

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 15, 2010 -- For the Period July 3, 2010 through July 9, 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			Napa	Scheduling Problems	Under Investigation	Open
3	1/26/10			American Canyon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
4	2/1/10			LA HONDA	Customer Denies Access	Under Investigation	Open
5	2/3/10			Raymond	Wellington Installer	Under Investigation	Open
6	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
7	2/9/10			Cupertino	Wellington Installer	Under Investigation	Open
8	2/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
9	2/10/10			Berkeley	Wellington Installer	Under Investigation	Open
10	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
11	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
12	2/10/10			NORTH FOLK	Wellington Installer	Under Investigation	Open
13	2/10/10			San Jose	Wellington Installer	Under Investigation	Open
14	2/10/10			San Ramon	Wellington Installer	Under Investigation	Open
15	2/11/10			Vallejo	Wellington Installer	Under Investigation	Open
16	2/12/10			Berkeley	Wellington Installer	Under Investigation	Open
17	2/12/10			San Ramon	Wellington Installer	Under Investigation	Open
18	2/16/10			Berkeley	Wellington Installer	Under Investigation	Open
19	2/16/10			Cupertino	Wellington Installer	Under Investigation	Open
20	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
21	2/17/10			Forestville	Customer Denies Access	Under Investigation	Open
22	2/17/10			Madera	Wellington Installer	Under Investigation	Open
23	2/17/10			San Jose	Wellington Installer	Under Investigation	Open
24	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
25	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
26	2/18/10			Madera	Wellington Installer	Under Investigation	Open
27	2/18/10			Mariposa	Wellington Installer	Under Investigation	Open
28	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
29	2/18/10			Somerset	Wellington Installer	Under Investigation	Open
30	2/19/10			American Canyon	Wellington Installer	Under Investigation	Open
31	2/22/10			Occidental	Customer Denies Access	Under Investigation	Open
32	2/22/10			Placerville	Wellington Installer	Under Investigation	Open
33	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
34	2/22/10			Pleasanton	Wellington Installer	Under Investigation	Open
35	2/22/10			Sebastopol	Customer Denies Access	Under Investigation	Open
36	2/22/10			Vallejo	Network Equipment Installation	Under Investigation	Open
37	2/23/10			Mariposa	Wellington Installer	Under Investigation	Open
38	2/23/10			San Pablo	Wellington Installer	Under Investigation	Open
39	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
40	2/24/10			Madera	Wellington Installer	Under Investigation	Open
41	2/24/10			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	Customer Denies Wellington Access	Resolved
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	Customer does not want a SmartMeter	Resolved
61	3/4/10			MOCCASIN	Customer Denies Access	Customer does not want a SmartMeter	Resolved
62	3/4/10			Placerville	Customer Denies Access	Customer Denies Wellington Access	Resolved
63	3/4/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
64	3/4/10			Tracy	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
65	3/5/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
66	3/5/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
67	3/7/10			Atwater	Customer Denies Access	Customer does not want a SmartMeter	Resolved
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	Customer Denies Wellington Access	Resolved
72	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
73	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
74	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
75	3/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
76	3/9/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
77	3/9/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
78	3/9/10			Richmond	Household items affected by SM installation	Under Investigation	Open
79	3/10/10			Albany	Wellington Installer	Under Investigation	Open
80	3/10/10			Angwin	Wellington Installer	Under Investigation	Open
81	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
82	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open

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83	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
84	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open
85	3/10/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
86	3/10/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Resolved
87	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
88	3/10/10			Pleasanton	Meter/Module	Customer does not want a SmartMeter	Resolved
89	3/10/10			San Jose	Customer Denies Access	Under Investigation	Open
90	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
91	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
92	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
93	3/10/10			Santa Rosa	Customer Denies Access	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			Sonoma	Customer Denies Access	Under Investigation	Open
97	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
98	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
99	3/12/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
100	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
101	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
102	3/12/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
103	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
104	3/12/10			Union City	Meter/Module	Under Investigation	Open
105	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
106	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
107	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
108	3/15/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
109	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
110	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
111	3/15/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
112	3/15/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
113	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
114	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
115	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
116	3/16/10			Tracy	Meter/Module	Under Investigation	Open
117	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
118	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
119	3/17/10			San Jose	Wellington Installer	Under Investigation	Open
120	3/17/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
121	3/17/10			Sunnyvale	Wellington Installer	Under Investigation	Open
122	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
123	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open

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124	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
125	3/18/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
126	3/18/10			San Jose	Customer Denies Access	Under Investigation	Open
127	3/18/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
128	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
129	3/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
130	3/19/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
131	3/19/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
132	3/19/10			Sanger	Other	Under Investigation	Open
133	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
134	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
135	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
136	3/20/10			Union City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
137	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
138	3/21/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Resolved
139	3/21/10			San Jose	Customer Denies Access	Under Investigation	Open
140	3/22/10			Antioch	Other	Other	Resolved
141	3/22/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Resolved
142	3/22/10			Saint Helena	Other	Under Investigation	Open
143	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
144	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
145	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
146	3/23/10			Hercules	Customer Denies Access	Customer does not want a SmartMeter	Resolved
147	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
148	3/24/10			Berkeley	Wellington Installer	Under Investigation	Open
149	3/24/10			Clayton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
150	3/24/10			Martinez	Customer Denies Access	Under Investigation	Open
151	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
152	3/24/10			Vallejo	Wellington Installer	Under Investigation	Open
153	3/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
154	3/25/10			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Resolved
155	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
156	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
157	3/25/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
158	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
159	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
160	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
161	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
162	3/26/10			Calistoga	Wellington Installer	Under Investigation	Open
163	3/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
164	3/27/10			San Jose	Network Equipment Installation	Under Investigation	Open

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165	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
166	3/27/10			San Pablo	Customer Denies Access	Under Investigation	Open
167	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
168	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
169	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
170	3/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
171	3/29/10			Martinez	Customer Denies Access	Under Investigation	Open
172	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
173	3/29/10			Tracy	Meter/Module	Under Investigation	Open
174	3/30/10			Cupertino	Wellington Installer	Under Investigation	Open
175	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
176	3/31/10			Fremont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
177	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
178	3/31/10			Marysville	Wellington Installer	Under Investigation	Open
179	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
180	4/1/10			Danville	Customer Denies Access	Under Investigation	Open
181	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
182	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
183	4/1/10			Lafayette	Scheduling Problems	PG&E missed apt.	Resolved
184	4/1/10			Richmond	Customer Denies Access	Under Investigation	Open
185	4/1/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
186	4/1/10			San Ramon	Customer Denies Access	Under Investigation	Open
187	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
188	4/2/10			Brentwood	Customer Denies Access	Under Investigation	Open
189	4/2/10			Danville	Customer Denies Access	Under Investigation	Open
190	4/2/10			Richmond	Customer Denies Access	Under Investigation	Open
191	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
192	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
193	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
194	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
195	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
196	4/5/10			Danville	Customer Denies Access	Under Investigation	Open
197	4/5/10			Fowler	Customer Denies Access	Customer does not want a SmartMeter	Resolved
198	4/5/10			Oakland	Household items affected by SM installation	Gas Appliance Not Working	Resolved
199	4/5/10			Pinole	Other	Under Investigation	Open
200	4/5/10			Redding	Wellington Installer	Under Investigation	Open
201	4/5/10			Richmond	Customer Denies Access	Under Investigation	Open
202	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
203	4/5/10			Vacaville	Other	Under Investigation	Open
204	4/6/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
205	4/6/10			Berkeley	Wellington Installer	Damaged private property	Resolved

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206	4/6/10			Hercules	Customer Denies Access	Under Investigation	Open
207	4/6/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
208	4/6/10			Richmond	Customer Denies Access	Under Investigation	Open
209	4/6/10			Tracy	Other	Under Investigation	Open
210	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
211	4/7/10			Berkeley	Customer Denies Access	Under Investigation	Open
212	4/7/10			Berkeley	Other	Under Investigation	Open
213	4/7/10			Concord	Meter/Module	Under Investigation	Open
214	4/7/10			El Sobrante	Customer Denies Access	Customer does not want a SmartMeter	Resolved
215	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
216	4/7/10			Graton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
217	4/7/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
218	4/7/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
219	4/7/10			Pinole	Power Interruption	Under Investigation	Open
220	4/7/10			Richmond	Customer Denies Access	Under Investigation	Open
221	4/7/10			Richmond	Other	Under Investigation	Open
222	4/7/10			Richmond	Scheduling Problems	Under Investigation	Open
223	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
224	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
225	4/7/10			San Ramon	Other	Under Investigation	Open
226	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
227	4/7/10			Sanger	Customer Denies Access	Customer does not want a SmartMeter	Resolved
228	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
229	4/8/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
230	4/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
231	4/8/10			Berkeley	Other	Under Investigation	Open
232	4/8/10			Pleasanton	Customer Denies Access	Under Investigation	Open
233	4/8/10			Richmond	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
234	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
235	4/8/10			Ukiah	Other	Under Investigation	Open
236	4/8/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
237	4/9/10			Alameda	Other	Under Investigation	Open
238	4/9/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
239	4/9/10			Reedley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
240	4/9/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
241	4/12/10			Alamo	Customer Denies Access	Under Investigation	Open
242	4/12/10			Berkeley	Customer Denies Access	Under Investigation	Open
243	4/12/10			El Cerrito	Other	Under Investigation	Open
244	4/12/10			San Pablo	Customer Denies Access	Under Investigation	Open
245	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
246	4/13/10			Berkeley	Customer Denies Access	Under Investigation	Open

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247	4/13/10			Occidental	Customer Denies Access	Customer does not want a SmartMeter	Resolved
248	4/13/10			Placerville	Customer Denies Access	Under Investigation	Open
249	4/13/10			San Ramon	Other	Under Investigation	Open
250	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
251	4/14/10			Berkeley	Customer Denies Access	Under Investigation	Open
252	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
253	4/14/10			Madera	Wellington Installer	Under Investigation	Open
254	4/14/10			Orinda	Other	Under Investigation	Open
255	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
256	4/14/10			Richmond	Customer Denies Access	Under Investigation	Open
257	4/14/10			San Jose	Other	Under Investigation	Open
258	4/14/10			Tracy	Power Interruption	Under Investigation	Open
259	4/14/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
260	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
261	4/15/10			Berkeley	Customer Denies Access	Under Investigation	Open
262	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
263	4/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
264	4/15/10			Berkeley	Other	Under Investigation	Open
265	4/15/10			Fremont	Customer Denies Access	Under Investigation	Open
266	4/15/10			Madera	Other	Under Investigation	Open
267	4/15/10			Pittsburg	Other	Under Investigation	Open
268	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
269	4/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
270	4/16/10			Healdsburg	Wellington Installer	Under Investigation	Open
271	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
272	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
273	4/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
274	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
275	4/19/10			El Sobrante	Customer Denies Access	Under Investigation	Open
276	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
277	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
278	4/19/10			Oakland	Customer Denies Access	Under Investigation	Open
279	4/19/10			Pinole	Customer Denies Access	Under Investigation	Open
280	4/19/10			Richmond	Household items affected by SM installation	Under Investigation	Open
281	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
282	4/19/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
283	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
284	4/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
285	4/20/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
286	4/20/10			Hercules	Other	Q on SM communication materials	Resolved
287	4/20/10			Oakland	Customer Denies Access	Under Investigation	Open

