakland	Wellington Installer	Under Investigation	Open
1157	6/8/10			Petaluma	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1158	6/8/10			Piedmont	Customer Denies Access	Under Investigation	Open
1159	6/8/10			Redwood City	Wellington Installer	Under Investigation	Open
1160	6/8/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
1161	6/8/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1162	6/8/10			Woodside	Customer Denies Access	Under Investigation	Open
1163	6/9/10			Alameda	Wellington Installer	Under Investigation	Open
1164	6/9/10			Concord	Customer Denies Access	Under Investigation	Open
1165	6/9/10			Cupertino	Wellington Installer	Under Investigation	Open
1166	6/9/10			Forest Knolls	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1167	6/9/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1168	6/9/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1169	6/9/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
1170	6/9/10			Monte Rio	Customer Denies Access	Under Investigation	Open
1171	6/9/10			Napa	Customer wants Smartmeter Removed	Under Investigation	Open
1172	6/9/10			Nevada City	Customer Denies Access	Under Investigation	Open
1173	6/9/10			Nevada City	Customer Denies Access	Under Investigation	Open
1174	6/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1175	6/9/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1176	6/9/10			S. San Francisco	Customer Denies Access	Under Investigation	Open
1177	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1178	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1179	6/9/10			San Jose	Wellington Installer	Under Investigation	Open
1180	6/9/10			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Resolved
1181	6/9/10			Santa Rosa	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1182	6/9/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1183	6/9/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1184	6/9/10			Yuba City	Customer Denies Access	Under Investigation	Open
1185	6/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
1186	6/10/10			Monte Rio	Wellington Installer	Under Investigation	Open
1187	6/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1188	6/10/10			Oakland	Power Interruption	Under Investigation	Open
1189	6/10/10			Piedmont	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1190	6/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1191	6/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1192	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
1193	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
1194	6/10/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
1195	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
1196	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
1197	6/11/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1198	6/11/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1199	6/11/10			San Jose	Wellington Installer	Under Investigation	Open
1200	6/11/10			San Pablo	SmartMeter Customer Communication	Under Investigation	Open
1201	6/11/10			San Rafael	Customer Denies Access	Under Investigation	Open
1202	6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
1203	6/11/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
1204	6/12/10			Fallon	Household items affected by SM installation	Other	Resolved
1205	6/12/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1206	6/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1207	6/12/10			Saratoga	Power Interruption	Under Investigation	Open
1208	6/12/10			Sausalito	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1209	6/13/10			San Ramon	Customer Denies Access	Under Investigation	Open
1210	6/14/10			Campbell	Wellington Installer	Under Investigation	Open
1211	6/14/10			Clovis	SmartMeter Customer Communication	Other	Resolved
1212	6/14/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1213	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
1214	6/14/10			Guerneville	Customer Denies Access	Under Investigation	Open
1215	6/14/10			Merced	Household items affected by SM installation	Under Investigation	Open
1216	6/14/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
1217	6/14/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
1218	6/14/10			Penn Valley	Household items affected by SM installation	Under Investigation	Open
1219	6/14/10			San Anselmo	SmartMeter Customer Communication	Other	Resolved
1220	6/14/10			San Francisco	Customer Denies Access	Under Investigation	Open
1221	6/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1222	6/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1223	6/14/10			San Jose	Wellington Installer	Under Investigation	Open
1224	6/14/10			Shingle Springs	SmartMeter Customer Communication	Under Investigation	Open
1225	6/14/10			Vallejo	Other	Under Investigation	Open
1226	6/15/10			Cameron Park	Customer Denies Access	Under Investigation	Open
1227	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
1228	6/15/10			Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1229	6/15/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1230	6/15/10			Fairfax	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1231	6/15/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1232	6/15/10			Gridley	Customer Denies Access	Under Investigation	Open
1233	6/15/10			Guerneville	Customer Denies Access	Under Investigation	Open
1234	6/15/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1235	6/15/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
1236	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1237	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1238	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1239	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1240	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1241	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1242	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1243	6/15/10			Oakland	Power Interruption	Under Investigation	Open
1244	6/15/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1245	6/15/10			Petaluma	Customer Denies Access	Under Investigation	Open
1246	6/15/10			Pittsburg	Household items affected by SM installation	Under Investigation	Open
1247	6/15/10			Pleasant Hill	Customer Denies Access	Under Investigation	Open
1248	6/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1249	6/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1250	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1251	6/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1252	6/15/10			San Jose	Wellington Installer	Under Investigation	Open
1253	6/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1254	6/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1255	6/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
1256	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
1257	6/15/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
1258	6/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
1259	6/16/10			Berkeley	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1260	6/16/10			Dinuba	Customer Denies Access	Under Investigation	Open
1261	6/16/10			Elk Grove	SmartMeter Customer Communication	Under Investigation	Open
1262	6/16/10			Fairfax	Customer Denies Access	Under Investigation	Open
1263	6/16/10			Fairfax	Customer Denies Access	Under Investigation	Open
1264	6/16/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1265	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1266	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1267	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1268	6/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1269	6/16/10			Paradise	Customer Denies Access	Under Investigation	Open
1270	6/16/10			Point Reyes	Network Equipment Installation	Under Investigation	Open
1271	6/16/10			Pollock Pines	SmartMeter Customer Communication	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1272	6/16/10			Pollock Pines	Wellington Installer	Under Investigation	Open
1273	6/16/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1274	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1275	6/16/10			San Jose	Wellington Installer	Under Investigation	Open
1276	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
1277	6/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1278	6/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1279	6/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1280	6/16/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1281	6/17/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
1282	6/17/10			Chico	Customer Denies Access	Under Investigation	Open
1283	6/17/10			Clayton	Household items affected by SM installation	Under Investigation	Open
1284	6/17/10			Concord	Customer Denies Access	Under Investigation	Open
1285	6/17/10			Fairfax	Customer Denies Access	Under Investigation	Open
1286	6/17/10			Fairfax	Customer Denies Access	Under Investigation	Open
1287	6/17/10			Fairfax	Customer Denies Access	Under Investigation	Open
1288	6/17/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1289	6/17/10			Livermore	Meter/Module Equipment	Under Investigation	Open
1290	6/17/10			Moraga	Household items affected by SM installation	Under Investigation	Open
1291	6/17/10			Nevada City	Customer Denies Access	Under Investigation	Open
1292	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1293	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1294	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1295	6/17/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1296	6/17/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1297	6/17/10			Oakley	Customer Denies Access	Under Investigation	Open
1298	6/17/10			Penryn	Household items affected by SM installation	Under Investigation	Open
1299	6/17/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1300	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
1301	6/17/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1302	6/17/10			San Francisco	Wellington Installer	Under Investigation	Open
1303	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1304	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1305	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1306	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1307	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1308	6/17/10			San Jose	Wellington Installer	Under Investigation	Open
1309	6/17/10			San Mateo	Wellington Installer	Under Investigation	Open
1310	6/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1311	6/17/10			Saratoga	Customer Denies Access	Under Investigation	Open
1312	6/17/10			Sausalito	Customer Denies Access	Under Investigation	Open



