

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

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
42	2/24/10			San Jose	Wellington Installer	Under Investigation	Open
43	2/26/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open
44	2/26/10			Hercules	Wellington Installer	Under Investigation	Open
45	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
46	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
47	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
48	3/1/10			Madera	Other	Under Investigation	Open
49	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
50	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
51	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
52	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
53	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
54	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
55	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
56	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
57	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
58	3/5/10			San Ramon	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
59	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
60	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
61	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
62	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
63	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
64	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
65	3/8/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
66	3/9/10			Richmond	Household items affected by SM installation	Damaged Television	Resolved
67	3/10/10			Albany	Wellington Installer	Under Investigation	Open
68	3/10/10			Angwin	Wellington Installer	Under Investigation	Open
69	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
70	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open
71	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
72	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open
73	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
74	3/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
75	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
76	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
77	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
78	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
79	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
80	3/10/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
81	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
82	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open

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83	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
84	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
85	3/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
86	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
87	3/12/10			Union City	Meter/Module	Under Investigation	Open
88	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
89	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
90	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
91	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
92	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
93	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
94	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
95	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
96	3/16/10			Tracy	Meter/Module	Under Investigation	Open
97	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
98	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
99	3/17/10			San Jose	Wellington Installer	Under Investigation	Open
100	3/17/10			Sunnyvale	Wellington Installer	Under Investigation	Open
101	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
102	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
103	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
104	3/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
105	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
106	3/19/10			Sanger	Other	Other	Resolved
107	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
108	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
109	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
110	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
111	3/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
112	3/22/10			Saint Helena	Other	Under Investigation	Open
113	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
114	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
115	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
116	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
117	3/24/10			Berkeley	Wellington Installer	Under Investigation	Open
118	3/24/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Resolved
119	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
120	3/24/10			Vallejo	Wellington Installer	Under Investigation	Open
121	3/25/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
122	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
123	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open

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124	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
125	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
126	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
127	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
128	3/26/10			Calistoga	Wellington Installer	Under Investigation	Open
129	3/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
130	3/27/10			San Jose	Network Equipment Installation	Under Investigation	Open
131	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
132	3/27/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
133	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
134	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
135	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
136	3/29/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
137	3/29/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Resolved
138	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
139	3/29/10			Tracy	Meter/Module	Under Investigation	Open
140	3/30/10			Cupertino	Wellington Installer	Under Investigation	Open
141	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
142	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
143	3/31/10			Marysville	Wellington Installer	Under Investigation	Open
144	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
145	4/1/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
146	4/1/10			Hercules	Customer Denies Access	Customer does not want a SmartMeter	Resolved
147	4/1/10			Hercules	Customer Denies Access	Customer does not want a SmartMeter	Resolved
148	4/1/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
149	4/1/10			San Lorenzo	Customer Denies Access	Customer Denies Wellington Access	Resolved
150	4/1/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
151	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
152	4/2/10			Brentwood	Customer Denies Access	Customer does not want a SmartMeter	Resolved
153	4/2/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
154	4/2/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
155	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
156	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
157	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
158	4/5/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
159	4/5/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
160	4/5/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
161	4/5/10			Pinole	Other	Under Investigation	Open
162	4/5/10			Redding	Wellington Installer	Under Investigation	Open
163	4/5/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
164	4/5/10			San Jose	Wellington Installer	Under Investigation	Open

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165	4/5/10			Vacaville	Other	Under Investigation	Open
166	4/6/10			Hercules	Customer Denies Access	Customer does not want a SmartMeter	Resolved
167	4/6/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
168	4/6/10			Tracy	Other	Under Investigation	Open
169	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
170	4/7/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
171	4/7/10			Berkeley	Other	Under Investigation	Open
172	4/7/10			Concord	Meter/Module	Under Investigation	Open
173	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
174	4/7/10			Pinole	Power Interruption	Under Investigation	Open
175	4/7/10			Richmond	Customer Denies Access	Under Investigation	Open
176	4/7/10			Richmond	Other	Under Investigation	Open
177	4/7/10			Richmond	Scheduling Problems	Other	Resolved
178	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
179	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
180	4/7/10			San Ramon	Other	Under Investigation	Open
181	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
182	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
183	4/8/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
184	4/8/10			Berkeley	Other	Under Investigation	Open
185	4/8/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
186	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
187	4/8/10			Ukiah	Other	Other	Resolved
188	4/9/10			Alameda	Other	Other	Resolved
189	4/12/10			Alamo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
190	4/12/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
191	4/12/10			El Cerrito	Other	Under Investigation	Open
192	4/12/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
193	4/13/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
194	4/13/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
195	4/13/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
196	4/13/10			San Ramon	Other	Under Investigation	Open
197	4/14/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
198	4/14/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
199	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
200	4/14/10			Madera	Wellington Installer	Under Investigation	Open
201	4/14/10			Orinda	Other	Under Investigation	Open
202	4/14/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
203	4/14/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
204	4/14/10			San Jose	Other	Under Investigation	Open
205	4/14/10			Tracy	Power Interruption	Under Investigation	Open

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206	4/14/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
207	4/15/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
208	4/15/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
209	4/15/10			Berkeley	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
210	4/15/10			Berkeley	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
211	4/15/10			Berkeley	Other	Under Investigation	Open
212	4/15/10			Fremont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
213	4/15/10			Madera	Other	Under Investigation	Open
214	4/15/10			Pittsburg	Other	Under Investigation	Open
215	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
216	4/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
217	4/16/10			Healdsburg	Wellington Installer	Under Investigation	Open
218	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
219	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
220	4/19/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
221	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
222	4/19/10			El Sobrante	Customer Denies Access	Customer does not want a SmartMeter	Resolved
223	4/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
224	4/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
225	4/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
226	4/19/10			Pinole	Customer Denies Access	Customer does not want a SmartMeter	Resolved
227	4/19/10			Richmond	Household items affected by SM installation	Under Investigation	Open
228	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
229	4/19/10			San Ramon	Household items affected by SM installation	Damaged Computer	Resolved
230	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
231	4/20/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
232	4/20/10			Berkeley	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
233	4/20/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
234	4/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
235	4/20/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
236	4/20/10			San Pablo	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
237	4/20/10			Walnut Creek	Other	Under Investigation	Open
238	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
239	4/21/10			Danville	Customer Denies Access	Under Investigation	Open
240	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
241	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
242	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
243	4/22/10			Alamo	Other	Under Investigation	Open
244	4/22/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
245	4/22/10			El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
246	4/22/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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247	4/22/10			Vallejo	Other	Under Investigation	Open
248	4/23/10			Berkeley	Other	Under Investigation	Open
249	4/23/10			Berkeley	Other	Under Investigation	Open
250	4/23/10			Berkeley	Other	Under Investigation	Open
251	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
252	4/23/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
253	4/23/10			Madera	Wellington Installer	Under Investigation	Open
254	4/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
255	4/23/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
256	4/23/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
257	4/23/10			Selma	Wellington Installer	Under Investigation	Open
258	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
259	4/26/10			Madera	Wellington Installer	Under Investigation	Open
260	4/26/10			Napa	Wellington Installer	Under Investigation	Open
261	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
262	4/26/10			Orinda	Meter/Module	Under Investigation	Open
263	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
264	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
265	4/26/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
266	4/26/10			San Ramon	Wellington Installer	Under Investigation	Open
267	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
268	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
269	4/27/10			Pittsburg	Other	Under Investigation	Open
270	4/27/10			Pleasanton	Other	Under Investigation	Open
271	4/28/10			Hayward	SmartMeter Customer Communication	Under Investigation	Open
272	4/28/10			Lafayette	SmartMeter Customer Communication	Under Investigation	Open
273	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
274	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
275	4/28/10			Oakley	Other	Under Investigation	Open
276	4/28/10			Petaluma	Customer Denies Access	Under Investigation	Open
277	4/28/10			Pinole	Customer Denies Access	Under Investigation	Open
278	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
279	4/29/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
280	4/29/10			Livermore	Other	Under Investigation	Open
281	4/29/10			Madera	Wellington Installer	Under Investigation	Open
282	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
283	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
284	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
285	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
286	4/29/10			Oakland	Wellington Installer	Under Investigation	Open
287	4/29/10			Pinole	Household items affected by SM installation	Under Investigation	Open