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288	4/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
289	4/20/10			Richmond	Customer Denies Access	Under Investigation	Open
290	4/20/10			San Pablo	Household items affected by SM installation	Under Investigation	Open
291	4/20/10			Walnut Creek	Other	Under Investigation	Open
292	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
293	4/21/10			Danville	Customer Denies Access	Under Investigation	Open
294	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
295	4/21/10			Livermore	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
296	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
297	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
298	4/22/10			Alamo	Other	Under Investigation	Open
299	4/22/10			Berkeley	Customer Denies Access	Customer Denies Wellington Access	Resolved
300	4/22/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
301	4/22/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
302	4/22/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
303	4/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
304	4/22/10			El Cerrito	Customer Denies Access	Under Investigation	Open
305	4/22/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
306	4/22/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
307	4/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
308	4/22/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
309	4/22/10			Vallejo	Other	Under Investigation	Open
310	4/23/10			Berkeley	Other	Under Investigation	Open
311	4/23/10			Berkeley	Other	Under Investigation	Open
312	4/23/10			Berkeley	Other	Under Investigation	Open
313	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
314	4/23/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
315	4/23/10			Madera	Wellington Installer	Under Investigation	Open
316	4/23/10			Oakland	Customer Denies Access	Under Investigation	Open
317	4/23/10			Pleasanton	Customer Denies Access	Under Investigation	Open
318	4/23/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
319	4/23/10			Richmond	Customer Denies Access	Under Investigation	Open
320	4/23/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
321	4/23/10			Selma	Wellington Installer	Under Investigation	Open
322	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
323	4/25/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
324	4/26/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
325	4/26/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
326	4/26/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
327	4/26/10			Clayton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
328	4/26/10			Clayton	Customer Denies Access	Customer does not want a SmartMeter	Resolved



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329	4/26/10			El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
330	4/26/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
331	4/26/10			Madera	Wellington Installer	Under Investigation	Open
332	4/26/10			Napa	Wellington Installer	Under Investigation	Open
333	4/26/10			Oakhurst	Customer Denies Access	Customer does not want a SmartMeter	Resolved
334	4/26/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
335	4/26/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
336	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
337	4/26/10			Orinda	Meter/Module	Under Investigation	Open
338	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
339	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
340	4/26/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
341	4/26/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
342	4/26/10			San Ramon	Wellington Installer	Under Investigation	Open
343	4/27/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
344	4/27/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
345	4/27/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
346	4/27/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
347	4/27/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
348	4/27/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
349	4/27/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
350	4/27/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
351	4/27/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
352	4/27/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
353	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
354	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
355	4/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
356	4/27/10			Orinda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
357	4/27/10			Pittsburg	Other	Under Investigation	Open
358	4/27/10			Pleasanton	Other	Under Investigation	Open
359	4/27/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
360	4/27/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
361	4/27/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
362	4/27/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
363	4/28/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
364	4/28/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
365	4/28/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
366	4/28/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
367	4/28/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
368	4/28/10			Alamo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
369	4/28/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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370	4/28/10			Hayward	SmartMeter Customer Communication	Under Investigation	Open
371	4/28/10			Lafayette	SmartMeter Customer Communication	Under Investigation	Open
372	4/28/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
373	4/28/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
374	4/28/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
375	4/28/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
376	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
377	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
378	4/28/10			Oakley	Other	Under Investigation	Open
379	4/28/10			Petaluma	Customer Denies Access	Under Investigation	Open
380	4/28/10			Pinole	Customer Denies Access	Under Investigation	Open
381	4/28/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
382	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
383	4/29/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
384	4/29/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
385	4/29/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
386	4/29/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
387	4/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
388	4/29/10			Livermore	Other	Under Investigation	Open
389	4/29/10			Madera	Wellington Installer	Under Investigation	Open
390	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
391	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
392	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
393	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
394	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
395	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
396	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
397	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
398	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
399	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
400	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
401	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
402	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
403	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
404	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
405	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
406	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
407	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
408	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
409	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
410	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open

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411	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
412	4/29/10			Oakland	Wellington Installer	Under Investigation	Open
413	4/29/10			Pinole	Household items affected by SM installation	Under Investigation	Open
414	4/29/10			San Pablo	Customer Denies Access	Under Investigation	Open
415	4/30/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
416	4/30/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
417	4/30/10			Berkeley	Other	Under Investigation	Open
418	4/30/10			Berkeley	Other	Under Investigation	Open
419	4/30/10			Concord	Other	Under Investigation	Open
420	4/30/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
421	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
422	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
423	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
424	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
425	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
426	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
427	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
428	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
429	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
430	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
431	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
432	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
433	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
434	4/30/10			Richmond	Customer Denies Access	Under Investigation	Open
435	4/30/10			Richmond	Other	Under Investigation	Open
436	4/30/10			Richmond	SmartMeter Customer Communication	Customer does not want a SmartMeter	Resolved
437	4/30/10			Richmond	Wellington Installer	Under Investigation	Open
438	4/30/10			San Jose	Customer Denies Access	Under Investigation	Open
439	4/30/10			San Jose	Household items affected by SM installation	Under Investigation	Open
440	4/30/10			San Pablo	Customer Denies Access	Under Investigation	Open
441	5/1/10			Los Gatos	Customer Denies Access	Under Investigation	Open
442	5/1/10			San Jose	Household items affected by SM installation	Under Investigation	Open
443	5/3/10			Forestville	Customer Denies Access	Under Investigation	Open
444	5/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
445	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
446	5/4/10			Concord	Customer Denies Access	Under Investigation	Open
447	5/4/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
448	5/4/10			Oakley	Other	Under Investigation	Open
449	5/4/10			S. San Francisco	Wellington Installer	Under Investigation	Open
450	5/4/10			San Jose	Customer Denies Access	Under Investigation	Open
451	5/4/10			San Ramon	Other	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
452	5/5/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
453	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
454	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
455	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
456	5/5/10			San Jose	Other	Under Investigation	Open
457	5/5/10			San Jose	Wellington Installer	Under Investigation	Open
458	5/5/10			Saratoga	Customer Denies Access	Under Investigation	Open
459	5/5/10			Vallejo	Other	Under Investigation	Open
460	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
461	5/6/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
462	5/6/10			San Jose	Customer Denies Access	Under Investigation	Open
463	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
464	5/7/10			Firebaugh	Power Interruption	Under Investigation	Open
465	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
466	5/7/10			Richmond	Other	Under Investigation	Open
467	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
468	5/7/10			San Jose	Meter/Module	Under Investigation	Open
469	5/7/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
470	5/8/10			Placerville	Wellington Installer	Under Investigation	Open
471	5/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
472	5/9/10			Oakland	Customer Denies Access	Under Investigation	Open
473	5/10/10			Livermore	Customer Denies Access	Under Investigation	Open
474	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
475	5/10/10			Milpitas	Wellington Installer	Under Investigation	Open
476	5/10/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
477	5/10/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
478	5/10/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
479	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
480	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
481	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
482	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open
483	5/10/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
484	5/10/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
485	5/10/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
486	5/10/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
487	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
488	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
489	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
490	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
491	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
492	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open

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493	5/10/10			San Jose	Other	Under Investigation	Open
494	5/10/10			Sebastopol	Other	Under Investigation	Open
495	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
496	5/10/10			Stockton	Wellington Installer	Under Investigation	Open
497	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
498	5/11/10			Alamo	SmartMeter Customer Communication	Under Investigation	Open
499	5/11/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
500	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
501	5/11/10			Chico	Wellington Installer	Under Investigation	Open
502	5/11/10			Concord	Household items affected by SM installation	Under Investigation	Open
503	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
504	5/11/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
505	5/11/10			Millbrae	Customer Denies Access	Customer does not want a SmartMeter	Resolved
506	5/11/10			Millpitas	Wellington Installer	Under Investigation	Open
507	5/11/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
508	5/11/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
509	5/11/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
510	5/11/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
511	5/11/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
512	5/11/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
513	5/11/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
514	5/11/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
515	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
516	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
517	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
518	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
519	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open
520	5/11/10			Richmond	Customer Denies Access	Under Investigation	Open
521	5/11/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
522	5/11/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
523	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
524	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
525	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
526	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
527	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
528	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
529	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
530	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
531	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
532	5/11/10			San Jose	Wellington Installer	Under Investigation	Open
533	5/11/10			San Leandro	SmartMeter Customer Communication	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
534	5/11/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
535	5/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
536	5/11/10			Tracy	Wellington Installer	Under Investigation	Open
537	5/11/10			Vallejo	Wellington Installer	Under Investigation	Open
538	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
539	5/12/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
540	5/12/10			El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
541	5/12/10			Fresno	Other	Under Investigation	Open
542	5/12/10			Livermore	Wellington Installer	Under Investigation	Open
543	5/12/10			Martinez	Household items affected by SM installation	Under Investigation	Open
544	5/12/10			Marysville	Household items affected by SM installation	Under Investigation	Open
545	5/12/10			Marysville	Wellington Installer	Under Investigation	Open
546	5/12/10			Milpitas	Customer Denies Access	Under Investigation	Open
547	5/12/10			Mountain View	Wellington Installer	Under Investigation	Open
548	5/12/10			Napa	Wellington Installer	Under Investigation	Open
549	5/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
550	5/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
551	5/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
552	5/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
553	5/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
554	5/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
555	5/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
556	5/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
557	5/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
558	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
559	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
560	5/12/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
561	5/12/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
562	5/12/10			Pinole	Customer Denies Access	Under Investigation	Open
563	5/12/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
564	5/12/10			Richmond	Other	Under Investigation	Open
565	5/12/10			Richmond	Wellington Installer	Under Investigation	Open
566	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
567	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
568	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
569	5/12/10			San Jose	Other	Under Investigation	Open
570	5/12/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
571	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
572	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
573	5/12/10			San Ramon	Wellington Installer	Under Investigation	Open
574	5/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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575	5/12/10			Sebastopol	Customer Denies Access	Under Investigation	Open
576	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open
577	5/12/10			Tracy	Wellington Installer	Under Investigation	Open
578	5/12/10			Yuba City	Customer Denies Access	Under Investigation	Open
579	5/13/10			Aptos	Customer Denies Access	Under Investigation	Open
580	5/13/10			Berkeley	Customer Denies Access	Under Investigation	Open
581	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
582	5/13/10			Dos Palos	Other	Under Investigation	Open
583	5/13/10			Los Banos	Customer Denies Access	Under Investigation	Open
584	5/13/10			Marysville	Wellington Installer	Under Investigation	Open
585	5/13/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
586	5/13/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
587	5/13/10			Oakland	Customer Denies Access	Under Investigation	Open
588	5/13/10			Piedmont	Customer Denies Access	Under Investigation	Open
589	5/13/10			Redding	Customer Denies Access	Under Investigation	Open
590	5/13/10			Redding	Wellington Installer	Under Investigation	Open
591	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
592	5/13/10			San Jose	Other	Other	Resolved
593	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
594	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
595	5/13/10			Tracy	Other	Under Investigation	Open
596	5/13/10			Yuba City	Customer Denies Access	Under Investigation	Open
597	5/13/10			Yuba City	Customer Denies Access	Under Investigation	Open
598	5/13/10			Yuba City	Other	Under Investigation	Open
599	5/14/10			Antioch	Meter/Module	Under Investigation	Open
600	5/14/10			Aptos	Customer Denies Access	Under Investigation	Open
601	5/14/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
602	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
603	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
604	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
605	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
606	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
607	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
608	5/14/10			Chico	Other	Under Investigation	Open
609	5/14/10			Clayton	Wellington Installer	Under Investigation	Open
610	5/14/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
611	5/14/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
612	5/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
613	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
614	5/14/10			Mountain View	Customer wants SmartMeter Removed	Under Investigation	Open
615	5/14/10			Oakland	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
616	5/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
617	5/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
618	5/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
619	5/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
620	5/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
621	5/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
622	5/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
623	5/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
624	5/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
625	5/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
626	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
627	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
628	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
629	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
630	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
631	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
632	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
633	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
634	5/14/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
635	5/14/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
636	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
637	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
638	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
639	5/14/10			Pleasanton	Wellington Installer	Under Investigation	Open
640	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
641	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
642	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
643	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
644	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
645	5/14/10			San Jose	Household items affected by SM installation	Under Investigation	Open
646	5/14/10			San Jose	Meter/Module	Under Investigation	Open
647	5/14/10			San Leandro	Customer Denies Access	Under Investigation	Open
648	5/14/10			San Leandro	Customer wants SmartMeter Removed	Under Investigation	Open
649	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
650	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
651	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
652	5/14/10			Tracy	Customer Denies Access	Under Investigation	Open
653	5/14/10			Tranquillity	Meter/Module	Under Investigation	Open
654	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
655	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
656	5/14/10			Yuba City	Customer wants SmartMeter Removed	Under Investigation	Open