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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1313	6/17/10			Sonoma	Customer Denies Access	Under Investigation	Open
1314	6/17/10			Sonoma	Meter/Module	Radio Frequency Concerns	Resolved
1315	6/17/10			Tracy	SmartMeter Customer Communication	Under Investigation	Open
1316	6/17/10			Windsor	Customer Denies Access	Under Investigation	Open
1317	6/17/10			Windsor	Customer Denies Access	Under Investigation	Open
1318	6/18/10			Albany	SmartMeter Customer Communication	Under Investigation	Open
1319	6/18/10			Chico	Customer Denies Access	Under Investigation	Open
1320	6/18/10			Cotati	Customer Denies Access	Under Investigation	Open
1321	6/18/10			Danville	SmartMeter Customer Communication	Under Investigation	Open
1322	6/18/10			Danville	Wellington Installer	Under Investigation	Open
1323	6/18/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1324	6/18/10			Forest Knolls	Customer Denies Access	Under Investigation	Open
1325	6/18/10			Forest Knolls	Customer Denies Access	Under Investigation	Open
1326	6/18/10			Forest Ranch	Customer Denies Access	Under Investigation	Open
1327	6/18/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1328	6/18/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1329	6/18/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
1330	6/18/10			Monte Sereno	Customer Denies Access	Customer Denies Wellington Access	Resolved
1331	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1332	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1333	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1334	6/18/10			Oakland	Power Interruption	Under Investigation	Open
1335	6/18/10			Oroville	Customer Denies Access	Under Investigation	Open
1336	6/18/10			Petaluma	Customer Denies Access	Under Investigation	Open
1337	6/18/10			Richmond	Customer Denies Access	Under Investigation	Open
1338	6/18/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1339	6/18/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1340	6/18/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1341	6/18/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1342	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1343	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1344	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1345	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1346	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1347	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1348	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1349	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1350	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1351	6/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1352	6/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1353	6/18/10			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
1354	6/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1355	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1356	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1357	6/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1358	6/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1359	6/18/10			San Jose	Wellington Installer	Under Investigation	Open
1360	6/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1361	6/18/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1362	6/18/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1363	6/18/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1364	6/18/10			Saratoga	Customer Denies Access	Under Investigation	Open
1365	6/18/10			Sutter	Customer Denies Access	Under Investigation	Open
1366	6/18/10			Tracy	Wellington Installer	Under Investigation	Open
1367	6/18/10			Vallejo	Customer Denies Access	Under Investigation	Open
1368	6/19/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1369	6/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1370	6/19/10			Magalia	Customer Denies Access	Under Investigation	Open
1371	6/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1372	6/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1373	6/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1374	6/19/10			San Mateo	Customer Denies Access	Under Investigation	Open
1375	6/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
1376	6/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1377	6/19/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
1378	6/20/10			Chico	Customer Denies Access	Under Investigation	Open
1379	6/20/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1380	6/20/10			Martinez	Household items affected by SM installation	Under Investigation	Open
1381	6/20/10			Milpitas	Power Interruption	Under Investigation	Open
1382	6/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
1383	6/20/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1384	6/21/10			Berkeley	Customer Denies Access	Under Investigation	Open
1385	6/21/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
1386	6/21/10			Capitola	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1387	6/21/10			Cazadero	Customer Denies Access	Under Investigation	Open
1388	6/21/10			Chico	Customer Denies Access	Under Investigation	Open
1389	6/21/10			Chico	Customer Denies Access	Under Investigation	Open
1390	6/21/10			Hayward	Customer wants Smartmeter Removed	Under Investigation	Open
1391	6/21/10			Lagunitas	Customer Denies Access	Under Investigation	Open
1392	6/21/10			Live Oak	Customer Denies Access	Under Investigation	Open
1393	6/21/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1394	6/21/10			Los Gatos	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
1395	6/21/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1396	6/21/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1397	6/21/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1398	6/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1399	6/21/10			Monte Sereno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1400	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
1401	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1402	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1403	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1404	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1405	6/21/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1406	6/21/10			Petaluma	Customer Denies Access	Under Investigation	Open
1407	6/21/10			Richmond	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1408	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1409	6/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1410	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1411	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1412	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1413	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1414	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1415	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1416	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1417	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1418	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1419	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1420	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1421	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1422	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1423	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1424	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1425	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1426	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1427	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1428	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1429	6/21/10			San Jose	Customer Denies Access	under investigation	Open
1430	6/21/10			San Jose	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1431	6/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1432	6/21/10			San Jose	Power Interruption	Under Investigation	Open
1433	6/21/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1434	6/21/10			San Jose	Wellington Installer	Under Investigation	Open
1435	6/21/10			San Rafael	Customer Denies Access	Under Investigation	Open