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288	4/29/10			San Pablo	Customer Denies Access	Under Investigation	Open
289	4/30/10			Berkeley	Other	Under Investigation	Open
290	4/30/10			Berkeley	Other	Under Investigation	Open
291	4/30/10			Concord	Other	Under Investigation	Open
292	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
293	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
294	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
295	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
296	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
297	4/30/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
298	4/30/10			Richmond	Other	Under Investigation	Open
299	4/30/10			Richmond	Wellington Installer	Customer does not want a SmartMeter	Resolved
300	4/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
301	4/30/10			San Jose	Household items affected by SM installation	Damaged Television	Resolved
302	4/30/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
303	5/1/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
304	5/1/10			San Jose	Household items affected by SM installation	Damaged Television	Resolved
305	5/3/10			Forestville	Customer Denies Access	Under Investigation	Open
306	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
307	5/4/10			Concord	Customer Denies Access	Under Investigation	Open
308	5/4/10			Half Moon Bay	Customer Denies Access	Customer does not want a SmartMeter	Resolved
309	5/4/10			Oakley	Other	Under Investigation	Open
310	5/4/10			S. San Francisco	Wellington Installer	Under Investigation	Open
311	5/4/10			San Jose	Customer Denies Access	Under Investigation	Open
312	5/4/10			San Ramon	Other	Under Investigation	Open
313	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
314	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
315	5/5/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
316	5/5/10			San Jose	Other	Other	Resolved
317	5/5/10			San Jose	Wellington Installer	Under Investigation	Open
318	5/5/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
319	5/5/10			Vallejo	Other	Under Investigation	Open
320	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
321	5/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
322	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
323	5/7/10			Firebaugh	Power Interruption	Other	Resolved
324	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
325	5/7/10			Richmond	Other	Under Investigation	Open
326	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
327	5/7/10			San Jose	Meter/Module	Under Investigation	Open
328	5/8/10			Placerville	Wellington Installer	Under Investigation	Open

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329	5/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
330	5/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
331	5/10/10			Livermore	Customer Denies Access	Under Investigation	Open
332	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
333	5/10/10			Milpitas	Wellington Installer	Under Investigation	Open
334	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
335	5/10/10			Oakland	Customer Denies Access	Under Investigation	Open
336	5/10/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
337	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open
338	5/10/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
339	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
340	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
341	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
342	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
343	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
344	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
345	5/10/10			San Jose	Other	Under Investigation	Open
346	5/10/10			Sebastopol	Other	Under Investigation	Open
347	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
348	5/10/10			Stockton	Wellington Installer	Under Investigation	Open
349	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
350	5/11/10			Alamo	SmartMeter Customer Communication	Under Investigation	Open
351	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
352	5/11/10			Chico	Wellington Installer	Under Investigation	Open
353	5/11/10			Concord	Household items affected by SM installation	Under Investigation	Open
354	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
355	5/11/10			Milpitas	Wellington Installer	Under Investigation	Open
356	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
357	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
358	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
359	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
360	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open
361	5/11/10			Richmond	Customer Denies Access	Under Investigation	Open
362	5/11/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
363	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
364	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
365	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
366	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
367	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
368	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
369	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open

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370	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
371	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
372	5/11/10			San Jose	Wellington Installer	Under Investigation	Open
373	5/11/10			San Leandro	SmartMeter Customer Communication	Under Investigation	Open
374	5/11/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
375	5/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
376	5/11/10			Tracy	Wellington Installer	Under Investigation	Open
377	5/11/10			Vallejo	Wellington Installer	Under Investigation	Open
378	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
379	5/12/10			Fresno	Other	Under Investigation	Open
380	5/12/10			Livermore	Wellington Installer	Under Investigation	Open
381	5/12/10			Martinez	Household items affected by SM installation	Under Investigation	Open
382	5/12/10			Marysville	Household items affected by SM installation	Under Investigation	Open
383	5/12/10			Marysville	Wellington Installer	Under Investigation	Open
384	5/12/10			Milpitas	Customer Denies Access	Under Investigation	Open
385	5/12/10			Mountain View	Wellington Installer	Under Investigation	Open
386	5/12/10			Napa	Wellington Installer	Under Investigation	Open
387	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
388	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
389	5/12/10			Pinole	Customer Denies Access	Under Investigation	Open
390	5/12/10			Richmond	Other	Under Investigation	Open
391	5/12/10			Richmond	Wellington Installer	Under Investigation	Open
392	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
393	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
394	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
395	5/12/10			San Jose	Other	Under Investigation	Open
396	5/12/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
397	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
398	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
399	5/12/10			San Ramon	Wellington Installer	Under Investigation	Open
400	5/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
401	5/12/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
402	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open
403	5/12/10			Tracy	Wellington Installer	Under Investigation	Open
404	5/12/10			Yuba City	Customer Denies Access	Under Investigation	Open
405	5/13/10			Aptos	Customer Denies Access	Under Investigation	Open
406	5/13/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
407	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
408	5/13/10			Dos Palos	Other	Under Investigation	Open
409	5/13/10			Los Banos	Customer Denies Access	Under Investigation	Open
410	5/13/10			Marysville	Wellington Installer	Under Investigation	Open

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411	5/13/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
412	5/13/10			Piedmont	Customer Denies Access	Under Investigation	Open
413	5/13/10			Redding	Customer Denies Access	Under Investigation	Open
414	5/13/10			Redding	Wellington Installer	Under Investigation	Open
415	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
416	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
417	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
418	5/13/10			Tracy	Other	Under Investigation	Open
419	5/13/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
420	5/13/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
421	5/13/10			Yuba City	Other	Under Investigation	Open
422	5/14/10			Antioch	Meter/Module	Under Investigation	Open
423	5/14/10			Aptos	Customer Denies Access	Under Investigation	Open
424	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
425	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
426	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
427	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
428	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
429	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
430	5/14/10			Chico	Other	Under Investigation	Open
431	5/14/10			Clayton	Wellington Installer	Under Investigation	Open
432	5/14/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
433	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
434	5/14/10			Mountain View	Customer wants SmartMeter Removed	Under Investigation	Open
435	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
436	5/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
437	5/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
438	5/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
439	5/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
440	5/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
441	5/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
442	5/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
443	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
444	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
445	5/14/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
446	5/14/10			Pleasanton	Wellington Installer	Under Investigation	Open
447	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
448	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
449	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
450	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
451	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
452	5/14/10			San Jose	Household items affected by SM installation	Under Investigation	Open
453	5/14/10			San Jose	Meter/Module	Under Investigation	Open
454	5/14/10			San Leandro	Customer Denies Access	Under Investigation	Open
455	5/14/10			San Leandro	Customer wants SmartMeter Removed	Under Investigation	Open
456	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
457	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
458	5/14/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
459	5/14/10			Tracy	Customer Denies Access	Under Investigation	Open
460	5/14/10			Tranquillity	Meter/Module	Under Investigation	Open
461	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
462	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
463	5/14/10			Yuba City	Customer wants SmartMeter Removed	Under Investigation	Open
464	5/15/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
465	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
466	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
467	5/15/10			Concord	Customer Denies Access	Customer does not want a SmartMeter	Resolved
468	5/15/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
469	5/15/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
470	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
471	5/15/10			Marysville	Customer Denies Access	Under Investigation	Open
472	5/15/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
473	5/15/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
474	5/15/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
475	5/15/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
476	5/15/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
477	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
478	5/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
479	5/16/10			Marysville	SmartMeter Customer Communication	Under Investigation	Open
480	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
481	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
482	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
483	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
484	5/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
485	5/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
486	5/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
487	5/17/10			Alameda	Customer Denies Access	Under Investigation	Open
488	5/17/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
489	5/17/10			Alameda	Wellington Installer	Under Investigation	Open
490	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
491	5/17/10			Aptos	Customer Denies Access	Under Investigation	Open
492	5/17/10			Benicia	Wellington Installer	Under Investigation	Open

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493	5/17/10			Berkeley	Customer Denies Access	Under Investigation	Open
494	5/17/10			Dos Palos	Wellington Installer	Under Investigation	Open
495	5/17/10			El Cerrito	Customer Denies Access	Under Investigation	Open
496	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
497	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
498	5/17/10			Los Gatos	Scheduling Problems	Under Investigation	Open
499	5/17/10			Marysville	Customer Denies Access	Under Investigation	Open
500	5/17/10			Marysville	Customer Denies Access	Under Investigation	Open
501	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
502	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
503	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
504	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
505	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
506	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
507	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
508	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
509	5/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
510	5/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
511	5/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
512	5/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
513	5/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
514	5/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
515	5/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
516	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
517	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
518	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
519	5/17/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
520	5/17/10			S. San Francisco	Other	Under Investigation	Open
521	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
522	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
523	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
524	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
525	5/17/10			San Jose	Wellington Installer	Under Investigation	Open
526	5/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
527	5/17/10			Santa Rosa	Wellington Installer	Under Investigation	Open
528	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
529	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
530	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
531	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
532	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
533	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open