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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
657	5/15/10			Alameda	Customer Denies Access	Under Investigation	Open
658	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
659	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
660	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
661	5/15/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
662	5/15/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
663	5/15/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
664	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
665	5/15/10			Marysville	Customer Denies Access	Under Investigation	Open
666	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
667	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
668	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
669	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
670	5/15/10			Oakland	Customer Denies Access	Under Investigation	Open
671	5/15/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
672	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
673	5/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
674	5/16/10			Marysville	SmartMeter Customer Communication	Under Investigation	Open
675	5/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
676	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
677	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
678	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
679	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
680	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
681	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
682	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
683	5/17/10			Alameda	Customer Denies Access	Under Investigation	Open
684	5/17/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
685	5/17/10			Alameda	Wellington Installer	Under Investigation	Open
686	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
687	5/17/10			Aptos	Customer Denies Access	Under Investigation	Open
688	5/17/10			Benicia	Wellington Installer	Under Investigation	Open
689	5/17/10			Berkeley	Customer Denies Access	Under Investigation	Open
690	5/17/10			Dos Palos	Wellington Installer	Under Investigation	Open
691	5/17/10			El Cerrito	Customer Denies Access	Under Investigation	Open
692	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
693	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
694	5/17/10			Los Gatos	Scheduling Problems	Under Investigation	Open
695	5/17/10			Marysville	Customer Denies Access	Under Investigation	Open
696	5/17/10			Marysville	Customer Denies Access	Under Investigation	Open
697	5/17/10			Oakland	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
698	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
699	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
700	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
701	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
702	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
703	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
704	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
705	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
706	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
707	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
708	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
709	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
710	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
711	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
712	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
713	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
714	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
715	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
716	5/17/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
717	5/17/10			S. San Francisco	Other	Under Investigation	Open
718	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
719	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
720	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
721	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
722	5/17/10			San Jose	Wellington Installer	Under Investigation	Open
723	5/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
724	5/17/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
725	5/17/10			Santa Rosa	Wellington Installer	Under Investigation	Open
726	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
727	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
728	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
729	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
730	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
731	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
732	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
733	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
734	5/17/10			Yuba City	Customer wants Smartmeter Removed	Under Investigation	Open
735	5/18/10			Chowchilla	Customer Denies Access	Under Investigation	Open
736	5/18/10			Dos Palos	Wellington Installer	Under Investigation	Open
737	5/18/10			Dublin	Wellington Installer	Under Investigation	Open
738	5/18/10			Forestville	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
739	5/18/10			Livermore	Customer Denies Access	Under Investigation	Open
740	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
741	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
742	5/18/10			Madera	Customer Denies Access	Under Investigation	Open
743	5/18/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
744	5/18/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
745	5/18/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
746	5/18/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
747	5/18/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
748	5/18/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
749	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
750	5/18/10			Oakland	Household items affected by SM installation	Under Investigation	Open
751	5/18/10			Paradise	Customer Denies Access	Under Investigation	Open
752	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
753	5/18/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
754	5/18/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
755	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
756	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
757	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
758	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
759	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
760	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
761	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
762	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
763	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
764	5/18/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
765	5/18/10			Tracy	Customer Denies Access	Under Investigation	Open
766	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
767	5/19/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
768	5/19/10			Brentwood	Customer wants Smartmeter Removed	Under Investigation	Open
769	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
770	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
771	5/19/10			Cupertino	Customer Denies Access	Under Investigation	Open
772	5/19/10			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Resolved
773	5/19/10			Durham	Customer Denies Access	Under Investigation	Open
774	5/19/10			Firebaugh	Household items affected by SM installation	Under Investigation	Open
775	5/19/10			Hayward	Customer Denies Access	Under Investigation	Open
776	5/19/10			Marysville	Customer Denies Access	Under Investigation	Open
777	5/19/10			Mill Valley	Customer Denies Access	Radio Frequency Concerns	Resolved
778	5/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
779	5/19/10			Oakland	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
780	5/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
781	5/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
782	5/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
783	5/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
784	5/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
785	5/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
786	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
787	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
788	5/19/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
789	5/19/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
790	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
791	5/19/10			San Francisco	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
792	5/19/10			San Jose	Customer Denies Access	Under Investigation	Open
793	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
794	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
795	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
796	5/19/10			Watsonville	Customer Denies Access	Under Investigation	Open
797	5/20/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
798	5/20/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
799	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
800	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
801	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
802	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
803	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
804	5/20/10			Fresno	Customer Denies Access	Under Investigation	Open
805	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
806	5/20/10			Hercules	Customer Denies Access	Customer does not want a SmartMeter	Resolved
807	5/20/10			Live Oak	Customer Denies Access	Under Investigation	Open
808	5/20/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
809	5/20/10			Los Altos	Meter/Module	Under Investigation	Open
810	5/20/10			Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
811	5/20/10			Madera	Customer Denies Access	Under Investigation	Open
812	5/20/10			Manteca	Customer Denies Access	Under Investigation	Open
813	5/20/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
814	5/20/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
815	5/20/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
816	5/20/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
817	5/20/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
818	5/20/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
819	5/20/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
820	5/20/10			Oakland	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
821	5/20/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
822	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
823	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
824	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
825	5/20/10			Oakley	Customer wants Smartmeter Removed	Under Investigation	Open
826	5/20/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
827	5/20/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
828	5/20/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
829	5/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
830	5/20/10			Richmond	Customer Denies Access	Under Investigation	Open
831	5/20/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
832	5/20/10			San Jose	Wellington Installer	Under Investigation	Open
833	5/20/10			Saratoga	Customer Denies Access	Under Investigation	Open
834	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
835	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
836	5/20/10			Tracy	Power Interruption	Under Investigation	Open
837	5/20/10			Yuba City	Customer Denies Access	Under Investigation	Open
838	5/20/10			Yuba City	Wellington Installer	Under Investigation	Open
839	5/21/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
840	5/21/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
841	5/21/10			Albany	Customer Denies Access	Customer does not want a SmartMeter	Resolved
842	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
843	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
844	5/21/10			Berkeley	Wellington Installer	Under Investigation	Open
845	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
846	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
847	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
848	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
849	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
850	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
851	5/21/10			Dublin	Customer wants Smartmeter Removed	Under Investigation	Open
852	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
853	5/21/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
854	5/21/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
855	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
856	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
857	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
858	5/21/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
859	5/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
860	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
861	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
862	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
863	5/21/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
864	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
865	5/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
866	5/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
867	5/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
868	5/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
869	5/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
870	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
871	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
872	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
873	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
874	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
875	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
876	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
877	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
878	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
879	5/21/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
880	5/21/10			Oroville	Customer Denies Access	Under Investigation	Open
881	5/21/10			Paradise	Customer Denies Access	Under Investigation	Open
882	5/21/10			Petaluma	Wellington Installer	Under Investigation	Open
883	5/21/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
884	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
885	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
886	5/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
887	5/21/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
888	5/21/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
889	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
890	5/22/10			Campbell	Customer Denies Access	Under Investigation	Open
891	5/22/10			Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Resolved
892	5/22/10			Chico	Customer Denies Access	Under Investigation	Open
893	5/22/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
894	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
895	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
896	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
897	5/22/10			Magalia	Customer Denies Access	Under Investigation	Open
898	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
899	5/22/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
900	5/22/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
901	5/22/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
902	5/22/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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903	5/22/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
904	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
905	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
906	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
907	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
908	5/22/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
909	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
910	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
911	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
912	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
913	5/23/10			Emeryville	Customer Denies Access	Under Investigation	Open
914	5/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
915	5/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
916	5/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
917	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
918	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
919	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
920	5/23/10			Paradise	Customer Denies Access	Under Investigation	Open
921	5/23/10			San Jose	Customer Denies Access	Under Investigation	Open
922	5/23/10			San Pablo	Customer Denies Access	Under Investigation	Open
923	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
924	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
925	5/24/10			Browns Valley	Customer Denies Access	Under Investigation	Open
926	5/24/10			Chico	Customer Denies Access	Under Investigation	Open
927	5/24/10			Concord	Household items affected by SM installation	Under Investigation	Open
928	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
929	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
930	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
931	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
932	5/24/10			Livermore	Household items affected by SM installation	Under Investigation	Open
933	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
934	5/24/10			Moraga	Customer Denies Access	Under Investigation	Open
935	5/24/10			Morgan Hill	Customer Denies Access	Under Investigation	Open
936	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
937	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
938	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
939	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
940	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
941	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
942	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
943	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open

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944	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
945	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
946	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
947	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
948	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
949	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
950	5/24/10			Petaluma	Customer Denies Access	Under Investigation	Open
951	5/24/10			Piedmont	Customer Denies Access	Under Investigation	Open
952	5/24/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
953	5/24/10			Pleasanton	Customer Denies Access	Under Investigation	Open
954	5/24/10			Richmond	Customer Denies Access	Other	Resolved
955	5/24/10			San Francisco	Customer Denies Access	Under Investigation	Open
956	5/24/10			San Jose	Customer Denies Access	Under Investigation	Open
957	5/24/10			San Jose	Wellington Installer	Under Investigation	Open
958	5/24/10			Yuba City	Customer Denies Access	Under Investigation	Open
959	5/24/10			Yuba City	Wellington Installer	Under Investigation	Open
960	5/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
961	5/25/10			Camino	Customer Denies Access	Under Investigation	Open
962	5/25/10			El Cerrito	Customer Denies Access	Radio Frequency Concerns	Resolved
963	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
964	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
965	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
966	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
967	5/25/10			Nevada City	Customer Denies Access	Under Investigation	Open
968	5/25/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
969	5/25/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
970	5/25/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
971	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
972	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
973	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
974	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
975	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
976	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
977	5/25/10			Paradise	Customer Denies Access	Under Investigation	Open
978	5/25/10			Petaluma	Customer Denies Access	Under Investigation	Open
979	5/25/10			Pollock Pines	Customer wants Smartmeter Removed	Under Investigation	Open
980	5/25/10			San Francisco	Customer Denies Access	Under Investigation	Open
981	5/25/10			San Francisco	Customer Denies Access	Under Investigation	Open
982	5/25/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
983	5/25/10			Vallejo	Customer Denies Access	Under Investigation	Open
984	5/25/10			Wheatland	Wellington Installer	Under Investigation	Open



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985	5/25/10			Windsor	Customer Denies Access	Under Investigation	Open
986	5/26/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
987	5/26/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
988	5/26/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
989	5/26/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
990	5/26/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
991	5/26/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
992	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
993	5/26/10			Oakland	Household items affected by SM installation	Under Investigation	Open
994	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
995	5/26/10			San Jose	Wellington Installer	Under Investigation	Open
996	5/26/10			San Pablo	Wellington Installer	Under Investigation	Open
997	5/26/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
998	5/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
999	5/27/10			Berkeley	Power Interruption	Under Investigation	Open
1000	5/27/10			Bolinas	Customer Denies Access	Under Investigation	Open
1001	5/27/10			Citrus Heights	Wellington Installer	Under Investigation	Open
1002	5/27/10			Cotati	Customer Denies Access	Under Investigation	Open
1003	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1004	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1005	5/27/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1006	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open
1007	5/27/10			Richmond	Customer Denies Access	Under Investigation	Open
1008	5/27/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1009	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1010	5/27/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1011	5/28/10			Danville	Customer Denies Access	Under Investigation	Open
1012	5/28/10			Lemoore	Meter/Module Equipment	Under Investigation	Open
1013	5/28/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1014	5/28/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1015	5/28/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1016	5/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1017	5/28/10			Port Costa	Customer Denies Access	Under Investigation	Open
1018	5/28/10			San Jose	Wellington Installer	Under Investigation	Open
1019	5/28/10			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
1020	5/29/10			Clayton	Customer wants Smartmeter Removed	Under Investigation	Open
1021	5/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
1022	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1023	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1024	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1025	5/29/10			Richmond	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1026	5/29/10			S. San Francisco	Customer Denies Access	Other	Resolved
1027	5/29/10			San Francisco	Customer Denies Access	Under Investigation	Open
1028	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
1029	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1030	5/31/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1031	5/31/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1032	5/31/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
1033	6/1/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1034	6/1/10			Concord	Meter/Module	Under Investigation	Open
1035	6/1/10			Livermore	Wellington Installer	Under Investigation	Open
1036	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1037	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1038	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1039	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1040	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1041	6/1/10			Oakland	Potential Wellington Claim	Under Investigation	Open
1042	6/1/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
1043	6/1/10			Wheatland	Power Interruption	Under Investigation	Open
1044	6/2/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
1045	6/2/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1046	6/2/10			Cupertino	Wellington Installer	Under Investigation	Open
1047	6/2/10			Los Gatos	Wellington Installer	Under Investigation	Open
1048	6/2/10			Oakland	Customer Denies Access	Under Investigation	Open
1049	6/2/10			Oakland	Customer wants Smartmeter Removed	Unhappy with SM Program	Open
1050	6/3/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1051	6/3/10			Concord	Wellington Installer	Under Investigation	Open
1052	6/3/10			Oakdale	Household items affected by SM installation	Under Investigation	Open
1053	6/3/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1054	6/3/10			San Jose	Power Interruption	Under Investigation	Open
1055	6/3/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
1056	6/4/10			Livermore	Potential Wellington Claim	Under Investigation	Open
1057	6/4/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
1058	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1059	6/5/10			Emeryville	Customer Denies Access	Under Investigation	Open
1060	6/5/10			Oakland	Customer Denies Access	Under Investigation	Open
1061	6/6/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1062	6/6/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1063	6/6/10			San Francisco	Customer Denies Access	Under Investigation	Open
1064	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
1065	6/7/10			Corte Madera	Customer Denies Access	Under Investigation	Open
1066	6/7/10			Hayward	Household items affected by SM installation	Under Investigation	Open