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1436	6/21/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1437	6/21/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1438	6/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1439	6/21/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1440	6/21/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1441	6/21/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
1442	6/21/10			Sonoma	Customer Denies Access	Under Investigation	Open
1443	6/21/10			Vallejo	Meter/Module	Meter/Module clearance issues	Resolved
1444	6/21/10			Yuba City	Customer Denies Access	Under Investigation	Open
1445	6/22/10			Alameda	Household items affected by SM installation	Under Investigation	Open
1446	6/22/10			Alleghany	Customer Denies Access	Under Investigation	Open
1447	6/22/10			Bolinas	Customer Denies Access	Under Investigation	Open
1448	6/22/10			Camino	Customer Denies Access	Other	Resolved
1449	6/22/10			Capitola	Customer Denies Access	Under Investigation	Open
1450	6/22/10			Corte Madera	Customer Denies Access	Under Investigation	Open
1451	6/22/10			Dublin	Customer Denies Access	Under Investigation	Open
1452	6/22/10			Fair Oaks	Network Equipment Installation	Under Investigation	Open
1453	6/22/10			Fairfax	Customer Denies Access	Under Investigation	Open
1454	6/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1455	6/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1456	6/22/10			Hayward	Customer wants Smartmeter Removed	Under Investigation	Open
1457	6/22/10			Magalia	Customer Denies Access	Under Investigation	Open
1458	6/22/10			Milpitas	Customer Denies Access	Under Investigation	Open
1459	6/22/10			Monte Rio	Network Equipment Installation	Under Investigation	Open
1460	6/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1461	6/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1462	6/22/10			Oakland	Meter/Module	Under Investigation	Open
1463	6/22/10			Olivehurst	Household items affected by SM installation	Under Investigation	Open
1464	6/22/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1465	6/22/10			Redding	Network Equipment Installation	Under Investigation	Open
1466	6/22/10			Richmond	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1467	6/22/10			San Francisco	Customer Denies Access	Under Investigation	Open
1468	6/22/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
1469	6/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1470	6/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1471	6/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1472	6/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1473	6/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1474	6/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1475	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1476	6/22/10			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
1477	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1478	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1479	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1480	6/22/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Resolved
1481	6/22/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1482	6/22/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1483	6/22/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1484	6/22/10			San Jose	Wellington Installer	Under Investigation	Open
1485	6/22/10			San Rafael	Customer Denies Access	Under Investigation	Open
1486	6/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1487	6/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1488	6/22/10			Sonoma	Customer Denies Access	Under Investigation	Open
1489	6/22/10			Sonoma	Customer Denies Access	Under Investigation	Open
1490	6/22/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
1491	6/22/10			Sunnyvale	Household items affected by SM installation	Other	Resolved
1492	6/22/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1493	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
1494	6/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1495	6/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1496	6/23/10			Guerneville	Meter/Module	Other	Resolved
1497	6/23/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1498	6/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1499	6/23/10			Magalia	Household items affected by SM installation	Under Investigation	Open
1500	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
1501	6/23/10			Nevada City	Customer Denies Access	Under Investigation	Open
1502	6/23/10			Oakland	Wellington Installer	Under Investigation	Open
1503	6/23/10			Oroville	Customer Denies Access	Under Investigation	Open
1504	6/23/10			Piedmont	Customer Denies Access	Under Investigation	Open
1505	6/23/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1506	6/23/10			Richmond	Household items affected by SM installation	Other	Resolved
1507	6/23/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1508	6/23/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1509	6/23/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1510	6/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1511	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1512	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1513	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1514	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1515	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1516	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1517	6/23/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open

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1518	6/23/10			San Jose	Wellington Installer	Under Investigation	Open
1519	6/23/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1520	6/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1521	6/23/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1522	6/23/10			Saratoga	Customer Denies Access	Under Investigation	Open
1523	6/23/10			Shingle Springs	Wellington Installer	Under Investigation	Open
1524	6/23/10			Somerset	SmartMeter Customer Communication	Under Investigation	Open
1525	6/23/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1526	6/24/10			Antioch	Household items affected by SM installation	Under Investigation	Open
1527	6/24/10			Antioch	Household items affected by SM installation	Under Investigation	Open
1528	6/24/10			Aptos	Customer Denies Access	Under Investigation	Open
1529	6/24/10			Bodega Bay	Wellington Installer	Under Investigation	Open
1530	6/24/10			Campbell	Customer wants Smartmeter Removed	Under Investigation	Open
1531	6/24/10			Campbell	Household items affected by SM installation	Under Investigation	Open
1532	6/24/10			Davis	Household items affected by SM installation	Under Investigation	Open
1533	6/24/10			Jackson	Customer wants Smartmeter Removed	Under Investigation	Open
1534	6/24/10			Kensington	Customer Denies Access	Under Investigation	Open
1535	6/24/10			Lemoore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1536	6/24/10			Los Banos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1537	6/24/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1538	6/24/10			Magalia	Customer Denies Access	Under Investigation	Open
1539	6/24/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1540	6/24/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1541	6/24/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
1542	6/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1543	6/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1544	6/24/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1545	6/24/10			Oakland	Meter/Module Equipment	Other	Resolved
1546	6/24/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1547	6/24/10			Rancho Cordova	Customer wants Smartmeter Removed	Under Investigation	Open
1548	6/24/10			Richmond	Customer Denies Access	Under Investigation	Open
1549	6/24/10			San Francisco	Customer Denies Access	Under Investigation	Open
1550	6/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1551	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1552	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1553	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1554	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1555	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1556	6/24/10			San Jose	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1557	6/24/10			San Jose	Household items affected by SM installation	Damaged Computer	Resolved
1558	6/24/10			San Jose	Household items affected by SM installation	Under Investigation	Open

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1559	6/24/10			San Jose	Power Interruption	Under Investigation	Open
1560	6/24/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1561	6/24/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1562	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
1563	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
1564	6/24/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1565	6/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1566	6/24/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1567	6/24/10			Sonoma	Customer Denies Access	Under Investigation	Open
1568	6/24/10			Sonoma	Customer Denies Access	Under Investigation	Open
1569	6/24/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1570	6/24/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
1571	6/25/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
1572	6/25/10			Bakersfield	Customer Denies Access	Under Investigation	Open
1573	6/25/10			Cameron Park	Customer wants Smartmeter Removed	Under Investigation	Open
1574	6/25/10			Campbell	Customer Denies Access	Under Investigation	Open
1575	6/25/10			Campbell	Customer Denies Access	Under Investigation	Open
1576	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
1577	6/25/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
1578	6/25/10			Gilroy	Customer Denies Access	Under Investigation	Open
1579	6/25/10			Larkspur	Customer wants Smartmeter Removed	Under Investigation	Open
1580	6/25/10			Nevada City	SmartMeter Customer Communication	Under Investigation	Open
1581	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1582	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1583	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1584	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1585	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1586	6/25/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1587	6/25/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1588	6/25/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1589	6/25/10			San Jose	Customer Denies Access	Under Investigation	Open
1590	6/25/10			San Jose	Customer Denies Access	Under Investigation	Open
1591	6/25/10			San Jose	Customer Denies Access	Under Investigation	Open
1592	6/25/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1593	6/25/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1594	6/25/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1595	6/25/10			San Mateo	Customer Denies Access	Under Investigation	Open
1596	6/25/10			San Pablo	Household items affected by SM installation	Under Investigation	Open
1597	6/25/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1598	6/25/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1599	6/25/10			Saratoga	Customer Denies Access	Under Investigation	Open