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534	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
535	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
536	5/17/10			Yuba City	Customer wants Smartmeter Removed	Under Investigation	Open
537	5/18/10			Chowchilla	Customer Denies Access	Under Investigation	Open
538	5/18/10			Dos Palos	Wellington Installer	Under Investigation	Open
539	5/18/10			Dublin	Wellington Installer	Under Investigation	Open
540	5/18/10			Livermore	Customer Denies Access	Under Investigation	Open
541	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
542	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
543	5/18/10			Madera	Customer Denies Access	Under Investigation	Open
544	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
545	5/18/10			Oakland	Household items affected by SM installation	Damaged Television	Resolved
546	5/18/10			Paradise	Customer Denies Access	Under Investigation	Open
547	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
548	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
549	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
550	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
551	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
552	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
553	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
554	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
555	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
556	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
557	5/18/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
558	5/18/10			Tracy	Customer Denies Access	Under Investigation	Open
559	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
560	5/19/10			Brentwood	Customer wants Smartmeter Removed	Under Investigation	Open
561	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
562	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
563	5/19/10			Cupertino	Customer Denies Access	Under Investigation	Open
564	5/19/10			Durham	Customer Denies Access	Under Investigation	Open
565	5/19/10			Firebaugh	Household items affected by SM installation	Other	Resolved
566	5/19/10			Hayward	Customer Denies Access	Under Investigation	Open
567	5/19/10			Marysville	Customer Denies Access	Under Investigation	Open
568	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
569	5/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
570	5/19/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
571	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
572	5/19/10			San Jose	Customer Denies Access	Under Investigation	Open
573	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
574	5/19/10			San Jose	Wellington Installer	Under Investigation	Open

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575	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
576	5/19/10			Watsonville	Customer Denies Access	Under Investigation	Open
577	5/20/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
578	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
579	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
580	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
581	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
582	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
583	5/20/10			Fresno	Customer Denies Access	Under Investigation	Open
584	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
585	5/20/10			Live Oak	Customer Denies Access	Under Investigation	Open
586	5/20/10			Los Altos	Meter/Module	Under Investigation	Open
587	5/20/10			Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
588	5/20/10			Madera	Customer Denies Access	Under Investigation	Open
589	5/20/10			Manteca	Customer Denies Access	Under Investigation	Open
590	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
591	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
592	5/20/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
593	5/20/10			Oakley	Customer wants Smartmeter Removed	Under Investigation	Open
594	5/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
595	5/20/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
596	5/20/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
597	5/20/10			San Jose	Wellington Installer	Under Investigation	Open
598	5/20/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
599	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
600	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
601	5/20/10			Tracy	Power Interruption	Under Investigation	Open
602	5/20/10			Yuba City	Customer Denies Access	Under Investigation	Open
603	5/20/10			Yuba City	Wellington Installer	Under Investigation	Open
604	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
605	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
606	5/21/10			Berkeley	Wellington Installer	Under Investigation	Open
607	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
608	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
609	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
610	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
611	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
612	5/21/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
613	5/21/10			Dublin	Customer wants Smartmeter Removed	Under Investigation	Open
614	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
615	5/21/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open

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616	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
617	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
618	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
619	5/21/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
620	5/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
621	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
622	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
623	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
624	5/21/10			Menlo Park	Customer wants Smartmeter Removed	No reason provided	Resolved
625	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
626	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
627	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
628	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
629	5/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
630	5/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
631	5/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
632	5/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
633	5/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
634	5/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
635	5/21/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
636	5/21/10			Oroville	Customer Denies Access	Under Investigation	Open
637	5/21/10			Paradise	Customer Denies Access	Under Investigation	Open
638	5/21/10			Petaluma	Wellington Installer	Under Investigation	Open
639	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
640	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
641	5/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
642	5/21/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
643	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
644	5/22/10			Campbell	Customer Denies Access	Under Investigation	Open
645	5/22/10			Chico	Customer Denies Access	Under Investigation	Open
646	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
647	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
648	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
649	5/22/10			Magalia	Customer Denies Access	Under Investigation	Open
650	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
651	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
652	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
653	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
654	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
655	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
656	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open

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657	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
658	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
659	5/23/10			Emeryville	Customer Denies Access	Under Investigation	Open
660	5/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
661	5/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
662	5/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
663	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
664	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
665	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
666	5/23/10			Paradise	Customer Denies Access	Under Investigation	Open
667	5/23/10			San Jose	Customer Denies Access	Under Investigation	Open
668	5/23/10			San Pablo	Customer Denies Access	Under Investigation	Open
669	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
670	5/24/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
671	5/24/10			Browns Valley	Customer Denies Access	Under Investigation	Open
672	5/24/10			Chico	Customer Denies Access	Under Investigation	Open
673	5/24/10			Concord	Household items affected by SM installation	Under Investigation	Open
674	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
675	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
676	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
677	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
678	5/24/10			Livermore	Household items affected by SM installation	Under Investigation	Open
679	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
680	5/24/10			Moraga	Customer Denies Access	Under Investigation	Open
681	5/24/10			Morgan Hill	Customer Denies Access	Under Investigation	Open
682	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
683	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
684	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
685	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
686	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
687	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
688	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
689	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
690	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
691	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
692	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
693	5/24/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
694	5/24/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
695	5/24/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
696	5/24/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
697	5/24/10			Piedmont	Customer Denies Access	Under Investigation	Open

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698	5/24/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
699	5/24/10			Pleasanton	Customer Denies Access	Under Investigation	Open
700	5/24/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
701	5/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
702	5/24/10			San Jose	Wellington Installer	Under Investigation	Open
703	5/24/10			Yuba City	Customer Denies Access	Under Investigation	Open
704	5/24/10			Yuba City	Wellington Installer	Under Investigation	Open
705	5/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
706	5/25/10			Camino	Customer Denies Access	Under Investigation	Open
707	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
708	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
709	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
710	5/25/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
711	5/25/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
712	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
713	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
714	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
715	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
716	5/25/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
717	5/25/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
718	5/25/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
719	5/25/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
720	5/25/10			Pollock Pines	Customer wants Smartmeter Removed	Under Investigation	Open
721	5/25/10			San Francisco	Customer Denies Access	Under Investigation	Open
722	5/25/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
723	5/25/10			Santa Rosa	SmartMeter Customer Communication	Other	Resolved
724	5/25/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
725	5/25/10			Wheatland	Wellington Installer	Under Investigation	Open
726	5/25/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
727	5/26/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
728	5/26/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
729	5/26/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
730	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
731	5/26/10			Oakland	Household items affected by SM installation	Under Investigation	Open
732	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
733	5/26/10			San Jose	Wellington Installer	Under Investigation	Open
734	5/26/10			San Pablo	Wellington Installer	Under Investigation	Open
735	5/26/10			Vallejo	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
736	5/27/10			Berkeley	Customer Denies Access	Customer Denies Wellington Access	Resolved
737	5/27/10			Berkeley	Power Interruption	Under Investigation	Open
738	5/27/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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739	5/27/10			Citrus Heights	Wellington Installer	Under Investigation	Open
740	5/27/10			Cotati	Customer Denies Access	Customer does not want a SmartMeter	Resolved
741	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
742	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
743	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open
744	5/27/10			Richmond	Customer Denies Access	Under Investigation	Open
745	5/27/10			San Jose	Household items affected by SM installation	Damaged Television	Resolved
746	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
747	5/27/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
748	5/28/10			Danville	Customer Denies Access	Under Investigation	Open
749	5/28/10			Lemoore	Meter/Module Equipment	Under Investigation	Open
750	5/28/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
751	5/28/10			Port Costa	Customer Denies Access	Under Investigation	Open
752	5/28/10			San Jose	Wellington Installer	Under Investigation	Open
753	5/28/10			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
754	5/29/10			Clayton	Customer wants Smartmeter Removed	Under Investigation	Open
755	5/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
756	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
757	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
758	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
759	5/29/10			Richmond	Customer Denies Access	Under Investigation	Open
760	5/29/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
761	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
762	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
763	5/31/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
764	6/1/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
765	6/1/10			Concord	Meter/Module	Under Investigation	Open
766	6/1/10			Livermore	Wellington Installer	Under Investigation	Open
767	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
768	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
769	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
770	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
771	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
772	6/1/10			Oakland	Potential Wellington Claim	Under Investigation	Open
773	6/1/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
774	6/1/10			Wheatland	Power Interruption	Under Investigation	Open
775	6/2/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
776	6/2/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
777	6/2/10			Cupertino	Wellington Installer	Under Investigation	Open
778	6/2/10			Los Gatos	Wellington Installer	Under Investigation	Open
779	6/2/10			Oakland	Customer Denies Access	Under Investigation	Open