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1067	6/7/10			Inverness	Customer Denies Access	Under Investigation	Open
1068	6/7/10			Oakhurst	SmartMeter Customer Communication	Under Investigation	Open
1069	6/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1070	6/7/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1071	6/7/10			Placerville	Customer Denies Access	Under Investigation	Open
1072	6/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1073	6/7/10			Vallejo	Customer Denies Access	Under Investigation	Open
1074	6/8/10			Fresno	Power Interruption	Under Investigation	Open
1075	6/8/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
1076	6/8/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1077	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1078	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1079	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1080	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1081	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1082	6/8/10			Oakland	Wellington Installer	Under Investigation	Open
1083	6/8/10			Piedmont	Customer Denies Access	Under Investigation	Open
1084	6/8/10			Redwood City	Wellington Installer	Under Investigation	Open
1085	6/8/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
1086	6/8/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1087	6/8/10			Woodside	Customer Denies Access	Under Investigation	Open
1088	6/9/10			Alameda	Wellington Installer	Under Investigation	Open
1089	6/9/10			Concord	Customer Denies Access	Under Investigation	Open
1090	6/9/10			Cupertino	Wellington Installer	Under Investigation	Open
1091	6/9/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1092	6/9/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
1093	6/9/10			Monte Rio	Customer Denies Access	Under Investigation	Open
1094	6/9/10			Napa	Customer wants Smartmeter Removed	Under Investigation	Open
1095	6/9/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1096	6/9/10			Nevada City	Customer Denies Access	Under Investigation	Open
1097	6/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1098	6/9/10			S. San Francisco	Customer Denies Access	Under Investigation	Open
1099	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1100	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1101	6/9/10			San Jose	Wellington Installer	Under Investigation	Open
1102	6/9/10			Yuba City	Customer Denies Access	Under Investigation	Open
1103	6/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
1104	6/10/10			Monte Rio	Wellington Installer	Under Investigation	Open
1105	6/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1106	6/10/10			Oakland	Power Interruption	Under Investigation	Open
1107	6/10/10			Piedmont	Customer Denies Access	Under Investigation	Open

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1108	6/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1109	6/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1110	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
1111	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
1112	6/10/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
1113	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
1114	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
1115	6/11/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1116	6/11/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1117	6/11/10			San Jose	Wellington Installer	Under Investigation	Open
1118	6/11/10			San Pablo	SmartMeter Customer Communication	Under Investigation	Open
1119	6/11/10			San Rafael	Customer Denies Access	Under Investigation	Open
1120	6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
1121	6/11/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
1122	6/12/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1123	6/12/10			San Jose	Household items affected by SM installation	Other	Resolved
1124	6/12/10			Saratoga	Power Interruption	Under Investigation	Open
1125	6/13/10			San Ramon	Customer Denies Access	Under Investigation	Open
1126	6/14/10			Campbell	Wellington Installer	Other	Resolved
1127	6/14/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1128	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
1129	6/14/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1130	6/14/10			Merced	Household items affected by SM installation	Under Investigation	Open
1131	6/14/10			Milpitas	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1132	6/14/10			Milpitas	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1133	6/14/10			Penn Valley	Household items affected by SM installation	Under Investigation	Open
1134	6/14/10			San Francisco	Customer Denies Access	Under Investigation	Open
1135	6/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1136	6/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1137	6/14/10			San Jose	Wellington Installer	Under Investigation	Open
1138	6/14/10			Shingle Springs	SmartMeter Customer Communication	Under Investigation	Open
1139	6/14/10			Vallejo	Other	Under Investigation	Open
1140	6/15/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1141	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
1142	6/15/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1143	6/15/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1144	6/15/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1145	6/15/10			Gridley	Customer Denies Access	Under Investigation	Open
1146	6/15/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1147	6/15/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1148	6/15/10			Mountain View	Household items affected by SM installation	Other	Resolved

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SmartMeter™ Complaint Report  
SmartMeter™ Installation Complaint Report**

July 15, 2010 -- For the Period July 3, 2010 through July 9, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1149	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1150	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1151	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1152	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1153	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1154	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1155	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1156	6/15/10			Oakland	Power Interruption	Under Investigation	Open
1157	6/15/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1158	6/15/10			Petaluma	Customer Denies Access	Under Investigation	Open
1159	6/15/10			Pittsburg	Household items affected by SM installation	Under Investigation	Open
1160	6/15/10			Pleasant Hill	Customer Denies Access	Under Investigation	Open
1161	6/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1162	6/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1163	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1164	6/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1165	6/15/10			San Jose	Wellington Installer	Under Investigation	Open
1166	6/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1167	6/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1168	6/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
1169	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
1170	6/15/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
1171	6/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
1172	6/16/10			Dinuba	Customer Denies Access	Under Investigation	Open
1173	6/16/10			Elk Grove	SmartMeter Customer Communication	Under Investigation	Open
1174	6/16/10			Fairfax	Customer Denies Access	Under Investigation	Open
1175	6/16/10			Fairfax	Customer Denies Access	Under Investigation	Open
1176	6/16/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1177	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1178	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1179	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1180	6/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1181	6/16/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1182	6/16/10			Point Reyes	Network Equipment Installation	Under Investigation	Open
1183	6/16/10			Pollock Pines	SmartMeter Customer Communication	Under Investigation	Open
1184	6/16/10			Pollock Pines	Wellington Installer	Under Investigation	Open
1185	6/16/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1186	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1187	6/16/10			San Jose	Wellington Installer	Under Investigation	Open
1188	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
1189	6/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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 SmartMeter™ Complaint Report  
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July 15, 2010 -- For the Period July 3, 2010 through July 9, 2010

Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1190	6/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1191	6/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1192	6/16/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1193	6/17/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
1194	6/17/10			Chico	Customer Denies Access	Under Investigation	Open
1195	6/17/10			Clayton	Household items affected by SM installation	Under Investigation	Open
1196	6/17/10			Concord	Customer Denies Access	Under Investigation	Open
1197	6/17/10			Fairfax	Customer Denies Access	Under Investigation	Open
1198	6/17/10			Fairfax	Customer Denies Access	Under Investigation	Open
1199	6/17/10			Fairfax	Customer Denies Access	Under Investigation	Open
1200	6/17/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1201	6/17/10			Livermore	Meter/Module Equipment	Under Investigation	Open
1202	6/17/10			Moraga	Household items affected by SM installation	Under Investigation	Open
1203	6/17/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1204	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1205	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1206	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1207	6/17/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1208	6/17/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1209	6/17/10			Oakley	Customer Denies Access	Under Investigation	Open
1210	6/17/10			Penryn	Household items affected by SM installation	Under Investigation	Open
1211	6/17/10			Pleasanton	Customer Denies Access	Under Investigation	Open
1212	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
1213	6/17/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1214	6/17/10			San Francisco	Wellington Installer	Under Investigation	Open
1215	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1216	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1217	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1218	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1219	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1220	6/17/10			San Jose	Wellington Installer	Under Investigation	Open
1221	6/17/10			San Mateo	Wellington Installer	Under Investigation	Open
1222	6/17/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1223	6/17/10			Saratoga	Customer Denies Access	Under Investigation	Open
1224	6/17/10			Sausalito	Customer Denies Access	Under Investigation	Open
1225	6/17/10			Sonoma	Customer Denies Access	Under Investigation	Open
1226	6/17/10			Tracy	SmartMeter Customer Communication	Under Investigation	Open
1227	6/17/10			Windsor	Customer Denies Access	Under Investigation	Open
1228	6/17/10			Windsor	Customer Denies Access	Under Investigation	Open
1229	6/18/10			Albany	SmartMeter Customer Communication	Other	Resolved
1230	6/18/10			Chico	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1231	6/18/10			Cotati	Customer Denies Access	Under Investigation	Open
1232	6/18/10			Danville	SmartMeter Customer Communication	Under Investigation	Open
1233	6/18/10			Danville	Wellington Installer	Under Investigation	Open
1234	6/18/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1235	6/18/10			Forest Knolls	Customer Denies Access	Under Investigation	Open
1236	6/18/10			Forest Knolls	Customer Denies Access	Under Investigation	Open
1237	6/18/10			Forest Ranch	Customer Denies Access	Under Investigation	Open
1238	6/18/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1239	6/18/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1240	6/18/10			Milpitas	Household items affected by SM installation	Other	Resolved
1241	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1242	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1243	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1244	6/18/10			Oakland	Power Interruption	Under Investigation	Open
1245	6/18/10			Oroville	Customer Denies Access	Under Investigation	Open
1246	6/18/10			Petaluma	Customer Denies Access	Under Investigation	Open
1247	6/18/10			Richmond	Customer Denies Access	Under Investigation	Open
1248	6/18/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1249	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1250	6/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1251	6/18/10			San Jose	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1252	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1253	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1254	6/18/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1255	6/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1256	6/18/10			San Jose	Wellington Installer	Under Investigation	Open
1257	6/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1258	6/18/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1259	6/18/10			Saratoga	Customer Denies Access	Under Investigation	Open
1260	6/18/10			Sutter	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1261	6/18/10			Tracy	Wellington Installer	Under Investigation	Open
1262	6/18/10			Vallejo	Customer Denies Access	Under Investigation	Open
1263	6/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1264	6/19/10			Magalia	Customer Denies Access	Under Investigation	Open
1265	6/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1266	6/19/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1267	6/19/10			San Mateo	Customer Denies Access	Under Investigation	Open
1268	6/19/10			San Ramon	Customer Denies Access	Under Investigation	Open
1269	6/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1270	6/19/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
1271	6/20/10			Chico	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
1272	6/20/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1273	6/20/10			Martinez	Household items affected by SM installation	Under Investigation	Open
1274	6/20/10			Milpitas	Power Interruption	Under Investigation	Open
1275	6/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
1276	6/21/10			Berkeley	Customer Denies Access	Under Investigation	Open
1277	6/21/10			Campbell	SmartMeter Customer Communication	Other	Resolved
1278	6/21/10			Cazadero	Customer Denies Access	Under Investigation	Open
1279	6/21/10			Chico	Customer Denies Access	Under Investigation	Open
1280	6/21/10			Chico	Customer Denies Access	Under Investigation	Open
1281	6/21/10			Hayward	Customer wants Smartmeter Removed	Under Investigation	Open
1282	6/21/10			Lagunitas	Customer Denies Access	Under Investigation	Open
1283	6/21/10			Live Oak	Customer Denies Access	Under Investigation	Open
1284	6/21/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1285	6/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1286	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
1287	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1288	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1289	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1290	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1291	6/21/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1292	6/21/10			Petaluma	Customer Denies Access	Under Investigation	Open
1293	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1294	6/21/10			San Jose	Customer Denies Access	under investigation	Open
1295	6/21/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1296	6/21/10			San Jose	Power Interruption	Under Investigation	Open
1297	6/21/10			San Jose	Wellington Installer	Under Investigation	Open
1298	6/21/10			San Rafael	Customer Denies Access	Under Investigation	Open
1299	6/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1300	6/21/10			Saratoga	Household items affected by SM installation	Other	Resolved
1301	6/21/10			Sonoma	Customer Denies Access	Under Investigation	Open
1302	6/21/10			Yuba City	Customer Denies Access	Under Investigation	Open
1303	6/22/10			Alameda	Household items affected by SM installation	Under Investigation	Open
1304	6/22/10			Alleghany	Customer Denies Access	Under Investigation	Open
1305	6/22/10			Bolinas	Customer Denies Access	Under Investigation	Open
1306	6/22/10			Capitola	Customer Denies Access	Customer Denies Wellington Access	Resolved
1307	6/22/10			Corte Madera	Customer Denies Access	Under Investigation	Open
1308	6/22/10			Dublin	Customer Denies Access	Under Investigation	Open
1309	6/22/10			Fair Oaks	Network Equipment Installation	Under Investigation	Open
1310	6/22/10			Fairfax	Customer Denies Access	Under Investigation	Open
1311	6/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1312	6/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open