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1600	6/25/10			Shingle Springs	Wellington Installer	Under Investigation	Open
1601	6/25/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1602	6/25/10			Yuba City	Meter/Module Equipment	Meter/module issues	Resolved
1603	6/26/10			Sanger	Customer wants Smartmeter Removed	Under Investigation	Open
1604	6/27/10			Forest Knolls	Customer Denies Access	Under Investigation	Open
1605	6/27/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1606	6/27/10			Orinda	Power Interruption	Under Investigation	Open
1607	6/27/10			San Jose	Customer Denies Access	Under Investigation	Open
1608	6/27/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
1609	6/28/10			Capitola	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1610	6/28/10			Chico	Power Interruption	Breaker keeps tripping	Resolved
1611	6/28/10			Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1612	6/28/10			Concord	Customer wants Smartmeter Removed	Under Investigation	Open
1613	6/28/10			Cotati	Customer Denies Access	Under Investigation	Open
1614	6/28/10			Dos Palos	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1615	6/28/10			El Granada	Customer Denies Access	Under Investigation	Open
1616	6/28/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1617	6/28/10			Hayward	Customer Denies Access	Customer Denies Wellington Access	Resolved
1618	6/28/10			Livermore	Customer Denies Access	Under Investigation	Open
1619	6/28/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1620	6/28/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1621	6/28/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1622	6/28/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1623	6/28/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
1624	6/28/10			Manteca	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1625	6/28/10			Martinez	Customer Denies Access	Under Investigation	Open
1626	6/28/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1627	6/28/10			Monte Rio	Customer Denies Access	Under Investigation	Open
1628	6/28/10			Monte Sereno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1629	6/28/10			Moraga	Household items affected by SM installation	Under Investigation	Open
1630	6/28/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1631	6/28/10			Napa	Customer Denies Access	Under Investigation	Open
1632	6/28/10			Nevada City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1633	6/28/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1634	6/28/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1635	6/28/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1636	6/28/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1637	6/28/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1638	6/28/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1639	6/28/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1640	6/28/10			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
1641	6/28/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1642	6/28/10			Oakland	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1643	6/28/10			Oakland	Household items affected by SM installation	Gas Appliance Not Working	Resolved
1644	6/28/10			Oakland	Wellington Installer	Installer rude to customer	Resolved
1645	6/28/10			Penn Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1646	6/28/10			Penn Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1647	6/28/10			Penn Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1648	6/28/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1649	6/28/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
1650	6/28/10			Pleasanton	Customer wants Smartmeter Removed	Under Investigation	Open
1651	6/28/10			Plumas Lakes	Wellington Installer	Under Investigation	Open
1652	6/28/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1653	6/28/10			Richmond	Customer Denies Access	Under Investigation	Open
1654	6/28/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1655	6/28/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1656	6/28/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1657	6/28/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1658	6/28/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1659	6/28/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1660	6/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1661	6/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1662	6/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1663	6/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1664	6/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1665	6/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1666	6/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1667	6/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1668	6/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1669	6/28/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1670	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1671	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1672	6/28/10			San Jose	Power Interruption	Breaker keeps tripping	Resolved
1673	6/28/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1674	6/28/10			San Rafael	Customer Denies Access	Under Investigation	Open
1675	6/28/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
1676	6/28/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1677	6/28/10			Santa Clara	Household items affected by SM installation	Under Investigation	Open
1678	6/28/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1679	6/28/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1680	6/28/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1681	6/28/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1682	6/28/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1683	6/28/10			Santa Rosa	Power Interruption	Breaker keeps tripping	Resolved
1684	6/28/10			Santa Rosa	Power Interruption	Breaker keeps tripping	Resolved
1685	6/28/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1686	6/28/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1687	6/28/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1688	6/28/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1689	6/28/10			Stockton	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1690	6/28/10			Suisun	Meter/Module	Meter/Module clearance issues	Resolved
1691	6/28/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
1692	6/28/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1693	6/28/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1694	6/28/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1695	6/28/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1696	6/28/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1697	6/28/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1698	6/28/10			Tracy	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1699	6/28/10			Union City	Meter/Module	Under Investigation	Open
1700	6/28/10			Vacaville	Customer Denies Access	Under Investigation	Open
1701	6/28/10			Vacaville	Customer wants Smartmeter Removed	Under Investigation	Open
1702	6/28/10			Walnut Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1703	6/28/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
1704	6/28/10			Windsor	Customer Denies Access	Under Investigation	Open
1705	6/28/10			Yuba City	Household items affected by SM installation	Under Investigation	Open
1706	6/29/10			Alamo	Customer Denies Access	Under Investigation	Open
1707	6/29/10			Aptos	Customer Denies Access	Under Investigation	Open
1708	6/29/10			Benicia	Customer Denies Access	Under Investigation	Open
1709	6/29/10			Berkeley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1710	6/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
1711	6/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
1712	6/29/10			Bodega	Customer Denies Access	Customer Denies Wellington Access	Resolved
1713	6/29/10			Campbell	Customer Denies Access	Under Investigation	Open
1714	6/29/10			Campbell	Customer Denies Access	Under Investigation	Open
1715	6/29/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Resolved
1716	6/29/10			Chico	Wellington Installer	Under Investigation	Open
1717	6/29/10			Cloverdale	Household items affected by SM installation	Damaged Computer	Resolved
1718	6/29/10			Corte Madera	SmartMeter Customer Communication	Under Investigation	Open
1719	6/29/10			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1720	6/29/10			Fairfax	Customer wants Smartmeter Removed	No reason provided	Resolved
1721	6/29/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1722	6/29/10			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open