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780	6/2/10			Oakland	Customer wants Smartmeter Removed	Unhappy with SM Program	Open
781	6/3/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
782	6/3/10			Concord	Wellington Installer	Under Investigation	Open
783	6/3/10			Oakdale	Household items affected by SM installation	Under Investigation	Open
784	6/3/10			San Francisco	Customer wants Smartmeter Removed	No reason provided	Resolved
785	6/3/10			San Jose	Power Interruption	Complete Power Outage	Resolved
786	6/3/10			Walnut Creek	Household items affected by SM installation	Other	Resolved
787	6/4/10			Livermore	Potential Wellington Claim	Under Investigation	Open
788	6/4/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
789	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
790	6/5/10			Emeryville	Customer Denies Access	Under Investigation	Open
791	6/5/10			Oakland	Customer Denies Access	Under Investigation	Open
792	6/6/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
793	6/6/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
794	6/6/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
795	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
796	6/7/10			Corte Madera	Customer Denies Access	Under Investigation	Open
797	6/7/10			Hayward	Household items affected by SM installation	Under Investigation	Open
798	6/7/10			Inverness	Customer Denies Access	Customer does not want a SmartMeter	Resolved
799	6/7/10			Oakhurst	SmartMeter Customer Communication	Under Investigation	Open
800	6/7/10			Oakland	Customer Denies Access	Under Investigation	Open
801	6/7/10			Placerville	Customer Denies Access	Under Investigation	Open
802	6/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
803	6/7/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
804	6/8/10			Fresno	Power Interruption	Under Investigation	Open
805	6/8/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
806	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
807	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
808	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
809	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
810	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
811	6/8/10			Oakland	Wellington Installer	Under Investigation	Open
812	6/8/10			Piedmont	Customer Denies Access	Under Investigation	Open
813	6/8/10			Redwood City	Wellington Installer	Under Investigation	Open
814	6/8/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
815	6/8/10			Santa Rosa	Wellington Installer	Under Investigation	Open
816	6/8/10			Woodside	Customer Denies Access	Customer does not want a SmartMeter	Resolved
817	6/9/10			Alameda	Wellington Installer	Under Investigation	Open
818	6/9/10			Concord	Customer Denies Access	Under Investigation	Open
819	6/9/10			Cupertino	Wellington Installer	Under Investigation	Open
820	6/9/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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821	6/9/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
822	6/9/10			Monte Rio	Customer Denies Access	Customer does not want a SmartMeter	Resolved
823	6/9/10			Napa	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Resolved
824	6/9/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
825	6/9/10			Oakland	Customer Denies Access	Under Investigation	Open
826	6/9/10			S. San Francisco	Customer Denies Access	Under Investigation	Open
827	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
828	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
829	6/9/10			San Jose	Wellington Installer	Under Investigation	Open
830	6/9/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
831	6/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
832	6/10/10			Monte Rio	Wellington Installer	Under Investigation	Open
833	6/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
834	6/10/10			Oakland	Power Interruption	Under Investigation	Open
835	6/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
836	6/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
837	6/10/10			San Jose	Household items affected by SM installation	Damaged Computer	Resolved
838	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
839	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
840	6/10/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
841	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
842	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
843	6/11/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
844	6/11/10			San Jose	Household items affected by SM installation	Under Investigation	Open
845	6/11/10			San Jose	Wellington Installer	Under Investigation	Open
846	6/11/10			San Pablo	SmartMeter Customer Communication	Under Investigation	Open
847	6/11/10			San Rafael	Customer Denies Access	Under Investigation	Open
848	6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
849	6/11/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
850	6/12/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
851	6/12/10			Saratoga	Power Interruption	Other	Resolved
852	6/13/10			San Ramon	Customer Denies Access	Under Investigation	Open
853	6/14/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
854	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
855	6/14/10			Merced	Household items affected by SM installation	Under Investigation	Open
856	6/14/10			Penn Valley	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
857	6/14/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
858	6/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
859	6/14/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Resolved
860	6/14/10			San Jose	Wellington Installer	Under Investigation	Open
861	6/14/10			Shingle Springs	SmartMeter Customer Communication	Q on SM communication materials	Resolved

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862	6/14/10			Vallejo	Other	Other	Resolved
863	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
864	6/15/10			Gridley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
865	6/15/10			Mill Valley	Customer Denies Access	Under Investigation	Open
866	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
867	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
868	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
869	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
870	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
871	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
872	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
873	6/15/10			Oakland	Power Interruption	Under Investigation	Open
874	6/15/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
875	6/15/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
876	6/15/10			Pittsburg	Household items affected by SM installation	Under Investigation	Open
877	6/15/10			Pleasant Hill	Customer Denies Access	Under Investigation	Open
878	6/15/10			San Jose	Customer Denies Access	Under Investigation	Open
879	6/15/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
880	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
881	6/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
882	6/15/10			San Jose	Wellington Installer	Under Investigation	Open
883	6/15/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
884	6/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
885	6/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
886	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
887	6/15/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
888	6/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
889	6/16/10			Dinuba	Customer Denies Access	Under Investigation	Open
890	6/16/10			Elk Grove	SmartMeter Customer Communication	Other	Resolved
891	6/16/10			Fairfax	Customer Denies Access	Under Investigation	Open
892	6/16/10			Fairfax	Customer Denies Access	Under Investigation	Open
893	6/16/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
894	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
895	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
896	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
897	6/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
898	6/16/10			Point Reyes	Network Equipment Installation	Equipment/pole location concerns	Resolved
899	6/16/10			Pollock Pines	SmartMeter Customer Communication	Other	Resolved
900	6/16/10			Pollock Pines	Wellington Installer	Under Investigation	Open
901	6/16/10			San Anselmo	Customer Denies Access	Under Investigation	Open
902	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open

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903	6/16/10			San Jose	Wellington Installer	Under Investigation	Open
904	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
905	6/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
906	6/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
907	6/16/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
908	6/16/10			Santa Rosa	Wellington Installer	Under Investigation	Open
909	6/17/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
910	6/17/10			Chico	Customer Denies Access	Under Investigation	Open
911	6/17/10			Clayton	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
912	6/17/10			Concord	Customer Denies Access	Under Investigation	Open
913	6/17/10			Fairfax	Customer Denies Access	Under Investigation	Open
914	6/17/10			Fairfax	Customer Denies Access	Under Investigation	Open
915	6/17/10			Fairfax	Customer Denies Access	Under Investigation	Open
916	6/17/10			Livermore	Meter/Module Equipment	Other	Resolved
917	6/17/10			Moraga	Household items affected by SM installation	Other	Resolved
918	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
919	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
920	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
921	6/17/10			Oakland	Household items affected by SM installation	Under Investigation	Open
922	6/17/10			Oakland	Household items affected by SM installation	Under Investigation	Open
923	6/17/10			Oakley	Customer Denies Access	Under Investigation	Open
924	6/17/10			Penryn	Household items affected by SM installation	Under Investigation	Open
925	6/17/10			Pleasanton	Customer Denies Access	Under Investigation	Open
926	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
927	6/17/10			San Anselmo	Customer Denies Access	Under Investigation	Open
928	6/17/10			San Francisco	Wellington Installer	Under Investigation	Open
929	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
930	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
931	6/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
932	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
933	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
934	6/17/10			San Jose	Wellington Installer	Under Investigation	Open
935	6/17/10			San Mateo	Wellington Installer	Under Investigation	Open
936	6/17/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
937	6/17/10			Sausalito	Customer Denies Access	Under Investigation	Open
938	6/17/10			Sonoma	Customer Denies Access	Under Investigation	Open
939	6/17/10			Tracy	SmartMeter Customer Communication	Under Investigation	Open
940	6/17/10			Windsor	Customer Denies Access	Under Investigation	Open
941	6/17/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
942	6/18/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
943	6/18/10			Cotati	Customer Denies Access	Under Investigation	Open