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Color Key	
Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1313	6/22/10			Hayward	Customer wants Smartmeter Removed	Under Investigation	Open
1314	6/22/10			Magalia	Customer Denies Access	Under Investigation	Open
1315	6/22/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1316	6/22/10			Monte Rio	Network Equipment Installation	Under Investigation	Open
1317	6/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1318	6/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1319	6/22/10			Oakland	Meter/Module	Under Investigation	Open
1320	6/22/10			Olivehurst	Household items affected by SM installation	Under Investigation	Open
1321	6/22/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1322	6/22/10			Redding	Network Equipment Installation	Under Investigation	Open
1323	6/22/10			San Francisco	Customer Denies Access	Under Investigation	Open
1324	6/22/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
1325	6/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1326	6/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1327	6/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1328	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1329	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1330	6/22/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Resolved
1331	6/22/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1332	6/22/10			San Jose	SmartMeter Customer Communication	Other	Resolved
1333	6/22/10			San Jose	Wellington Installer	Under Investigation	Open
1334	6/22/10			San Rafael	Customer Denies Access	Under Investigation	Open
1335	6/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1336	6/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1337	6/22/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1338	6/22/10			Sonoma	Customer Denies Access	Under Investigation	Open
1339	6/22/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
1340	6/22/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1341	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
1342	6/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1343	6/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1344	6/23/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1345	6/23/10			Magalia	Household items affected by SM installation	Under Investigation	Open
1346	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
1347	6/23/10			Nevada City	Customer Denies Access	Under Investigation	Open
1348	6/23/10			Oakland	Wellington Installer	Under Investigation	Open
1349	6/23/10			Oroville	Customer Denies Access	Under Investigation	Open
1350	6/23/10			Piedmont	Customer Denies Access	Under Investigation	Open
1351	6/23/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1352	6/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1353	6/23/10			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	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1355	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1356	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1357	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1358	6/23/10			San Jose	SmartMeter Customer Communication	Other	Resolved
1359	6/23/10			San Jose	Wellington Installer	Under Investigation	Open
1360	6/23/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1361	6/23/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1362	6/23/10			Saratoga	Customer Denies Access	Under Investigation	Open
1363	6/23/10			Shingle Springs	Wellington Installer	Under Investigation	Open
1364	6/23/10			Somerset	SmartMeter Customer Communication	Under Investigation	Open
1365	6/24/10			Antioch	Household items affected by SM installation	Under Investigation	Open
1366	6/24/10			Antioch	Household items affected by SM installation	Under Investigation	Open
1367	6/24/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1368	6/24/10			Bodega Bay	Wellington Installer	Under Investigation	Open
1369	6/24/10			Campbell	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1370	6/24/10			Campbell	Household items affected by SM installation	Unhappy with SM Program	Resolved
1371	6/24/10			Davis	Household items affected by SM installation	Other	Resolved
1372	6/24/10			Jackson	Customer wants Smartmeter Removed	Under Investigation	Open
1373	6/24/10			Kensington	Customer Denies Access	Under Investigation	Open
1374	6/24/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1375	6/24/10			Magalia	Customer Denies Access	Under Investigation	Open
1376	6/24/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1377	6/24/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1378	6/24/10			Milpitas	Household items affected by SM installation	Other	Resolved
1379	6/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1380	6/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1381	6/24/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1382	6/24/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1383	6/24/10			Rancho Cordova	Customer wants Smartmeter Removed	Under Investigation	Open
1384	6/24/10			Richmond	Customer Denies Access	Under Investigation	Open
1385	6/24/10			San Francisco	Customer Denies Access	Under Investigation	Open
1386	6/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1387	6/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1388	6/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1389	6/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1390	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1391	6/24/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1392	6/24/10			San Jose	Power Interruption	Partial Power Outage	Resolved
1393	6/24/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1394	6/24/10			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
1395	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
1396	6/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1397	6/24/10			Sonoma	Customer Denies Access	Under Investigation	Open
1398	6/24/10			Sonoma	Customer Denies Access	Under Investigation	Open
1399	6/24/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1400	6/24/10			Vallejo	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1401	6/25/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
1402	6/25/10			Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1403	6/25/10			Cameron Park	Customer wants Smartmeter Removed	Under Investigation	Open
1404	6/25/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1405	6/25/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1406	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
1407	6/25/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
1408	6/25/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1409	6/25/10			Larkspur	Customer wants Smartmeter Removed	Under Investigation	Open
1410	6/25/10			Nevada City	SmartMeter Customer Communication	Under Investigation	Open
1411	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1412	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1413	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1414	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1415	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1416	6/25/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1417	6/25/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1418	6/25/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1419	6/25/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1420	6/25/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1421	6/25/10			San Jose	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1422	6/25/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1423	6/25/10			San Mateo	Customer Denies Access	Under Investigation	Open
1424	6/25/10			San Pablo	Household items affected by SM installation	Under Investigation	Open
1425	6/25/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1426	6/25/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1427	6/25/10			Shingle Springs	Wellington Installer	Under Investigation	Open
1428	6/26/10			Sanger	Customer wants Smartmeter Removed	Under Investigation	Open
1429	6/27/10			Forest Knolls	Customer Denies Access	Under Investigation	Open
1430	6/27/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1431	6/27/10			Orinda	Power Interruption	Under Investigation	Open
1432	6/27/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1433	6/27/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
1434	6/28/10			Concord	Customer wants Smartmeter Removed	Under Investigation	Open
1435	6/28/10			Cotati	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1436	6/28/10			El Granada	Customer Denies Access	Under Investigation	Open
1437	6/28/10			Livermore	Customer Denies Access	Under Investigation	Open
1438	6/28/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1439	6/28/10			Los Gatos	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1440	6/28/10			Martinez	Customer Denies Access	Under Investigation	Open
1441	6/28/10			Monte Rio	Customer Denies Access	Under Investigation	Open
1442	6/28/10			Moraga	Household items affected by SM installation	Under Investigation	Open
1443	6/28/10			Napa	Customer Denies Access	Under Investigation	Open
1444	6/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1445	6/28/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1446	6/28/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
1447	6/28/10			Pleasanton	Customer wants Smartmeter Removed	Under Investigation	Open
1448	6/28/10			Plumas Lakes	Wellington Installer	Under Investigation	Open
1449	6/28/10			Richmond	Customer Denies Access	Under Investigation	Open
1450	6/28/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1451	6/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1452	6/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1453	6/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1454	6/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1455	6/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1456	6/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1457	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1458	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1459	6/28/10			San Rafael	Customer Denies Access	Under Investigation	Open
1460	6/28/10			San Rafael	SmartMeter Customer Communication	Customer does not want a SmartMeter	Resolved
1461	6/28/10			Santa Clara	Household items affected by SM installation	Under Investigation	Open
1462	6/28/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1463	6/28/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1464	6/28/10			Union City	Meter/Module	Under Investigation	Open
1465	6/28/10			Vacaville	Customer Denies Access	Under Investigation	Open
1466	6/28/10			Vacaville	Customer wants Smartmeter Removed	Under Investigation	Open
1467	6/28/10			Walnut Creek	Household items affected by SM installation	Other	Resolved
1468	6/28/10			Windsor	Customer Denies Access	Under Investigation	Open
1469	6/28/10			Yuba City	Household items affected by SM installation	Under Investigation	Open
1470	6/29/10			Alamo	Customer Denies Access	Under Investigation	Open
1471	6/29/10			Aptos	Customer Denies Access	Under Investigation	Open
1472	6/29/10			Benicia	Customer Denies Access	Under Investigation	Open
1473	6/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
1474	6/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
1475	6/29/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1476	6/29/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1477	6/29/10			Chico	Wellington Installer	Under Investigation	Open
1478	6/29/10			Corte Madera	SmartMeter Customer Communication	Under Investigation	Open
1479	6/29/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1480	6/29/10			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
1481	6/29/10			Hercules	Household items affected by SM installation	Under Investigation	Open
1482	6/29/10			Lemoore	Power Interruption	Other	Resolved
1483	6/29/10			Los Altos	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1484	6/29/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1485	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1486	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1487	6/29/10			Madera	Customer Denies Access	Under Investigation	Open
1488	6/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1489	6/29/10			Moraga	Customer Denies Access	Under Investigation	Open
1490	6/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1491	6/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1492	6/29/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1493	6/29/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1494	6/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1495	6/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1496	6/29/10			Pinole	SmartMeter Customer Communication	Under Investigation	Open
1497	6/29/10			Pleasant Hill	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1498	6/29/10			Plumas Lakes	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1499	6/29/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1500	6/29/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1501	6/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1502	6/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1503	6/29/10			San Jose	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1504	6/29/10			San Jose	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1505	6/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1506	6/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1507	6/29/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1508	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
1509	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
1510	6/29/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1511	6/29/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
1512	6/29/10			Tomales	SmartMeter Customer Communication	Under Investigation	Open
1513	6/29/10			Twain Harte	Customer Denies Access	Under Investigation	Open
1514	6/29/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
1515	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
1516	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
1517	6/30/10			Albany	Customer Denies Access	Under Investigation	Open