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1723	6/29/10			Hercules	Household items affected by SM installation	Under Investigation	Open
1724	6/29/10			Lemoore	Power Interruption	Under Investigation	Open
1725	6/29/10			Lincoln	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1726	6/29/10			Los Altos	Customer wants Smartmeter Removed	Under Investigation	Open
1727	6/29/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1728	6/29/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1729	6/29/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1730	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1731	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1732	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1733	6/29/10			Madera	Customer Denies Access	Under Investigation	Open
1734	6/29/10			Marysville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1735	6/29/10			Marysville	Power Interruption	Partial Power Outage	Resolved
1736	6/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1737	6/29/10			Moraga	Customer Denies Access	Under Investigation	Open
1738	6/29/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1739	6/29/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1740	6/29/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1741	6/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1742	6/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1743	6/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1744	6/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1745	6/29/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1746	6/29/10			Oakland	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1747	6/29/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1748	6/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1749	6/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1750	6/29/10			Pinole	SmartMeter Customer Communication	Under Investigation	Open
1751	6/29/10			Pleasant Hill	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1752	6/29/10			Pleasant Hill	Household items affected by SM installation	Under Investigation	Open
1753	6/29/10			Plumas Lakes	Household items affected by SM installation	Under Investigation	Open
1754	6/29/10			Pollock Pines	Power Interruption	Breaker keeps tripping	Resolved
1755	6/29/10			Richmond	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1756	6/29/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1757	6/29/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1758	6/29/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1759	6/29/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1760	6/29/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1761	6/29/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1762	6/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1763	6/29/10			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 8, 2010 -- For the Period June 26, 2010 through July 2, 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
1764	6/29/10			San Jose	Customer Denies Access	Under Investigation	Open
1765	6/29/10			San Jose	Customer Denies Access	Under Investigation	Open
1766	6/29/10			San Jose	Customer Denies Access	Under Investigation	Open
1767	6/29/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1768	6/29/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1769	6/29/10			San Jose	Household items affected by SM installation	Other	Resolved
1770	6/29/10			San Jose	Household items affected by SM installation	Other	Resolved
1771	6/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1772	6/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1773	6/29/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1774	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
1775	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
1776	6/29/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1777	6/29/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1778	6/29/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1779	6/29/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1780	6/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1781	6/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1782	6/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1783	6/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1784	6/29/10			Santa Rosa	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1785	6/29/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1786	6/29/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1787	6/29/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1788	6/29/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
1789	6/29/10			Somerset	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1790	6/29/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1791	6/29/10			Sonora	Customer Denies Access	Customer Denies Wellington Access	Resolved
1792	6/29/10			Tomales	SmartMeter Customer Communication	Under Investigation	Open
1793	6/29/10			Twain Harte	Customer Denies Access	Under Investigation	Open
1794	6/29/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1795	6/29/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1796	6/29/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
1797	6/30/10			Albany	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1798	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
1799	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
1800	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
1801	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
1802	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
1803	6/30/10			Albany	Household items affected by SM installation	Under Investigation	Open
1804	6/30/10			Aptos	Customer Denies Access	Under Investigation	Open

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Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1805	6/30/10			Aptos	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1806	6/30/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1807	6/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
1808	6/30/10			Byron	Customer Denies Access	Under Investigation	Open
1809	6/30/10			Campbell	Customer Denies Access	Under Investigation	Open
1810	6/30/10			Campbell	Customer Denies Access	Under Investigation	Open
1811	6/30/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Resolved
1812	6/30/10			Chico	Customer Denies Access	Under Investigation	Open
1813	6/30/10			Chico	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1814	6/30/10			Chico	Household items affected by SM installation	Other	Resolved
1815	6/30/10			Chico	Meter/Module	Meter/Module clearance issues	Resolved
1816	6/30/10			Chico	SmartMeter Customer Communication	Under Investigation	Open
1817	6/30/10			Chico	Wellington Installer	Installer rude to customer	Resolved
1818	6/30/10			Cloverdale	Customer Denies Access	Customer Denies Wellington Access	Resolved
1819	6/30/10			Cloverdale	Customer Denies Access	Customer Denies Wellington Access	Resolved
1820	6/30/10			Dos Palos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1821	6/30/10			Dublin	Customer Denies Access	Under Investigation	Open
1822	6/30/10			El Cerrito	Customer Denies Access	Customer Denies Wellington Access	Resolved
1823	6/30/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
1824	6/30/10			El Granada	Customer Denies Access	Customer Denies Wellington Access	Resolved
1825	6/30/10			Fairfield	Customer Denies Access	Under Investigation	Open
1826	6/30/10			Fairfield	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1827	6/30/10			Hanford	Customer Denies Access	Customer Denies Wellington Access	Resolved
1828	6/30/10			Hercules	Customer Denies Access	Customer Denies Wellington Access	Resolved
1829	6/30/10			Hercules	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1830	6/30/10			Lafayette	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1831	6/30/10			Lemoore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1832	6/30/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Resolved
1833	6/30/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1834	6/30/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1835	6/30/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1836	6/30/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1837	6/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1838	6/30/10			Manteca	Customer Denies Access	Customer Denies Wellington Access	Resolved
1839	6/30/10			Mendota	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1840	6/30/10			Merced	Customer Denies Access	Customer Denies Wellington Access	Resolved
1841	6/30/10			Merced	Customer Denies Access	Customer Denies Wellington Access	Resolved
1842	6/30/10			Merced	Customer Denies Access	Under Investigation	Open
1843	6/30/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1844	6/30/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1845	6/30/10			Mill Valley	Wellington Installer	Under Investigation	Open

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Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1846	6/30/10			North Fork	Customer Denies Access	Customer Denies Wellington Access	Resolved
1847	6/30/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1848	6/30/10			Oakland	Wellington Installer	Under Investigation	Open
1849	6/30/10			Oakland	Wellington Installer	Under Investigation	Open
1850	6/30/10			Occidental	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1851	6/30/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1852	6/30/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1853	6/30/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1854	6/30/10			Pine Grove	SmartMeter Customer Communication	Other	Resolved
1855	6/30/10			Placerville	Customer Denies Access	Under Investigation	Open
1856	6/30/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1857	6/30/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1858	6/30/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1859	6/30/10			Plumas Lakes	Customer Denies Access	Under Investigation	Open
1860	6/30/10			Plumas Lakes	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1861	6/30/10			Pollock Pines	Customer Denies Access	Customer Denies Wellington Access	Resolved
1862	6/30/10			Rio Vista	Customer Denies Access	Under Investigation	Open
1863	6/30/10			Rohnert Park	Customer Denies Access	Customer Denies Wellington Access	Resolved
1864	6/30/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1865	6/30/10			San Francisco	Customer Denies Access	Customer Denies Wellington Access	Resolved
1866	6/30/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1867	6/30/10			San Francisco	Household items affected by SM installation	Other	Resolved
1868	6/30/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1869	6/30/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1870	6/30/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1871	6/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1872	6/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1873	6/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1874	6/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1875	6/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1876	6/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1877	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1878	6/30/10			San Jose	Household items affected by SM installation	Other	Resolved
1879	6/30/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1880	6/30/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1881	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
1882	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
1883	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
1884	6/30/10			San Leandro	Customer Denies Access	Customer Denies Wellington Access	Resolved
1885	6/30/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1886	6/30/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved