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944	6/18/10			Danville	SmartMeter Customer Communication	Under Investigation	Open
945	6/18/10			Danville	Wellington Installer	Under Investigation	Open
946	6/18/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
947	6/18/10			Forest Knolls	Customer Denies Access	Under Investigation	Open
948	6/18/10			Forest Knolls	Customer Denies Access	Under Investigation	Open
949	6/18/10			Forest Ranch	Customer Denies Access	Under Investigation	Open
950	6/18/10			Mill Valley	Customer Denies Access	Under Investigation	Open
951	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
952	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
953	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
954	6/18/10			Oakland	Power Interruption	Under Investigation	Open
955	6/18/10			Oroville	Customer Denies Access	Under Investigation	Open
956	6/18/10			Petaluma	Customer Denies Access	Under Investigation	Open
957	6/18/10			Richmond	Customer Denies Access	Under Investigation	Open
958	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
959	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
960	6/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
961	6/18/10			San Jose	Wellington Installer	Under Investigation	Open
962	6/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
963	6/18/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
964	6/18/10			Saratoga	Customer Denies Access	Under Investigation	Open
965	6/18/10			Tracy	Wellington Installer	Under Investigation	Open
966	6/18/10			Vallejo	Customer Denies Access	Under Investigation	Open
967	6/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
968	6/19/10			Magalia	Customer Denies Access	Under Investigation	Open
969	6/19/10			Oakland	Customer Denies Access	Under Investigation	Open
970	6/19/10			San Mateo	Customer Denies Access	Under Investigation	Open
971	6/19/10			San Ramon	Customer Denies Access	Customer Denies Wellington Access	Resolved
972	6/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
973	6/19/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
974	6/20/10			Chico	Customer Denies Access	Under Investigation	Open
975	6/20/10			Grass Valley	Customer Denies Access	Under Investigation	Open
976	6/20/10			Martinez	Household items affected by SM installation	Under Investigation	Open
977	6/20/10			Milpitas	Power Interruption	Under Investigation	Open
978	6/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
979	6/21/10			Berkeley	Customer Denies Access	Under Investigation	Open
980	6/21/10			Cazadero	Customer Denies Access	Under Investigation	Open
981	6/21/10			Chico	Customer Denies Access	Under Investigation	Open
982	6/21/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
983	6/21/10			Hayward	Customer wants Smartmeter Removed	Under Investigation	Open
984	6/21/10			Lagunitas	Customer Denies Access	Under Investigation	Open

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985	6/21/10			Live Oak	Customer Denies Access	Under Investigation	Open
986	6/21/10			Livermore	Household items affected by SM installation	Other	Resolved
987	6/21/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
988	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
989	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
990	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
991	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
992	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
993	6/21/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
994	6/21/10			Petaluma	Customer Denies Access	Under Investigation	Open
995	6/21/10			San Jose	Customer Denies Access	under investigation	Open
996	6/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
997	6/21/10			San Jose	Power Interruption	Under Investigation	Open
998	6/21/10			San Jose	Wellington Installer	Under Investigation	Open
999	6/21/10			San Rafael	Customer Denies Access	Under Investigation	Open
1000	6/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1001	6/21/10			Sonoma	Customer Denies Access	Under Investigation	Open
1002	6/21/10			Yuba City	Customer Denies Access	Under Investigation	Open
1003	6/22/10			Alameda	Household items affected by SM installation	Under Investigation	Open
1004	6/22/10			Alleghany	Customer Denies Access	Under Investigation	Open
1005	6/22/10			Bolinas	Customer Denies Access	Under Investigation	Open
1006	6/22/10			Corte Madera	Customer Denies Access	Under Investigation	Open
1007	6/22/10			Dublin	Customer Denies Access	Under Investigation	Open
1008	6/22/10			Fair Oaks	Network Equipment Installation	Under Investigation	Open
1009	6/22/10			Fairfax	Customer Denies Access	Under Investigation	Open
1010	6/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1011	6/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1012	6/22/10			Hayward	Customer wants Smartmeter Removed	Under Investigation	Open
1013	6/22/10			Magalia	Customer Denies Access	Under Investigation	Open
1014	6/22/10			Monte Rio	Network Equipment Installation	Equipment/pole location concerns	Resolved
1015	6/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1016	6/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1017	6/22/10			Oakland	Meter/Module	Under Investigation	Open
1018	6/22/10			Olivehurst	Household items affected by SM installation	Under Investigation	Open
1019	6/22/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1020	6/22/10			Redding	Network Equipment Installation	Equipment/pole location concerns	Resolved
1021	6/22/10			San Francisco	Customer Denies Access	Under Investigation	Open
1022	6/22/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
1023	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1024	6/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1025	6/22/10			San Jose	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved

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1026	6/22/10			San Jose	Wellington Installer	Under Investigation	Open
1027	6/22/10			San Rafael	Customer Denies Access	Under Investigation	Open
1028	6/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1029	6/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1030	6/22/10			Sonoma	Customer Denies Access	Under Investigation	Open
1031	6/22/10			Sonoma	Customer wants Smartmeter Removed	No reason provided	Resolved
1032	6/22/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1033	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
1034	6/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1035	6/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1036	6/23/10			Magalia	Household items affected by SM installation	Under Investigation	Open
1037	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
1038	6/23/10			Nevada City	Customer Denies Access	Under Investigation	Open
1039	6/23/10			Oakland	Wellington Installer	Under Investigation	Open
1040	6/23/10			Oroville	Customer Denies Access	Under Investigation	Open
1041	6/23/10			Piedmont	Customer Denies Access	Under Investigation	Open
1042	6/23/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1043	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1044	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1045	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1046	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1047	6/23/10			San Jose	Household items affected by SM installation	Other	Resolved
1048	6/23/10			San Jose	Wellington Installer	Under Investigation	Open
1049	6/23/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1050	6/23/10			Saratoga	Customer Denies Access	Under Investigation	Open
1051	6/23/10			Shingle Springs	Wellington Installer	Under Investigation	Open
1052	6/23/10			Somerset	SmartMeter Customer Communication	Under Investigation	Open
1053	6/24/10			Antioch	Household items affected by SM installation	Under Investigation	Open
1054	6/24/10			Antioch	Household items affected by SM installation	Under Investigation	Open
1055	6/24/10			Bodega Bay	Wellington Installer	Under Investigation	Open
1056	6/24/10			Jackson	Customer wants Smartmeter Removed	Under Investigation	Open
1057	6/24/10			Kensington	Customer Denies Access	Under Investigation	Open
1058	6/24/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1059	6/24/10			Magalia	Customer Denies Access	Under Investigation	Open
1060	6/24/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1061	6/24/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1062	6/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1063	6/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1064	6/24/10			Oakland	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1065	6/24/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1066	6/24/10			Rancho Cordova	Customer wants Smartmeter Removed	Under Investigation	Open