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1518	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
1519	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
1520	6/30/10			Albany	Household items affected by SM installation	Under Investigation	Open
1521	6/30/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1522	6/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
1523	6/30/10			Byron	Customer Denies Access	Under Investigation	Open
1524	6/30/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1525	6/30/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1526	6/30/10			Chico	Customer Denies Access	Meter/Module clearance issues	Resolved
1527	6/30/10			Chico	SmartMeter Customer Communication	Under Investigation	Open
1528	6/30/10			Dublin	Customer Denies Access	Under Investigation	Open
1529	6/30/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
1530	6/30/10			Fairfield	Customer Denies Access	Under Investigation	Open
1531	6/30/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1532	6/30/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1533	6/30/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1534	6/30/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1535	6/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1536	6/30/10			Merced	Customer Denies Access	Under Investigation	Open
1537	6/30/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1538	6/30/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1539	6/30/10			Mill Valley	Wellington Installer	Under Investigation	Open
1540	6/30/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1541	6/30/10			Oakland	Wellington Installer	Under Investigation	Open
1542	6/30/10			Oakland	Wellington Installer	Under Investigation	Open
1543	6/30/10			Placerville	Customer Denies Access	Under Investigation	Open
1544	6/30/10			Plumas Lakes	Customer Denies Access	Under Investigation	Open
1545	6/30/10			Rio Vista	Customer Denies Access	Under Investigation	Open
1546	6/30/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1547	6/30/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1548	6/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1549	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1550	6/30/10			San Jose	SmartMeter Customer Communication	Other	Resolved
1551	6/30/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1552	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
1553	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
1554	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
1555	6/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1556	6/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
1557	6/30/10			Sunnyvale	Customer Denies Access	Customer Denies Wellington Access	Resolved
1558	6/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1559	6/30/10			Tracy	Wellington Installer	Under Investigation	Open
1560	6/30/10			Vallejo	Customer Denies Access	Under Investigation	Open
1561	6/30/10			Yuba City	Customer Denies Access	Under Investigation	Open
1562	7/1/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1563	7/1/10			Aptos	Customer Denies Access	Under Investigation	Open
1564	7/1/10			Bakersfield	Household items affected by SM installation	Other	Resolved
1565	7/1/10			Berkeley	Customer Denies Access	Under Investigation	Open
1566	7/1/10			Felton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1567	7/1/10			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
1568	7/1/10			Kensington	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1569	7/1/10			Kensington	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1570	7/1/10			Modesto	Customer wants Smartmeter Removed	Under Investigation	Open
1571	7/1/10			Napa	Customer wants Smartmeter Removed	Under Investigation	Open
1572	7/1/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1573	7/1/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1574	7/1/10			Oakland	Power Interruption	Under Investigation	Open
1575	7/1/10			Oakland	Wellington Installer	Under Investigation	Open
1576	7/1/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
1577	7/1/10			Penngrove	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1578	7/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1579	7/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1580	7/1/10			San Jose	Customer Denies Access	Under Investigation	Open
1581	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1582	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1583	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1584	7/1/10			San Jose	Wellington Installer	Under Investigation	Open
1585	7/1/10			Santa Rosa	Customer Denies Access	Health Related Issues	Resolved
1586	7/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1587	7/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1588	7/1/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1589	7/1/10			Sonoma	Customer Denies Access	Under Investigation	Open
1590	7/1/10			Vallejo	Customer Denies Access	Under Investigation	Open
1591	7/1/10			Yuba City	Household items affected by SM installation	Under Investigation	Open
1592	7/2/10			Antioch	Household items affected by SM installation	Under Investigation	Open
1593	7/2/10			Auburn	Customer Denies Access	Under Investigation	Open
1594	7/2/10			Berkeley	Customer Denies Access	Under Investigation	Open
1595	7/2/10			Berkeley	Customer Denies Access	Under Investigation	Open
1596	7/2/10			Berkeley	Customer Denies Access	Under Investigation	Open
1597	7/2/10			Berkeley	Customer Denies Access	Under Investigation	Open
1598	7/2/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1599	7/2/10			Chico	Household items affected by SM installation	Damaged Other Household Appliances	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1600	7/2/10			El Sobrante	Customer Denies Access	Under Investigation	Open
1601	7/2/10			Foresthill	SmartMeter Customer Communication	Under Investigation	Open
1602	7/2/10			Fulton	Customer Denies Access	Under Investigation	Open
1603	7/2/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1604	7/2/10			Los Altos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1605	7/2/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1606	7/2/10			Milpitas	Customer Denies Access	Customer Denies Wellington Access	Resolved
1607	7/2/10			Napa	SmartMeter Customer Communication	Customer Denies Wellington Access	Resolved
1608	7/2/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1609	7/2/10			Oakland	Customer Denies Access	Under Investigation	Open
1610	7/2/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1611	7/2/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1612	7/2/10			Pacifica	Customer Denies Access	Under Investigation	Open
1613	7/2/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
1614	7/2/10			Pollock Pines	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Resolved
1615	7/2/10			Pollock Pines	SmartMeter Customer Communication	Under Investigation	Open
1616	7/2/10			Richmond	Household items affected by SM installation	Under Investigation	Open
1617	7/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1618	7/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1619	7/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1620	7/2/10			San Jose	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1621	7/2/10			San Jose	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1622	7/2/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1623	7/2/10			San Rafael	Customer Denies Access	Under Investigation	Open
1624	7/2/10			San Ramon	SmartMeter Customer Communication	Under Investigation	Open
1625	7/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1626	7/2/10			Union City	Wellington Installer	Under Investigation	Open
1627	7/3/10			Arvin	Customer Denies Access	Under Investigation	Open
1628	7/3/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
1629	7/3/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1630	7/3/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1631	7/3/10			Campbell	Customer Denies Access	Under Investigation	Open
1632	7/3/10			Concord	Customer Denies Access	Under Investigation	Open
1633	7/3/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1634	7/3/10			Murphys	Customer Denies Access	Under Investigation	Open
1635	7/3/10			Nevada City	Customer Denies Access	Under Investigation	Open
1636	7/3/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1637	7/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1638	7/3/10			Oakland	Customer Denies Access	Under Investigation	Open
1639	7/3/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1640	7/3/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved



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1641	7/3/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1642	7/3/10			Petaluma	Customer Denies Access	Under Investigation	Open
1643	7/3/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1644	7/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1645	7/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1646	7/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1647	7/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1648	7/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1649	7/3/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1650	7/3/10			San Jose	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Resolved
1651	7/3/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1652	7/3/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1653	7/3/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1654	7/3/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1655	7/3/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1656	7/3/10			San Rafael	Customer Denies Access	Under Investigation	Open
1657	7/3/10			San Rafael	Customer Denies Access	Under Investigation	Open
1658	7/3/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1659	7/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1660	7/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1661	7/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1662	7/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1663	7/3/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1664	7/3/10			Valiejo	Customer Denies Access	Under Investigation	Open
1665	7/3/10			Windsor	Customer Denies Access	Under Investigation	Open
1666	7/4/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1667	7/4/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1668	7/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1669	7/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
1670	7/5/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1671	7/5/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1672	7/5/10			Daly City	Power Interruption	Breaker keeps tripping	Resolved
1673	7/5/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1674	7/5/10			Los Altos	SmartMeter Customer Communication	Other	Resolved
1675	7/5/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1676	7/5/10			Menlo Park	Customer wants Smartmeter Removed	No reason provided	Resolved
1677	7/5/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1678	7/5/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1679	7/5/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1680	7/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1681	7/5/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1682	7/5/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1683	7/5/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1684	7/5/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1685	7/5/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1686	7/5/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1687	7/5/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1688	7/5/10			San Jose	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1689	7/5/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1690	7/5/10			San Jose	Household items affected by SM installation	Other	Resolved
1691	7/5/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1692	7/5/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1693	7/5/10			Santa Clara	Meter/Module Equipment	Under Investigation	Open
1694	7/5/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1695	7/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1696	7/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1697	7/5/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1698	7/5/10			Santa Rosa	Power Interruption	Partial Power Outage	Resolved
1699	7/5/10			Santa Rosa	Wellington Installer	Safety concern	Resolved
1700	7/5/10			Sunnyvale	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1701	7/6/10			Albany	Customer Denies Access	Under Investigation	Open
1702	7/6/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1703	7/6/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1704	7/6/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1705	7/6/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1706	7/6/10			Benicia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1707	7/6/10			Benicia	Customer Denies Access	Under Investigation	Open
1708	7/6/10			Berkeley	Customer Denies Access	Under Investigation	Open
1709	7/6/10			Berkeley	Wellington Installer	Under Investigation	Open
1710	7/6/10			Bodega	Customer Denies Access	Under Investigation	Open
1711	7/6/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1712	7/6/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1713	7/6/10			Browns Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1714	7/6/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1715	7/6/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1716	7/6/10			Cameron Park	Customer Denies Access	Under Investigation	Open
1717	7/6/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1718	7/6/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1719	7/6/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1720	7/6/10			Chico	Customer Denies Access	Under Investigation	Open
1721	7/6/10			Chico	SmartMeter Customer Communication	Under Investigation	Open
1722	7/6/10			Clovis	Household items affected by SM installation	Other	Resolved

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1723	7/6/10			Emeryville	Household items affected by SM installation	Under Investigation	Open
1724	7/6/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1725	7/6/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1726	7/6/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1727	7/6/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1728	7/6/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1729	7/6/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1730	7/6/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1731	7/6/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1732	7/6/10			Fresno	Household items affected by SM installation	Other	Resolved
1733	7/6/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1734	7/6/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1735	7/6/10			Larkspur	Customer Denies Access	Customer Denies Wellington Access	Resolved
1736	7/6/10			Lincoln	Meter/Module Equipment	Meter/module issues	Resolved
1737	7/6/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1738	7/6/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1739	7/6/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1740	7/6/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
1741	7/6/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1742	7/6/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1743	7/6/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1744	7/6/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1745	7/6/10			Mill Valley	Household items affected by SM installation	Damaged Television	Resolved
1746	7/6/10			Mill Valley	Household items affected by SM installation	Damaged Television	Resolved
1747	7/6/10			Milpitas	Customer Denies Access	Customer Denies Wellington Access	Resolved
1748	7/6/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1749	7/6/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1750	7/6/10			Milpitas	Customer Denies Access	Under Investigation	Open
1751	7/6/10			Milpitas	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1752	7/6/10			Murphys	Customer wants Smartmeter Removed	Under Investigation	Open
1753	7/6/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1754	7/6/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1755	7/6/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1756	7/6/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1757	7/6/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1758	7/6/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1759	7/6/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1760	7/6/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1761	7/6/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1762	7/6/10			Novato	Customer Denies Access	Under Investigation	Open
1763	7/6/10			Novato	Customer Denies Access	Under Investigation	Open

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1764	7/6/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1765	7/6/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1766	7/6/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1767	7/6/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1768	7/6/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1769	7/6/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1770	7/6/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1771	7/6/10			Occidental	Customer Denies Access	Under Investigation	Open
1772	7/6/10			Occidental	Customer Denies Access	Under Investigation	Open
1773	7/6/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1774	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
1775	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
1776	7/6/10			Pacifica	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1777	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
1778	7/6/10			Penngrove	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1779	7/6/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1780	7/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
1781	7/6/10			Placerville	Wellington Installer	Under Investigation	Open
1782	7/6/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1783	7/6/10			Pollock Pines	Customer wants Smartmeter Removed	Under Investigation	Open
1784	7/6/10			Richmond	Household items affected by SM installation	Under Investigation	Open
1785	7/6/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1786	7/6/10			San Bruno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1787	7/6/10			San Francisco	Customer Denies Access	Under Investigation	Open
1788	7/6/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1789	7/6/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1790	7/6/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1791	7/6/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1792	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1793	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1794	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1795	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1796	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1797	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1798	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1799	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1800	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1801	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1802	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1803	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1804	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1805	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1806	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1807	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1808	7/6/10			San Jose	Customer Denies Access	Under Investigation	Open
1809	7/6/10			San Jose	Customer Denies Access	Under Investigation	Open
1810	7/6/10			San Jose	Customer Denies Access	Under Investigation	Open
1811	7/6/10			San Jose	Customer Denies Access	Under Investigation	Open
1812	7/6/10			San Jose	Customer Denies Access	Under Investigation	Open
1813	7/6/10			San Jose	Customer Denies Access	Under Investigation	Open
1814	7/6/10			San Jose	Customer Denies Access	Under Investigation	Open
1815	7/6/10			San Jose	Customer Denies Access	Under Investigation	Open
1816	7/6/10			San Jose	Customer Denies Access	Under Investigation	Open
1817	7/6/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Resolved
1818	7/6/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1819	7/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1820	7/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1821	7/6/10			San Jose	Scheduling Problems	Other	Resolved
1822	7/6/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1823	7/6/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1824	7/6/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1825	7/6/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1826	7/6/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1827	7/6/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1828	7/6/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1829	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1830	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1831	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1832	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1833	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1834	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1835	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1836	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1837	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1838	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1839	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1840	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1841	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1842	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1843	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1844	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1845	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open

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1846	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1847	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1848	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1849	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1850	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1851	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1852	7/6/10			San Rafael	SmartMeter Customer Communication	Other	Resolved
1853	7/6/10			San Ramon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1854	7/6/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1855	7/6/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1856	7/6/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1857	7/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1858	7/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1859	7/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1860	7/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1861	7/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1862	7/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1863	7/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1864	7/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1865	7/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1866	7/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1867	7/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1868	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1869	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1870	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1871	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1872	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1873	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1874	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1875	7/6/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1876	7/6/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1877	7/6/10			Sausalito	Customer Denies Access	Under Investigation	Open
1878	7/6/10			Sausalito	Customer Denies Access	Under Investigation	Open
1879	7/6/10			Sausalito	Customer Denies Access	Under Investigation	Open
1880	7/6/10			Scotts Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1881	7/6/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1882	7/6/10			Sierra City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1883	7/6/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1884	7/6/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1885	7/6/10			Sonoma	Customer Denies Access	Under Investigation	Open
1886	7/6/10			Sonoma	Customer Denies Access	Under Investigation	Open