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Color Key	
Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1887	6/30/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1888	6/30/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1889	6/30/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1890	6/30/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1891	6/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1892	6/30/10			Santa Rosa	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1893	6/30/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1894	6/30/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1895	6/30/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1896	6/30/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1897	6/30/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1898	6/30/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1899	6/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
1900	6/30/10			Stockton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1901	6/30/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1902	6/30/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
1903	6/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1904	6/30/10			Tracy	Wellington Installer	Under Investigation	Open
1905	6/30/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1906	6/30/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1907	6/30/10			Vallejo	Customer Denies Access	Under Investigation	Open
1908	6/30/10			Walnut Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1909	6/30/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1910	6/30/10			Yuba City	Customer Denies Access	Under Investigation	Open
1911	7/1/10			Albany	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1912	7/1/10			Aptos	Customer Denies Access	Under Investigation	Open
1913	7/1/10			Aptos	Customer Denies Access	Under Investigation	Open
1914	7/1/10			Auburn	Customer Denies Access	Customer Denies Wellington Access	Resolved
1915	7/1/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
1916	7/1/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1917	7/1/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1918	7/1/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1919	7/1/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1920	7/1/10			Berkeley	Customer Denies Access	Under Investigation	Open
1921	7/1/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1922	7/1/10			Cloverdale	Customer Denies Access	Customer Denies Wellington Access	Resolved
1923	7/1/10			Clovis	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1924	7/1/10			Coalinga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1925	7/1/10			East Palo Alto	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1926	7/1/10			El Sobrante	Power Interruption	Hi/Low Voltage	Resolved
1927	7/1/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved

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Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1928	7/1/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1929	7/1/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1930	7/1/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1931	7/1/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1932	7/1/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1933	7/1/10			Felton	Customer Denies Access	Under Investigation	Open
1934	7/1/10			Greenbrae	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1935	7/1/10			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
1936	7/1/10			Kensington	Customer Denies Access	Under Investigation	Open
1937	7/1/10			Kensington	Customer Denies Access	Under Investigation	Open
1938	7/1/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1939	7/1/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1940	7/1/10			Los Banos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1941	7/1/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1942	7/1/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1943	7/1/10			Modesto	Customer wants Smartmeter Removed	Under Investigation	Open
1944	7/1/10			Napa	Customer wants Smartmeter Removed	Under Investigation	Open
1945	7/1/10			Oakland	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1946	7/1/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1947	7/1/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1948	7/1/10			Oakland	Power Interruption	Under Investigation	Open
1949	7/1/10			Oakland	Wellington Installer	Under Investigation	Open
1950	7/1/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
1951	7/1/10			Penn Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1952	7/1/10			Penngrove	Customer Denies Access	Under Investigation	Open
1953	7/1/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1954	7/1/10			Petaluma	Customer wants Smartmeter Removed	No reason provided	Resolved
1955	7/1/10			Sacramento	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1956	7/1/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1957	7/1/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1958	7/1/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1959	7/1/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1960	7/1/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1961	7/1/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1962	7/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1963	7/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1964	7/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1965	7/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1966	7/1/10			San Jose	Customer Denies Access	Under Investigation	Open
1967	7/1/10			San Jose	Customer Denies Access	Under Investigation	Open
1968	7/1/10			San Jose	Customer Denies Access	Under Investigation	Open



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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1969	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1970	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1971	7/1/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1972	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1973	7/1/10			San Jose	Wellington Installer	Under Investigation	Open
1974	7/1/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1975	7/1/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1976	7/1/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1977	7/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1978	7/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1979	7/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1980	7/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1981	7/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1982	7/1/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1983	7/1/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1984	7/1/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1985	7/1/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1986	7/1/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1987	7/1/10			Sonoma	Customer Denies Access	Under Investigation	Open
1988	7/1/10			Stinson Beach	Customer Denies Access	Customer Denies Wellington Access	Resolved
1989	7/1/10			Vacaville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1990	7/1/10			Vallejo	Customer Denies Access	Under Investigation	Open
1991	7/1/10			Vallejo	SmartMeter Customer Communication	Other	Resolved
1992	7/1/10			Yuba City	Household items affected by SM installation	Under Investigation	Open
1993	7/2/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1994	7/2/10			Antioch	Household items affected by SM installation	Under Investigation	Open
1995	7/2/10			Auburn	Customer Denies Access	Under Investigation	Open
1996	7/2/10			Benicia	Power Interruption	Breaker keeps tripping	Resolved
1997	7/2/10			Berkeley	Customer Denies Access	Under Investigation	Open
1998	7/2/10			Berkeley	Customer Denies Access	Under Investigation	Open
1999	7/2/10			Berkeley	Customer Denies Access	Under Investigation	Open
2000	7/2/10			Berkeley	Customer Denies Access	Under Investigation	Open
2001	7/2/10			Campbell	Customer Denies Access	Under Investigation	Open
2002	7/2/10			Chico	Household items affected by SM installation	Under Investigation	Open
2003	7/2/10			Cloverdale	Customer Denies Access	Customer Denies Wellington Access	Resolved
2004	7/2/10			Clovis	SmartMeter Customer Communication	Q on SM communication materials	Resolved
2005	7/2/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2006	7/2/10			El Sobrante	Customer Denies Access	Under Investigation	Open
2007	7/2/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2008	7/2/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2009	7/2/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
2010	7/2/10			Foresthill	SmartMeter Customer Communication	Under Investigation	Open
2011	7/2/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2012	7/2/10			Fulton	Customer Denies Access	Under Investigation	Open
2013	7/2/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2014	7/2/10			Kentfield	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2015	7/2/10			Lafayette	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2016	7/2/10			Livermore	Customer Denies Access	Under Investigation	Open
2017	7/2/10			Livermore	Household items affected by SM installation	Other	Resolved
2018	7/2/10			Los Altos	Customer Denies Access	Customer Denies Wellington Access	Resolved
2019	7/2/10			Los Altos	Customer Denies Access	Under Investigation	Open
2020	7/2/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2021	7/2/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2022	7/2/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2023	7/2/10			Los Gatos	Customer Denies Access	Under Investigation	Open
2024	7/2/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2025	7/2/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2026	7/2/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2027	7/2/10			Marysville	Wellington Installer	Installer failed to knock	Resolved
2028	7/2/10			Milpitas	Customer Denies Access	Customer Denies Wellington Access	Resolved
2029	7/2/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2030	7/2/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2031	7/2/10			Milpitas	Customer Denies Access	Under Investigation	Open
2032	7/2/10			Napa	SmartMeter Customer Communication	Under Investigation	Open
2033	7/2/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2034	7/2/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2035	7/2/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2036	7/2/10			Oakland	Customer Denies Access	Under Investigation	Open
2037	7/2/10			Oakland	Customer Denies Access	Under Investigation	Open
2038	7/2/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
2039	7/2/10			Oakland	Household items affected by SM installation	Under Investigation	Open
2040	7/2/10			Pacifica	Customer Denies Access	Under Investigation	Open
2041	7/2/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
2042	7/2/10			Pinole	Customer Denies Access	Customer Denies Wellington Access	Resolved
2043	7/2/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
2044	7/2/10			Point Reyes	Customer Denies Access	Customer Denies Wellington Access	Resolved
2045	7/2/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2046	7/2/10			Pollock Pines	SmartMeter Customer Communication	Under Investigation	Open
2047	7/2/10			Pollock Pines	SmartMeter Customer Communication	Under Investigation	Open
2048	7/2/10			Richmond	Household items affected by SM installation	Under Investigation	Open
2049	7/2/10			Rodeo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2050	7/2/10			San Carlos	Household items affected by SM installation	Gas Appliance Not Working	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
2051	7/2/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2052	7/2/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2053	7/2/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2054	7/2/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2055	7/2/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2056	7/2/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2057	7/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2058	7/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2059	7/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2060	7/2/10			San Jose	Customer Denies Access	Under Investigation	Open
2061	7/2/10			San Jose	Customer Denies Access	Under Investigation	Open
2062	7/2/10			San Jose	Customer Denies Access	Under Investigation	Open
2063	7/2/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
2064	7/2/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
2065	7/2/10			San Jose	Household items affected by SM installation	Under Investigation	Open
2066	7/2/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2067	7/2/10			San Rafael	Customer Denies Access	Under Investigation	Open
2068	7/2/10			San Ramon	SmartMeter Customer Communication	Under Investigation	Open
2069	7/2/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
2070	7/2/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
2071	7/2/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2072	7/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
2073	7/2/10			Santa Rosa	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
2074	7/2/10			Stratford	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2075	7/2/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2076	7/2/10			Union City	Wellington Installer	Under Investigation	Open
2077	7/2/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved