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1067	6/24/10			Richmond	Customer Denies Access	Under Investigation	Open
1068	6/24/10			San Francisco	Customer Denies Access	Under Investigation	Open
1069	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1070	6/24/10			San Jose	Household items affected by SM installation	Other	Resolved
1071	6/24/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1072	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
1073	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
1074	6/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1075	6/24/10			Sonoma	Customer Denies Access	Under Investigation	Open
1076	6/24/10			Sonoma	Customer Denies Access	Under Investigation	Open
1077	6/24/10			Vallejo	Customer wants Smartmeter Removed	No reason provided	Resolved
1078	6/25/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
1079	6/25/10			Cameron Park	Customer wants Smartmeter Removed	Under Investigation	Open
1080	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
1081	6/25/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
1082	6/25/10			Larkspur	Customer wants Smartmeter Removed	Under Investigation	Open
1083	6/25/10			Nevada City	SmartMeter Customer Communication	Under Investigation	Open
1084	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1085	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1086	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1087	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1088	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1089	6/25/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1090	6/25/10			San Jose	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1091	6/25/10			San Mateo	Customer Denies Access	Under Investigation	Open
1092	6/25/10			San Pablo	Household items affected by SM installation	Under Investigation	Open
1093	6/25/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1094	6/25/10			Shingle Springs	Wellington Installer	Under Investigation	Open
1095	6/26/10			Sanger	Customer wants Smartmeter Removed	Under Investigation	Open
1096	6/27/10			Forest Knolls	Customer Denies Access	Under Investigation	Open
1097	6/27/10			Oakland	Household items affected by SM installation	Other	Resolved
1098	6/27/10			Orinda	Power Interruption	Under Investigation	Open
1099	6/27/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
1100	6/28/10			Concord	Customer wants Smartmeter Removed	Under Investigation	Open
1101	6/28/10			Cotati	Customer Denies Access	Under Investigation	Open
1102	6/28/10			El Granada	Customer Denies Access	Under Investigation	Open
1103	6/28/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1104	6/28/10			Martinez	Customer Denies Access	Under Investigation	Open
1105	6/28/10			Monte Rio	Customer Denies Access	Under Investigation	Open
1106	6/28/10			Moraga	Household items affected by SM installation	Under Investigation	Open
1107	6/28/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1108	6/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1109	6/28/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1110	6/28/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
1111	6/28/10			Pleasanton	Customer wants Smartmeter Removed	Under Investigation	Open
1112	6/28/10			Plumas Lakes	Wellington Installer	Under Investigation	Open
1113	6/28/10			Richmond	Customer Denies Access	Under Investigation	Open
1114	6/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1115	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1116	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1117	6/28/10			San Rafael	Customer Denies Access	Under Investigation	Open
1118	6/28/10			Santa Clara	Household items affected by SM installation	Under Investigation	Open
1119	6/28/10			Union City	Meter/Module	Under Investigation	Open
1120	6/28/10			Vacaville	Customer Denies Access	Under Investigation	Open
1121	6/28/10			Vacaville	Customer wants Smartmeter Removed	Under Investigation	Open
1122	6/28/10			Windsor	Customer Denies Access	Under Investigation	Open
1123	6/28/10			Yuba City	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1124	6/29/10			Alamo	Customer Denies Access	Under Investigation	Open
1125	6/29/10			Aptos	Customer Denies Access	Under Investigation	Open
1126	6/29/10			Benicia	Customer Denies Access	Under Investigation	Open
1127	6/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
1128	6/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
1129	6/29/10			Chico	Wellington Installer	Under Investigation	Open
1130	6/29/10			Corte Madera	SmartMeter Customer Communication	Under Investigation	Open
1131	6/29/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1132	6/29/10			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
1133	6/29/10			Hercules	Household items affected by SM installation	Under Investigation	Open
1134	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1135	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1136	6/29/10			Madera	Customer Denies Access	Under Investigation	Open
1137	6/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1138	6/29/10			Moraga	Customer Denies Access	Under Investigation	Open
1139	6/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1140	6/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1141	6/29/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1142	6/29/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1143	6/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1144	6/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1145	6/29/10			Pinole	SmartMeter Customer Communication	Under Investigation	Open
1146	6/29/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1147	6/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1148	6/29/10			San Jose	Household items affected by SM installation	Damaged Computer	Resolved

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1149	6/29/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1150	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
1151	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
1152	6/29/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
1153	6/29/10			Tomales	SmartMeter Customer Communication	Under Investigation	Open
1154	6/29/10			Twain Harte	Customer Denies Access	Under Investigation	Open
1155	6/29/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
1156	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
1157	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
1158	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
1159	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
1160	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
1161	6/30/10			Albany	Household items affected by SM installation	Under Investigation	Open
1162	6/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
1163	6/30/10			Byron	Customer Denies Access	Under Investigation	Open
1164	6/30/10			Chico	SmartMeter Customer Communication	Under Investigation	Open
1165	6/30/10			Dublin	Customer Denies Access	Under Investigation	Open
1166	6/30/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
1167	6/30/10			Fairfield	Customer Denies Access	Under Investigation	Open
1168	6/30/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1169	6/30/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1170	6/30/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1171	6/30/10			Livermore	Household items affected by SM installation	Under Investigation	Open
1172	6/30/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1173	6/30/10			Merced	Customer Denies Access	Under Investigation	Open
1174	6/30/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1175	6/30/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1176	6/30/10			Mill Valley	Wellington Installer	Under Investigation	Open
1177	6/30/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1178	6/30/10			Oakland	Wellington Installer	Under Investigation	Open
1179	6/30/10			Oakland	Wellington Installer	Under Investigation	Open
1180	6/30/10			Placerville	Customer Denies Access	Under Investigation	Open
1181	6/30/10			Plumas Lakes	Customer Denies Access	Under Investigation	Open
1182	6/30/10			Rio Vista	Customer Denies Access	Under Investigation	Open
1183	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1184	6/30/10			San Jose	SmartMeter Customer Communication	Other	Resolved
1185	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
1186	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
1187	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
1188	6/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1189	6/30/10			Sonoma	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1190	6/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1191	6/30/10			Tracy	Wellington Installer	Under Investigation	Open
1192	6/30/10			Vallejo	Customer Denies Access	Under Investigation	Open
1193	6/30/10			Yuba City	Customer Denies Access	Under Investigation	Open
1194	7/1/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1195	7/1/10			Berkeley	Customer Denies Access	Under Investigation	Open
1196	7/1/10			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
1197	7/1/10			Modesto	Customer wants Smartmeter Removed	Under Investigation	Open
1198	7/1/10			Napa	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1199	7/1/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1200	7/1/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1201	7/1/10			Oakland	Power Interruption	Under Investigation	Open
1202	7/1/10			Oakland	Wellington Installer	Under Investigation	Open
1203	7/1/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
1204	7/1/10			San Jose	Customer Denies Access	Under Investigation	Open
1205	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1206	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1207	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1208	7/1/10			San Jose	Wellington Installer	Under Investigation	Open
1209	7/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1210	7/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1211	7/1/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1212	7/1/10			Sonoma	Customer Denies Access	Under Investigation	Open
1213	7/1/10			Vallejo	Customer Denies Access	Under Investigation	Open
1214	7/1/10			Yuba City	Household items affected by SM installation	Under Investigation	Open
1215	7/2/10			Antioch	Household items affected by SM installation	Other	Resolved
1216	7/2/10			Auburn	Customer Denies Access	Under Investigation	Open
1217	7/2/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1218	7/2/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1219	7/2/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1220	7/2/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1221	7/2/10			El Sobrante	Customer Denies Access	Under Investigation	Open
1222	7/2/10			Foresthill	SmartMeter Customer Communication	Under Investigation	Open
1223	7/2/10			Fulton	Customer Denies Access	Under Investigation	Open
1224	7/2/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1225	7/2/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1226	7/2/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1227	7/2/10			Pacifica	Customer Denies Access	Under Investigation	Open
1228	7/2/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
1229	7/2/10			Pollock Pines	SmartMeter Customer Communication	Under Investigation	Open
1230	7/2/10			Richmond	Household items affected by SM installation	Under Investigation	Open

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1231	7/2/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1232	7/2/10			San Rafael	Customer Denies Access	Under Investigation	Open
1233	7/2/10			San Ramon	SmartMeter Customer Communication	Other	Resolved
1234	7/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1235	7/2/10			Union City	Wellington Installer	Under Investigation	Open
1236	7/3/10			Arvin	Customer Denies Access	Under Investigation	Open
1237	7/3/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1238	7/3/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1239	7/3/10			Concord	Customer Denies Access	Under Investigation	Open
1240	7/3/10			Murphys	Customer Denies Access	Under Investigation	Open
1241	7/3/10			Nevada City	Customer Denies Access	Under Investigation	Open
1242	7/3/10			Oakland	Customer Denies Access	Under Investigation	Open
1243	7/3/10			Oakland	Household items affected by SM installation	Other	Resolved
1244	7/3/10			Petaluma	Customer Denies Access	Under Investigation	Open
1245	7/3/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1246	7/3/10			San Rafael	Customer Denies Access	Under Investigation	Open
1247	7/3/10			San Rafael	Customer Denies Access	Under Investigation	Open
1248	7/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1249	7/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1250	7/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1251	7/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1252	7/3/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1253	7/3/10			Vallejo	Customer Denies Access	Under Investigation	Open
1254	7/3/10			Windsor	Customer Denies Access	Under Investigation	Open
1255	7/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1256	7/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
1257	7/5/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1258	7/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1259	7/5/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1260	7/5/10			Santa Clara	Meter/Module Equipment	Under Investigation	Open
1261	7/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1262	7/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1263	7/5/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1264	7/6/10			Albany	Customer Denies Access	Under Investigation	Open
1265	7/6/10			Benicia	Customer Denies Access	Under Investigation	Open
1266	7/6/10			Berkeley	Customer Denies Access	Under Investigation	Open
1267	7/6/10			Berkeley	Wellington Installer	Under Investigation	Open
1268	7/6/10			Bodega	Customer Denies Access	Under Investigation	Open
1269	7/6/10			Cameron Park	Customer Denies Access	Under Investigation	Open
1270	7/6/10			Chico	Customer Denies Access	Under Investigation	Open
1271	7/6/10			Chico	SmartMeter Customer Communication	Under Investigation	Open