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1887	7/6/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1888	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
1889	7/6/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1890	7/6/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1891	7/6/10			Tiburon	Customer Denies Access	Under Investigation	Open
1892	7/6/10			Tomales	Customer Denies Access	Under Investigation	Open
1893	7/6/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1894	7/6/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1895	7/6/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1896	7/6/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1897	7/6/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1898	7/6/10			Watsonville	Customer Denies Access	Under Investigation	Open
1899	7/6/10			Windsor	Customer Denies Access	Customer Denies Wellington Access	Resolved
1900	7/6/10			Windsor	Customer Denies Access	Under Investigation	Open
1901	7/6/10			Windsor	Customer Denies Access	Under Investigation	Open
1902	7/7/10			Bangor	Customer Denies Access	Under Investigation	Open
1903	7/7/10			Bass Lake	Customer Denies Access	Under Investigation	Open
1904	7/7/10			Belvedere	Customer Denies Access	Customer Denies Wellington Access	Resolved
1905	7/7/10			Belvedere	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1906	7/7/10			Ben Lomond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1907	7/7/10			Benicia	Customer Denies Access	Customer Denies Wellington Access	Resolved
1908	7/7/10			Benicia	Customer Denies Access	Customer Denies Wellington Access	Resolved
1909	7/7/10			Benicia	Customer Denies Access	Customer Denies Wellington Access	Resolved
1910	7/7/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1911	7/7/10			Cameron Park	Customer Denies Access	Under Investigation	Open
1912	7/7/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1913	7/7/10			Citrus Heights	SmartMeter Customer Communication	Under Investigation	Open
1914	7/7/10			Cloverdale	Customer Denies Access	Customer Denies Wellington Access	Resolved
1915	7/7/10			Emeryville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1916	7/7/10			Felton	Customer Denies Access	Under Investigation	Open
1917	7/7/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1918	7/7/10			Fremont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1919	7/7/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1920	7/7/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1921	7/7/10			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1922	7/7/10			La Selva Beach	Customer Denies Access	Customer Denies Wellington Access	Resolved
1923	7/7/10			Larkspur	Customer Denies Access	Customer Denies Wellington Access	Resolved
1924	7/7/10			Larkspur	Customer Denies Access	Customer Denies Wellington Access	Resolved
1925	7/7/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1926	7/7/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1927	7/7/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1928	7/7/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1929	7/7/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1930	7/7/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1931	7/7/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1932	7/7/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1933	7/7/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1934	7/7/10			Milpitas	Customer Denies Access	Under Investigation	Open
1935	7/7/10			Monte Sereno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1936	7/7/10			Morgan Hill	Customer Denies Access	Under Investigation	Open
1937	7/7/10			Mount Hermon	Customer Denies Access	Under Investigation	Open
1938	7/7/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1939	7/7/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1940	7/7/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1941	7/7/10			Novato	Customer Denies Access	Under Investigation	Open
1942	7/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1943	7/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1944	7/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1945	7/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1946	7/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1947	7/7/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1948	7/7/10			Richmond	Household items affected by SM installation	Under Investigation	Open
1949	7/7/10			Ripon	Customer wants Smartmeter Removed	Under Investigation	Open
1950	7/7/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1951	7/7/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1952	7/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1953	7/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1954	7/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1955	7/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1956	7/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1957	7/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1958	7/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1959	7/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1960	7/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1961	7/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1962	7/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1963	7/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1964	7/7/10			San Jose	Customer Denies Access	Under Investigation	Open
1965	7/7/10			San Jose	Customer Denies Access	Under Investigation	Open
1966	7/7/10			San Jose	Customer Denies Access	Under Investigation	Open
1967	7/7/10			San Jose	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1968	7/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open



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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1969	7/7/10			San Jose	Wellington Installer	Under Investigation	Open
1970	7/7/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1971	7/7/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1972	7/7/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1973	7/7/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1974	7/7/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1975	7/7/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1976	7/7/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1977	7/7/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1978	7/7/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1979	7/7/10			San Rafael	Customer Denies Access	Under Investigation	Open
1980	7/7/10			San Rafael	Customer Denies Access	Under Investigation	Open
1981	7/7/10			San Rafael	Customer Denies Access	Under Investigation	Open
1982	7/7/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1983	7/7/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1984	7/7/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1985	7/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1986	7/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1987	7/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1988	7/7/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1989	7/7/10			Sausalito	Customer Denies Access	Customer Denies Wellington Access	Resolved
1990	7/7/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1991	7/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
1992	7/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
1993	7/7/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
1994	7/7/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1995	7/7/10			Walnut Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1996	7/7/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1997	7/7/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1998	7/7/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1999	7/7/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2000	7/7/10			Windsor	Customer Denies Access	Under Investigation	Open
2001	7/8/10			American Canyon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2002	7/8/10			American Canyon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2003	7/8/10			Atwater	Household items affected by SM installation	Other	Resolved
2004	7/8/10			Belvedere	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2005	7/8/10			Ben Lomond	Customer Denies Access	Customer Denies Wellington Access	Resolved
2006	7/8/10			Ben Lomond	Customer Denies Access	Customer Denies Wellington Access	Resolved
2007	7/8/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
2008	7/8/10			Benicia	Customer Denies Access	Customer Denies Wellington Access	Resolved
2009	7/8/10			Benicia	Customer Denies Access	Customer Denies Wellington Access	Resolved

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2010	7/8/10			Benicia	Customer Denies Access	Under Investigation	Open
2011	7/8/10			Benicia	Customer Denies Access	Under Investigation	Open
2012	7/8/10			Boulder Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
2013	7/8/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
2014	7/8/10			Capitola	Customer Denies Access	Under Investigation	Open
2015	7/8/10			Capitola	Customer Denies Access	Under Investigation	Open
2016	7/8/10			Chico	Customer Denies Access	Under Investigation	Open
2017	7/8/10			Chico	Customer Denies Access	Under Investigation	Open
2018	7/8/10			Chico	Customer Denies Access	Under Investigation	Open
2019	7/8/10			Concord	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2020	7/8/10			Concord	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2021	7/8/10			Corte Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
2022	7/8/10			Cotati	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2023	7/8/10			Cupertino	Customer Denies Access	Customer Denies Wellington Access	Resolved
2024	7/8/10			Dillon Beach	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2025	7/8/10			Felton	Customer Denies Access	Under Investigation	Open
2026	7/8/10			Lafayette	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
2027	7/8/10			Larkspur	Customer Denies Access	Under Investigation	Open
2028	7/8/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
2029	7/8/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2030	7/8/10			Marysville	Wellington Installer	Under Investigation	Open
2031	7/8/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2032	7/8/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2033	7/8/10			Monterey	Customer Denies Access	Under Investigation	Open
2034	7/8/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
2035	7/8/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
2036	7/8/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
2037	7/8/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
2038	7/8/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
2039	7/8/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
2040	7/8/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
2041	7/8/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
2042	7/8/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
2043	7/8/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
2044	7/8/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2045	7/8/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2046	7/8/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2047	7/8/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2048	7/8/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2049	7/8/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2050	7/8/10			Napa	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
2051	7/8/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2052	7/8/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
2053	7/8/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
2054	7/8/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
2055	7/8/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
2056	7/8/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2057	7/8/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2058	7/8/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
2059	7/8/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
2060	7/8/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
2061	7/8/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
2062	7/8/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2063	7/8/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2064	7/8/10			Oakland	Customer Denies Access	Under Investigation	Open
2065	7/8/10			Oakland	Customer Denies Access	Under Investigation	Open
2066	7/8/10			Oakland	Customer Denies Access	Under Investigation	Open
2067	7/8/10			Oakland	Scheduling Problems	Other	Resolved
2068	7/8/10			Oakland	Wellington Installer	Under Investigation	Open
2069	7/8/10			Oroville	Household items affected by SM installation	Under Investigation	Open
2070	7/8/10			Oroville	SmartMeter Customer Communication	Under Investigation	Open
2071	7/8/10			Paradise	Customer Denies Access	Under Investigation	Open
2072	7/8/10			Pinole	Power Interruption	Under Investigation	Open
2073	7/8/10			Placerville	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
2074	7/8/10			Placerville	Household items affected by SM installation	Under Investigation	Open
2075	7/8/10			Rohnert Park	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
2076	7/8/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2077	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
2078	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
2079	7/8/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2080	7/8/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2081	7/8/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2082	7/8/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2083	7/8/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2084	7/8/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2085	7/8/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2086	7/8/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2087	7/8/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2088	7/8/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2089	7/8/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2090	7/8/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2091	7/8/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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2092	7/8/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2093	7/8/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2094	7/8/10			San Jose	Customer Denies Access	Under Investigation	Open
2095	7/8/10			San Jose	Customer Denies Access	Under Investigation	Open
2096	7/8/10			San Jose	Customer Denies Access	Under Investigation	Open
2097	7/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
2098	7/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
2099	7/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
2100	7/8/10			San Jose	Wellington Installer	Under Investigation	Open
2101	7/8/10			San Leandro	Customer Denies Access	Under Investigation	Open
2102	7/8/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
2103	7/8/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
2104	7/8/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
2105	7/8/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
2106	7/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2107	7/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2108	7/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2109	7/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2110	7/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2111	7/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2112	7/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
2113	7/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
2114	7/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
2115	7/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
2116	7/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
2117	7/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
2118	7/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
2119	7/8/10			San Ramon	Customer Denies Access	Customer Denies Wellington Access	Resolved
2120	7/8/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2121	7/8/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2122	7/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
2123	7/8/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
2124	7/8/10			Sausalito	Customer Denies Access	Customer Denies Wellington Access	Resolved
2125	7/8/10			Sausalito	Customer Denies Access	Customer Denies Wellington Access	Resolved
2126	7/8/10			Scotts Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
2127	7/8/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2128	7/8/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
2129	7/8/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
2130	7/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
2131	7/8/10			Stinson Beach	Customer Denies Access	Under Investigation	Open
2132	7/8/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved

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2133	7/8/10			Tiburon	Customer Denies Access	Under Investigation	Open
2134	7/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
2135	7/8/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2136	7/8/10			Watsonville	Customer Denies Access	Under Investigation	Open
2137	7/8/10			Watsonville	Customer Denies Access	Under Investigation	Open
2138	7/8/10			Willows	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2139	7/8/10			Windsor	Customer Denies Access	Customer Denies Wellington Access	Resolved
2140	7/9/10			American Canyon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2141	7/9/10			Auburn	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2142	7/9/10			Benicia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2143	7/9/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
2144	7/9/10			Camino	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
2145	7/9/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
2146	7/9/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2147	7/9/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Resolved
2148	7/9/10			Danville	Customer Denies Access	Customer Denies Wellington Access	Resolved
2149	7/9/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2150	7/9/10			Fairfax	Customer Denies Access	Under Investigation	Open
2151	7/9/10			Fairfax	Customer Denies Access	Under Investigation	Open
2152	7/9/10			Felton	Customer Denies Access	Customer Denies Wellington Access	Resolved
2153	7/9/10			Felton	Customer Denies Access	Under Investigation	Open
2154	7/9/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2155	7/9/10			Guerneville	Customer Denies Access	Under Investigation	Open
2156	7/9/10			Hayward	Household items affected by SM installation	Other	Resolved
2157	7/9/10			Healdsburg	Customer Denies Access	Under Investigation	Open
2158	7/9/10			Larkspur	Customer Denies Access	Customer Denies Wellington Access	Resolved
2159	7/9/10			Larkspur	Customer Denies Access	Under Investigation	Open
2160	7/9/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
2161	7/9/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2162	7/9/10			Los Gatos	Customer Denies Access	Under Investigation	Open
2163	7/9/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2164	7/9/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2165	7/9/10			Nevada City	Customer Denies Access	Under Investigation	Open
2166	7/9/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
2167	7/9/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
2168	7/9/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
2169	7/9/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2170	7/9/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2171	7/9/10			Novato	Customer Denies Access	Under Investigation	Open
2172	7/9/10			Novato	Customer Denies Access	Under Investigation	Open
2173	7/9/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved

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2174	7/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2175	7/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2176	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
2177	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
2178	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
2179	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
2180	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
2181	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
2182	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
2183	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
2184	7/9/10			Oakland	Household items affected by SM installation	Under Investigation	Open
2185	7/9/10			Paradise	Customer Denies Access	Customer Denies Wellington Access	Resolved
2186	7/9/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2187	7/9/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2188	7/9/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Resolved
2189	7/9/10			Redwood City	Household items affected by SM installation	Under Investigation	Open
2190	7/9/10			Ross	Customer Denies Access	Under Investigation	Open
2191	7/9/10			San Francisco	Customer Denies Access	Under Investigation	Open
2192	7/9/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2193	7/9/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2194	7/9/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2195	7/9/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2196	7/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2197	7/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2198	7/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2199	7/9/10			San Jose	Customer Denies Access	Under Investigation	Open
2200	7/9/10			San Jose	Customer Denies Access	Under Investigation	Open
2201	7/9/10			San Jose	Customer Denies Access	Under Investigation	Open
2202	7/9/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
2203	7/9/10			San Jose	Household items affected by SM installation	Other	Resolved
2204	7/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
2205	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
2206	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
2207	7/9/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
2208	7/9/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
2209	7/9/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
2210	7/9/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2211	7/9/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2212	7/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
2213	7/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
2214	7/9/10			San Rafael	Customer Denies Access	Under Investigation	Open

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2215	7/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
2216	7/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
2217	7/9/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2218	7/9/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
2219	7/9/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2220	7/9/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2221	7/9/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2222	7/9/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2223	7/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
2224	7/9/10			Santa Rosa	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
2225	7/9/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
2226	7/9/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
2227	7/9/10			Saratoga	Wellington Installer	Under Investigation	Open
2228	7/9/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2229	7/9/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
2230	7/9/10			Selma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2231	7/9/10			Sonoma	Customer Denies Access	Under Investigation	Open
2232	7/9/10			Sonora	Customer Denies Access	Under Investigation	Open
2233	7/9/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
2234	7/9/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2235	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
2236	7/9/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
2237	7/9/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2238	7/9/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2239	7/9/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2240	7/9/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
2241	7/9/10			Woodacre	Customer Denies Access	Customer Denies Wellington Access	Resolved

1,626 Open Complaints on Last Report  
 391 Open Complaints Resolved Since the Last Report  
 615 New Complaints Since the Last Report  
 393 New Complaints Resolved Since the Last Report  
 222 New Complaints Open

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

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

July 15, 2010 -- For the Period July 3, 2010 through July 9, 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	Customer does not want a SmartMeter	Resolved
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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Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 SmartMeter™ Installation Complaint Report

July 15, 2010 -- For the Period July 3, 2010 through July 9, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
42	2/24/10			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	Customer Denies Wellington Access	Resolved
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	Customer does not want a SmartMeter	Resolved
61	3/4/10			MOCCASIN	Customer Denies Access	Customer does not want a SmartMeter	Resolved
62	3/4/10			Placerville	Customer Denies Access	Customer Denies Wellington Access	Resolved
63	3/4/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
64	3/4/10			Tracy	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
65	3/5/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
66	3/5/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
67	3/7/10			Atwater	Customer Denies Access	Customer does not want a SmartMeter	Resolved
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	Customer Denies Wellington Access	Resolved
72	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
73	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
74	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
75	3/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
76	3/9/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
77	3/9/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
78	3/9/10			Richmond	Household items affected by SM installation	Under Investigation	Open
79	3/10/10			Albany	Wellington Installer	Under Investigation	Open
80	3/10/10			Angwin	Wellington Installer	Under Investigation	Open
81	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
82	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open

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

July 15, 2010 -- For the Period July 3, 2010 through July 9, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
83	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
84	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open
85	3/10/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
86	3/10/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Resolved
87	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
88	3/10/10			Pleasanton	Meter/Module	Customer does not want a SmartMeter	Resolved
89	3/10/10			San Jose	Customer Denies Access	Under Investigation	Open
90	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
91	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
92	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
93	3/10/10			Santa Rosa	Customer Denies Access	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			Sonoma	Customer Denies Access	Under Investigation	Open
97	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
98	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
99	3/12/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
100	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
101	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
102	3/12/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
103	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
104	3/12/10			Union City	Meter/Module	Under Investigation	Open
105	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
106	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
107	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
108	3/15/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
109	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
110	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
111	3/15/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
112	3/15/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
113	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
114	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
115	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
116	3/16/10			Tracy	Meter/Module	Under Investigation	Open
117	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
118	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
119	3/17/10			San Jose	Wellington Installer	Under Investigation	Open
120	3/17/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
121	3/17/10			Sunnyvale	Wellington Installer	Under Investigation	Open
122	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
123	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open

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

July 15, 2010 -- For the Period July 3, 2010 through July 9, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
124	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
125	3/18/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
126	3/18/10			San Jose	Customer Denies Access	Under Investigation	Open
127	3/18/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
128	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
129	3/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
130	3/19/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
131	3/19/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
132	3/19/10			Sanger	Other	Under Investigation	Open
133	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
134	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
135	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
136	3/20/10			Union City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
137	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
138	3/21/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Resolved
139	3/21/10			San Jose	Customer Denies Access	Under Investigation	Open
140	3/22/10			Antioch	Other	Other	Resolved
141	3/22/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Resolved
142	3/22/10			Saint Helena	Other	Under Investigation	Open
143	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
144	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
145	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
146	3/23/10			Hercules	Customer Denies Access	Customer does not want a SmartMeter	Resolved
147	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
148	3/24/10			Berkeley	Wellington Installer	Under Investigation	Open
149	3/24/10			Clayton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
150	3/24/10			Martinez	Customer Denies Access	Under Investigation	Open
151	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
152	3/24/10			Vallejo	Wellington Installer	Under Investigation	Open
153	3/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
154	3/25/10			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Resolved
155	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
156	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
157	3/25/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
158	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
159	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
160	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
161	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
162	3/26/10			Calistoga	Wellington Installer	Under Investigation	Open
163	3/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
164	3/27/10			San Jose	Network Equipment Installation	Under Investigation	Open

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

July 15, 2010 -- For the Period July 3, 2010 through July 9, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
165	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
166	3/27/10			San Pablo	Customer Denies Access	Under Investigation	Open
167	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
168	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
169	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
170	3/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
171	3/29/10			Martinez	Customer Denies Access	Under Investigation	Open
172	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
173	3/29/10			Tracy	Meter/Module	Under Investigation	Open
174	3/30/10			Cupertino	Wellington Installer	Under Investigation	Open
175	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
176	3/31/10			Fremont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
177	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
178	3/31/10			Marysville	Wellington Installer	Under Investigation	Open
179	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
180	4/1/10			Danville	Customer Denies Access	Under Investigation	Open
181	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
182	4/1/10			Hercules	Customer Denies Access	Under Investigation	Open
183	4/1/10			Lafayette	Scheduling Problems	PG&E missed apt.	Resolved
184	4/1/10			Richmond	Customer Denies Access	Under Investigation	Open
185	4/1/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
186	4/1/10			San Ramon	Customer Denies Access	Under Investigation	Open
187	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
188	4/2/10			Brentwood	Customer Denies Access	Under Investigation	Open
189	4/2/10			Danville	Customer Denies Access	Under Investigation	Open
190	4/2/10			Richmond	Customer Denies Access	Under Investigation	Open
191	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
192	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
193	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
194	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
195	4/5/10			Berkeley	Customer Denies Access	Under Investigation	Open
196	4/5/10			Danville	Customer Denies Access	Under Investigation	Open
197	4/5/10			Fowler	Customer Denies Access	Customer does not want a SmartMeter	Resolved
198	4/5/10			Oakland	Household items affected by SM installation	Gas Appliance Not Working	Resolved
199	4/5/10			Pinole	Other	Under Investigation	Open
200	4/5/10			Redding	Wellington Installer	Under Investigation	Open
201	4/5/10			Richmond	Customer Denies Access	Under Investigation	Open
202	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
203	4/5/10			Vacaville	Other	Under Investigation	Open
204	4/6/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
205	4/6/10			Berkeley	Wellington Installer	Damaged private property	Resolved

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

**Pacific Gas and Electric Company  
SmartMeter™ Complaint Report  
SmartMeter™ Installation Complaint Report**  
July 15, 2010 -- For the Period July 3, 2010 through July 9, 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	4/6/10			Hercules	Customer Denies Access	Under Investigation	Open
207	4/6/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
208	4/6/10			Richmond	Customer Denies Access	Under Investigation	Open
209	4/6/10			Tracy	Other	Under Investigation	Open
210	4/6/10			Tracy	Wellington Installer	Under Investigation	Open

Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 July 15, 2010 -- For the Period July 3, 2010 through July 9, 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}		ARNOLD	Open	Under Investigation
2	5/21/10		SAN MATEO	Open	Under Investigation	
3	5/28/10		AUBURN	Resolved	Installation and Meter/Module Issues. Both electric and gas SmartMeters were installed on 3/26/09. Customer complained of high and delayed gas bills subsequent to the install. There were two instances of delayed gas bills (both were 3 month bills) at this premise in the past year. The first delayed gas bill from 4/9/09-7/3/09 was due to a meter set tag on 4/27/09 not being input into the system; the second for the period of 7/3/09-10/1/09 was caused by the gas MTU needing to be turned on to transmit reads. The root cause of both delayed bills appears to have been related to installation errors, which were later corrected. PG&E investigated the customer's concerns about high gas bills and determined there was a drive rate programming error in the gas meter. PG&E provided a credit adjustment of \$1039.82 and offered a meter test (customer declined). The tiered rate structure, solar power and online tools were discussed with the customer.	
4	6/17/10		SACRAMENTO	Open	Under Investigation	
5	6/23/10		SAN JOSE	Resolved	Meter Reader Error. Customer initiated service on 9/2/88 and is currently enrolled in CARE (8/25/03) and Medical Baseline (11/9/09). Customer's watt-hour meter was incorrectly read on two occasions when SmartMeter was installed on 1/18/10. The mis-reads caused the customer to be under-billed one month and over-billed the next. On 2/26/10 the customer initiated a high bill complaint. PG&E advised the customer of the incorrect read and corrected the billing, resulting in a credit adjustment of \$14.40. The customer requested a further adjustment due to hardship and her concerns about her customer service experience. A courtesy adjustment of \$183 was offered and accepted. Customer's complaint did not concern SmartMeter.	
6	6/25/10		TUOLUMNE	Open	Under Investigation	
7	7/2/10		NAPA	Resolved	Bill is Accurate. Customer initiated service on 9/18/09. SmartMeter was installed on 9/24/09. Good daily reads have been transmitted since 12/8/09 (meter was manually read through April 2010). Customer disputes the 5/19/10-6/18/10 billing period, specifically the electric bill for \$311.46 (1160 kWh). Historic data show electric usage has averaged 600-900 kwh per month at this premise. A review of daily usage data revealed usage increased to 40-60 kWh per day from 6/4/10-6/12/10. Customer stated that during past two months (May/June), she's started using the pool filter. Daily and hourly usage data revealed usage doubled or tripled in afternoon and evening during the 5-6 hours when the pool filter was being used. Meter test was performed on 7/6/10 and passed. A 7-month payment arrangement was offered and accepted. The tiered rate structure, SmartMeter program, Energy Alerts, CARE, FERA, conservation tips and online conservation tools were discussed with the customer.	
8	7/7/10		HALF MOON BAY	Open	Under Investigation	
9	7/7/10		SAN FRANCISCO	Open	Under Investigation	
10	7/7/10		REDWOOD CITY	Open	Under Investigation	

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

7 Open Complaints on Last Report

This report contains confidential customer information and is being submitted under California Public Utilities Code Section 583.

Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 July 15, 2010 -- For the Period July 3, 2010 through July 9, 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
					3	Open Complaints Resolved Since the Last Report
					3	New Complaints Since the Last Report
					0	New Complaints Resolved Since the Last Report
					3	New Complaints Open