**1,602 Open Complaints on Last Report**  
**175 Open Complaints Resolved Since the Last Report**  
**475 New Complaints Since the Last Report**  
**276 New Complaints Resolved Since the Last Report**  
**199 New Complaints Open**

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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	1/26/10	{Redacted}	{Redacted}	American Canyon	Customer Denies Access	Under Investigation	Open
4	2/1/10	{Redacted}	{Redacted}	LA HONDA	Customer Denies Access	Under Investigation	Open
5	2/3/10	{Redacted}	{Redacted}	Raymond	Wellington Installer	Under Investigation	Open
6	2/8/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
7	2/9/10	{Redacted}	{Redacted}	Cupertino	Wellington Installer	Under Investigation	Open
8	2/9/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
9	2/10/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
10	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Under Investigation	Open
11	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
12	2/10/10	{Redacted}	{Redacted}	NORTH FOLK	Wellington Installer	Under Investigation	Open
13	2/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
14	2/10/10	{Redacted}	{Redacted}	San Ramon	Wellington Installer	Under Investigation	Open
15	2/11/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
16	2/12/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
17	2/12/10	{Redacted}	{Redacted}	San Ramon	Wellington Installer	Under Investigation	Open
18	2/16/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
19	2/16/10	{Redacted}	{Redacted}	Cupertino	Wellington Installer	Under Investigation	Open
20	2/16/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
21	2/17/10	{Redacted}	{Redacted}	Forestville	Customer Denies Access	Under Investigation	Open
22	2/17/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Under Investigation	Open
23	2/17/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
24	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
25	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
26	2/18/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Under Investigation	Open
27	2/18/10	{Redacted}	{Redacted}	Mariposa	Wellington Installer	Under Investigation	Open
28	2/18/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
29	2/18/10	{Redacted}	{Redacted}	Somerset	Wellington Installer	Under Investigation	Open
30	2/19/10	{Redacted}	{Redacted}	American Canyon	Wellington Installer	Under Investigation	Open
31	2/22/10	{Redacted}	{Redacted}	Occidental	Customer Denies Access	Under Investigation	Open
32	2/22/10	{Redacted}	{Redacted}	Placerville	Wellington Installer	Under Investigation	Open
33	2/22/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
34	2/22/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
35	2/22/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
36	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
37	2/23/10	{Redacted}	{Redacted}	Mariposa	Wellington Installer	Under Investigation	Open
38	2/23/10	{Redacted}	{Redacted}	San Pablo	Wellington Installer	Under Investigation	Open
39	2/23/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
40	2/24/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Under Investigation	Open
41	2/24/10	{Redacted}	{Redacted}	Napa	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			Pollock Pines	Wellington Installer	Under Investigation	Open
43	2/24/10			San Jose	Wellington Installer	Under Investigation	Open
44	2/26/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open
45	2/26/10			Hercules	Wellington Installer	Under Investigation	Open
46	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
47	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
48	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
49	3/1/10			Madera	Other	Under Investigation	Open
50	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
51	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
52	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
53	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
54	3/2/10			Kensington	Customer Denies Access	Under Investigation	Open
55	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
56	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
57	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
58	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
59	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
60	3/4/10			Merced	Customer Denies Access	Under Investigation	Open
61	3/4/10			MOCCASIN	Customer Denies Access	Under Investigation	Open
62	3/4/10			Placerville	Customer Denies Access	Under Investigation	Open
63	3/4/10			Tracy	Customer Denies Access	Under Investigation	Open
64	3/4/10			Tracy	Household items affected by SM installation	Under Investigation	Open
65	3/5/10			Danville	Customer Denies Access	Under Investigation	Open
66	3/5/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
67	3/7/10			Atwater	Customer Denies Access	Under Investigation	Open
68	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
69	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
70	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
71	3/7/10			Tracy	Customer Denies Access	Under Investigation	Open
72	3/7/10			Woodlake	Customer Denies Access	Customer does not want a SmartMeter	Resolved
73	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
74	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
75	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
76	3/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
77	3/9/10			Danville	Customer Denies Access	Under Investigation	Open
78	3/9/10			Madera	Customer Denies Access	Under Investigation	Open
79	3/9/10			Richmond	Household items affected by SM installation	Under Investigation	Open
80	3/10/10			Albany	Wellington Installer	Under Investigation	Open
81	3/10/10			Angwin	Wellington Installer	Under Investigation	Open
82	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
83	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open
84	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
85	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open
86	3/10/10			Livermore	Customer Denies Access	Under Investigation	Open
87	3/10/10			Martinez	Customer Denies Access	Under Investigation	Open
88	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
89	3/10/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
90	3/10/10			Pleasanton	Meter/Module	Under Investigation	Open
91	3/10/10			San Jose	Customer Denies Access	Under Investigation	Open
92	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
93	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
94	3/10/10			Santa Rosa	Customer Denies Access	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			Sonoma	Customer Denies Access	Under Investigation	Open
99	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
100	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
101	3/12/10			Livermore	Customer Denies Access	Under Investigation	Open
102	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
103	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
104	3/12/10			San Ramon	Customer Denies Access	Under Investigation	Open
105	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
106	3/12/10			Union City	Meter/Module	Under Investigation	Open
107	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
108	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
109	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
110	3/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
111	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
112	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
113	3/15/10			Richmond	Customer Denies Access	Under Investigation	Open
114	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
115	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
116	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
117	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
118	3/16/10			Tracy	Meter/Module	Under Investigation	Open
119	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
120	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
121	3/17/10			San Jose	Wellington Installer	Under Investigation	Open
122	3/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
123	3/17/10			Sunnyvale	Wellington Installer	Under Investigation	Open