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1272	7/6/10			Emeryville	Household items affected by SM installation	Under Investigation	Open
1273	7/6/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1274	7/6/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1275	7/6/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
1276	7/6/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1277	7/6/10			Murphys	Customer wants Smartmeter Removed	Under Investigation	Open
1278	7/6/10			Novato	Customer Denies Access	Under Investigation	Open
1279	7/6/10			Novato	Customer Denies Access	Under Investigation	Open
1280	7/6/10			Occidental	Customer Denies Access	Under Investigation	Open
1281	7/6/10			Occidental	Customer Denies Access	Under Investigation	Open
1282	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
1283	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
1284	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
1285	7/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
1286	7/6/10			Placerville	Wellington Installer	Under Investigation	Open
1287	7/6/10			Pollock Pines	Customer wants Smartmeter Removed	Under Investigation	Open
1288	7/6/10			Richmond	Household items affected by SM installation	Under Investigation	Open
1289	7/6/10			San Francisco	Customer Denies Access	Under Investigation	Open
1290	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1291	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1292	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1293	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1294	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1295	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1296	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1297	7/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1298	7/6/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1299	7/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1300	7/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1301	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1302	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1303	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1304	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1305	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1306	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1307	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1308	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1309	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1310	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1311	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1312	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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1313	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1314	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1315	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1316	7/6/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1317	7/6/10			Sausalito	Customer Denies Access	Under Investigation	Open
1318	7/6/10			Sausalito	Customer Denies Access	Under Investigation	Open
1319	7/6/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1320	7/6/10			Sonoma	Customer Denies Access	Under Investigation	Open
1321	7/6/10			Sonoma	Customer Denies Access	Under Investigation	Open
1322	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
1323	7/6/10			Tiburon	Customer Denies Access	Under Investigation	Open
1324	7/6/10			Tomales	Customer Denies Access	Under Investigation	Open
1325	7/6/10			Watsonville	Customer Denies Access	Under Investigation	Open
1326	7/6/10			Windsor	Customer Denies Access	Under Investigation	Open
1327	7/6/10			Windsor	Customer Denies Access	Under Investigation	Open
1328	7/7/10			Bangor	Customer Denies Access	Under Investigation	Open
1329	7/7/10			Bass Lake	Customer Denies Access	Under Investigation	Open
1330	7/7/10			Boulder Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1331	7/7/10			Cameron Park	Customer Denies Access	Under Investigation	Open
1332	7/7/10			Citrus Heights	SmartMeter Customer Communication	Under Investigation	Open
1333	7/7/10			Felton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1334	7/7/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1335	7/7/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1336	7/7/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1337	7/7/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1338	7/7/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1339	7/7/10			Morgan Hill	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1340	7/7/10			Mount Hermon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1341	7/7/10			Novato	Customer Denies Access	Under Investigation	Open
1342	7/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1343	7/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1344	7/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1345	7/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1346	7/7/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1347	7/7/10			Richmond	Household items affected by SM installation	Under Investigation	Open
1348	7/7/10			Ripon	Customer wants Smartmeter Removed	Under Investigation	Open
1349	7/7/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1350	7/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1351	7/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1352	7/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1353	7/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open

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1354	7/7/10			San Jose	Wellington Installer	Under Investigation	Open
1355	7/7/10			San Rafael	Customer Denies Access	Under Investigation	Open
1356	7/7/10			San Rafael	Customer Denies Access	Under Investigation	Open
1357	7/7/10			San Rafael	Customer Denies Access	Under Investigation	Open
1358	7/7/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1359	7/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1360	7/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1361	7/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1362	7/7/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1363	7/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
1364	7/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
1365	7/7/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
1366	7/7/10			Windsor	Customer Denies Access	Customer Denies Wellington Access	Resolved
1367	7/8/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1368	7/8/10			Benicia	Customer Denies Access	Under Investigation	Open
1369	7/8/10			Benicia	Customer Denies Access	Under Investigation	Open
1370	7/8/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1371	7/8/10			Capitola	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1372	7/8/10			Capitola	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1373	7/8/10			Chico	Customer Denies Access	Under Investigation	Open
1374	7/8/10			Chico	Customer Denies Access	Under Investigation	Open
1375	7/8/10			Chico	Customer Denies Access	Under Investigation	Open
1376	7/8/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1377	7/8/10			Larkspur	Customer Denies Access	Under Investigation	Open
1378	7/8/10			Marysville	Wellington Installer	Under Investigation	Open
1379	7/8/10			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1380	7/8/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
1381	7/8/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
1382	7/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1383	7/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1384	7/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1385	7/8/10			Oakland	Wellington Installer	Under Investigation	Open
1386	7/8/10			Oroville	Household items affected by SM installation	Under Investigation	Open
1387	7/8/10			Oroville	SmartMeter Customer Communication	Under Investigation	Open
1388	7/8/10			Paradise	Customer Denies Access	Under Investigation	Open
1389	7/8/10			Pinole	Power Interruption	Under Investigation	Open
1390	7/8/10			Placerville	Household items affected by SM installation	Under Investigation	Open
1391	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
1392	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
1393	7/8/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1394	7/8/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1395	7/8/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1396	7/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1397	7/8/10		{Redacted}	San Jose	Household items affected by SM installation	Under Investigation	Open
1398	7/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1399	7/8/10			San Jose	Wellington Installer	Under Investigation	Open
1400	7/8/10			San Leandro	Customer Denies Access	Under Investigation	Open
1401	7/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
1402	7/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
1403	7/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
1404	7/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
1405	7/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
1406	7/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1407	7/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1408	7/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1409	7/8/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1410	7/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
1411	7/8/10			Stinson Beach	Customer Denies Access	Under Investigation	Open
1412	7/8/10			Tiburon	Customer Denies Access	Under Investigation	Open
1413	7/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
1414	7/8/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1415	7/8/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1416	7/9/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1417	7/9/10			Fairfax	Customer Denies Access	Under Investigation	Open
1418	7/9/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1419	7/9/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1420	7/9/10			Guerneville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1421	7/9/10			Healdsburg	Customer Denies Access	Under Investigation	Open
1422	7/9/10			Larkspur	Customer Denies Access	Under Investigation	Open
1423	7/9/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1424	7/9/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1425	7/9/10			Novato	Customer Denies Access	Under Investigation	Open
1426	7/9/10			Novato	Customer Denies Access	Under Investigation	Open
1427	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1428	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1429	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1430	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1431	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1432	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1433	7/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1434	7/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1435	7/9/10			Oakland	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
1436	7/9/10			Redwood City	Household items affected by SM installation	Other	Resolved
1437	7/9/10			Ross	Customer Denies Access	Under Investigation	Open
1438	7/9/10			San Francisco	Customer Denies Access	Under Investigation	Open
1439	7/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1440	7/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1441	7/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1442	7/9/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Resolved
1443	7/9/10			San Jose	Household items affected by SM installation	Other	Resolved
1444	7/9/10			San Jose	Scheduling Problems	PG&E missed appointment	Resolved
1445	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
1446	7/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1447	7/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1448	7/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1449	7/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1450	7/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1451	7/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1452	7/9/10			Saratoga	Wellington Installer	Under Investigation	Open
1453	7/9/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1454	7/9/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1455	7/9/10			Sonoma	Customer Denies Access	Under Investigation	Open
1456	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
1457	7/9/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1458	7/10/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open
1459	7/10/10			Cameron Park	Customer Denies Access	Under Investigation	Open
1460	7/10/10			Camino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1461	7/10/10			Chico	Customer Denies Access	Under Investigation	Open
1462	7/10/10			Forest Knolls	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1463	7/10/10			Forest Ranch	Household items affected by SM installation	Under Investigation	Open
1464	7/10/10			Pinole	Household items affected by SM installation	Under Investigation	Open
1465	7/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1466	7/10/10			Santa Cruz	Customer wants Smartmeter Removed	No reason provided	Resolved
1467	7/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1468	7/10/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1469	7/10/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1470	7/10/10			Tracy	SmartMeter Customer Communication	Under Investigation	Open
1471	7/10/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
1472	7/10/10			Woodacre	Customer Denies Access	Under Investigation	Open
1473	7/11/10			Camino	Power Interruption	Breaker keeps tripping	Resolved
1474	7/11/10			Novato	Customer Denies Access	Under Investigation	Open
1475	7/11/10			Rescue	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1476	7/11/10			Rescue	SmartMeter Customer Communication	Under Investigation	Open