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

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165	3/26/10			Calistoga	Wellington Installer	Under Investigation	Open
166	3/26/10			Rohnert Park	Customer Denies Access	Customer Denies Wellington Access	Resolved
167	3/26/10			Rohnert Park	Customer Denies Access	Customer Denies Wellington Access	Resolved
168	3/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
169	3/27/10			San Jose	Network Equipment Installation	Under Investigation	Open
170	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
171	3/27/10			San Pablo	Customer Denies Access	Under Investigation	Open
172	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
173	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
174	3/28/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
175	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
176	3/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
177	3/29/10			Martinez	Customer Denies Access	Under Investigation	Open
178	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
179	3/29/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
180	3/29/10			Tracy	Meter/Module	Under Investigation	Open
181	3/30/10			Cupertino	Wellington Installer	Under Investigation	Open
182	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
183	3/31/10			Fremont	Customer Denies Access	Under Investigation	Open
184	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
185	3/31/10			Marysville	Wellington Installer	Under Investigation	Open
186	3/31/10			Napa	Other	Other	Resolved
187	3/31/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
188	3/31/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
189	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
190	3/31/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
191	4/1/10			Danville	Customer Denies Access	Under Investigation	Open
192	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
193	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
194	4/1/10			Lafayette	Scheduling Problems	Under Investigation	Open
195	4/1/10			Richmond	Customer Denies Access	Under Investigation	Open
196	4/1/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
197	4/1/10			San Ramon	Customer Denies Access	Under Investigation	Open
198	4/1/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
199	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
200	4/2/10			Brentwood	Customer Denies Access	Under Investigation	Open
201	4/2/10			Danville	Customer Denies Access	Under Investigation	Open
202	4/2/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
203	4/2/10			Richmond	Customer Denies Access	Under Investigation	Open
204	4/2/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
205	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open



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SmartMeter™ Complaint Report  
SmartMeter™ Installation Complaint Report**

July 8, 2010 -- For the Period June 26, 2010 through July 2, 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	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
207	4/2/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
208	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
209	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
210	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open

Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 July 8, 2010 -- For the Period June 26, 2010 through July 2, 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	Resolved	Meter Communication Issues. Customer on service 10/1/07, on CARE rate as of 10/30/07. SmartMeter installed 8/17/09. Customer says not billed for 7-8 months and then received delayed bill for \$712.51. Investigation showed electric SmartMeter stopped communicating in Nov '09, resulting in estimated bill. Then, customer was not billed electric charges for Dec '09, Jan '10 or Feb '10. On 3/15/10, a 3-month backbill was issued, plus current electric charges for total bill of \$712.51. Customer was given pay plan for balance due. In May, customer received a 2-month electric bill for \$342.40 and meter was placed back on meter reading route. On 6/9/10, SmartMeter was tested and passed. Because bills were delayed twice, as courtesy to customer, PG&E treated all bills issued from Nov '09 through Apr '10 as a single delayed bill and limited backbilling to 3 months plus current charges, resulting in adjustment of \$256.12. Customer joined Balanced Payment Plan.
3A		{Redacted}	{Redacted}			Discussed higher usage starting in Oct '09 through Apr '10 (60 kwh/day) compared to prior year (30 kwh/day). {Redacted} had called on behalf of her son and does not reside at this premise; she was unsure about space heater usage or other factors causing increased usage, but stated her son recently added a window-mounted air conditioning unit which would account for higher summer bills. She was satisfied that the bills were correct.
4	5/28/10	{Redacted}	{Redacted}	AUBURN	Open	Under Investigation
5	6/17/10	{Redacted}	{Redacted}	SACRAMENTO	Open	Under Investigation
6	6/23/10	{Redacted}	{Redacted}	SAN JOSE	Open	Under Investigation
7	6/25/10	{Redacted}	{Redacted}	TUOLUMNE	Open	Under Investigation
8	6/30/10	{Redacted}	{Redacted}	PLACERVILLE	Resolved	Bill is Accurate. Customer on service 5/1/86; electric-only service with all-electric baseline rate. SmartMeter installed 2/19/10 and is read by meter reader. Customer disputes one pre-SmartMeter bill (1/4/10-2/2/10, \$753.69, usage of 3021 kwh or 104.17 kwh/day) and one bill post-SmartMeter install (2/2/10-3/4/10, \$782.32, usage of 3123 kwh or 104.1 kwh/day). Meter reads on 1/4/10, 2/2/10, 2/19/10, and 3/4/10 verify consistent usage of 104 kwh/day. Although usage was higher than previous year (63.6 kwh/day in Jan '09; and 66.1 kwh/day in Feb '09), customer stated that they used space heaters this winter. Usage for last two non-peak months has been in line with previous year (May '10: 35.6 kwh/day vs 33.8 in 2009; Jun '10: 31.0 kwh/day vs 39.2 in 2009). SmartMeter tested 6/25/10 and passed. PG&E reviewed load with customer (including a shop drawing 1.5 kw demand) and provided 3-year usage and billing history. Customer received information and applications for CARE and Medical Baseline programs. Account is currently on Balanced Payment Plan.
9	7/2/10	{Redacted}	{Redacted}	NAPA	Open	Under Investigation

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

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