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1477	7/11/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1478	7/11/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1479	7/11/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1480	7/11/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1481	7/11/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1482	7/12/10			Albany	Household items affected by SM installation	Under Investigation	Open
1483	7/12/10			Ben Lomond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1484	7/12/10			Ben Lomond	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Resolved
1485	7/12/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1486	7/12/10			Brookdale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1487	7/12/10			Byron	Household items affected by SM installation	Under Investigation	Open
1488	7/12/10			Cameron Park	Customer Denies Access	Customer Denies Wellington Access	Resolved
1489	7/12/10			Campbell	Customer Denies Access	Under Investigation	Open
1490	7/12/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1491	7/12/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1492	7/12/10			Campbell	Wellington Installer	Under Investigation	Open
1493	7/12/10			Capitola	Customer Denies Access	Under Investigation	Open
1494	7/12/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1495	7/12/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Resolved
1496	7/12/10			Chico	SmartMeter Customer Communication	Under Investigation	Open
1497	7/12/10			Cloverdale	Customer Denies Access	Customer Denies Wellington Access	Resolved
1498	7/12/10			Concord	Household items affected by SM installation	Under Investigation	Open
1499	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
1500	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
1501	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
1502	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
1503	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
1504	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
1505	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
1506	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1507	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1508	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1509	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1510	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1511	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1512	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1513	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1514	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1515	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1516	7/12/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1517	7/12/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved

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1518	7/12/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1519	7/12/10			Forestville	Customer Denies Access	Under Investigation	Open
1520	7/12/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1521	7/12/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1522	7/12/10			Greenbrae	Customer wants Smartmeter Removed	Under Investigation	Open
1523	7/12/10			Guerneville	Customer Denies Access	Under Investigation	Open
1524	7/12/10			Guerneville	Customer Denies Access	Under Investigation	Open
1525	7/12/10			Guerneville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1526	7/12/10			Jenner	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1527	7/12/10			Livermore	SmartMeter Customer Communication	Under Investigation	Open
1528	7/12/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1529	7/12/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1530	7/12/10			Los Gatos	Wellington Installer	Other	Resolved
1531	7/12/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1532	7/12/10			Marysville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1533	7/12/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1534	7/12/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1535	7/12/10			Milpitas	Power Interruption	Breaker keeps tripping	Resolved
1536	7/12/10			Mountain View	SmartMeter Customer Communication	Other	Resolved
1537	7/12/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1538	7/12/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1539	7/12/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1540	7/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1541	7/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1542	7/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1543	7/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1544	7/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1545	7/12/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1546	7/12/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1547	7/12/10			Oakland	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1548	7/12/10			Oakland	Wellington Installer	Under Investigation	Open
1549	7/12/10			Oroville	Customer Denies Access	Under Investigation	Open
1550	7/12/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1551	7/12/10			Paradise	Customer Denies Access	Customer Denies Wellington Access	Resolved
1552	7/12/10			Pittsburg	Household items affected by SM installation	Under Investigation	Open
1553	7/12/10			Plumas Lakes	Customer Denies Access	Under Investigation	Open
1554	7/12/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1555	7/12/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1556	7/12/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1557	7/12/10			Redwood Ests	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1558	7/12/10			Redwood Ests	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1559	7/12/10			Rohnert Park	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1560	7/12/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1561	7/12/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1562	7/12/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1563	7/12/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1564	7/12/10			San Anselmo	SmartMeter Customer Communication	Under Investigation	Open
1565	7/12/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1566	7/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1567	7/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1568	7/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1569	7/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1570	7/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1571	7/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1572	7/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1573	7/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1574	7/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1575	7/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1576	7/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1577	7/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1578	7/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1579	7/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1580	7/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1581	7/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1582	7/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1583	7/12/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1584	7/12/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1585	7/12/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1586	7/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1587	7/12/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1588	7/12/10			San Rafael	Customer Denies Access	Under Investigation	Open
1589	7/12/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1590	7/12/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1591	7/12/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1592	7/12/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1593	7/12/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1594	7/12/10			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
1595	7/12/10			Santa Cruz	SmartMeter Customer Communication	Other	Resolved
1596	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1597	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1598	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1599	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1600	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1601	7/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1602	7/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1603	7/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1604	7/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1605	7/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1606	7/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1607	7/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1608	7/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1609	7/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1610	7/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1611	7/12/10			Santa Rosa	Household items affected by SM installation	Gas Appliance Not Working	Resolved
1612	7/12/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1613	7/12/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1614	7/12/10			Sebastopol	Customer Denies Access	Customer Denies Wellington Access	Resolved
1615	7/12/10			Sonoma	Customer Denies Access	Under Investigation	Open
1616	7/12/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
1617	7/12/10			Soquel	Customer Denies Access	Under Investigation	Open
1618	7/12/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1619	7/12/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1620	7/12/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1621	7/12/10			Stockton	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1622	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
1623	7/12/10			Tiburon	Customer Denies Access	Under Investigation	Open
1624	7/12/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1625	7/12/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1626	7/12/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1627	7/12/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1628	7/12/10			Windsor	Customer Denies Access	Customer Denies Wellington Access	Resolved
1629	7/12/10			Windsor	Customer Denies Access	Customer Denies Wellington Access	Resolved
1630	7/13/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1631	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
1632	7/13/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1633	7/13/10			Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
1634	7/13/10			Cameron Park	Customer Denies Access	Customer Denies Wellington Access	Resolved
1635	7/13/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1636	7/13/10			Capitola	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1637	7/13/10			Capitola	Customer Denies Access	Customer Denies Wellington Access	Resolved
1638	7/13/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1639	7/13/10			Cloverdale	Customer Denies Access	Under Investigation	Open
1640	7/13/10			Concord	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1641	7/13/10			Cotati	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1642	7/13/10			Davis	Customer Denies Access	Under Investigation	Open
1643	7/13/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1644	7/13/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1645	7/13/10			Fairfax	Customer Denies Access	Under Investigation	Open
1646	7/13/10			Fairfax	Customer Denies Access	Under Investigation	Open
1647	7/13/10			Fairfax	Customer Denies Access	Under Investigation	Open
1648	7/13/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1649	7/13/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1650	7/13/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1651	7/13/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1652	7/13/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1653	7/13/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1654	7/13/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1655	7/13/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1656	7/13/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1657	7/13/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1658	7/13/10			Felton	Customer Denies Access	Under Investigation	Open
1659	7/13/10			Fresno	Customer Denies Access	Customer Denies Wellington Access	Resolved
1660	7/13/10			Grass Valley	Household items affected by SM installation	Under Investigation	Open
1661	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
1662	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
1663	7/13/10			Hercules	Customer Denies Access	Customer Denies Wellington Access	Resolved
1664	7/13/10			Hercules	Power Interruption	Under Investigation	Open
1665	7/13/10			Inverness	Customer Denies Access	Customer Denies Wellington Access	Resolved
1666	7/13/10			Lagunitas	Customer Denies Access	Customer Denies Wellington Access	Resolved
1667	7/13/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1668	7/13/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1669	7/13/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1670	7/13/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1671	7/13/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
1672	7/13/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1673	7/13/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1674	7/13/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1675	7/13/10			Mountain View	Household items affected by SM installation	Other	Resolved
1676	7/13/10			Mountain View	Household items affected by SM installation	Other	Resolved
1677	7/13/10			Mountain View	Household items affected by SM installation	Other	Resolved
1678	7/13/10			Mountain View	Household items affected by SM installation	Other	Resolved
1679	7/13/10			Nevada City	Customer Denies Access	Under Investigation	Open
1680	7/13/10			Nevada City	Customer Denies Access	Under Investigation	Open
1681	7/13/10			Nevada City	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
1682	7/13/10			Novato	Customer Denies Access	Under Investigation	Open
1683	7/13/10			Oakland	Customer Denies Access	Under Investigation	Open
1684	7/13/10			Oakland	Customer Denies Access	Under Investigation	Open
1685	7/13/10			Oakland	Customer Denies Access	Under Investigation	Open
1686	7/13/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1687	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1688	7/13/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1689	7/13/10			Paradise	Customer Denies Access	Customer Denies Wellington Access	Resolved
1690	7/13/10			Penngrove	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1691	7/13/10			Petaluma	Household items affected by SM installation	Damaged Computer	Resolved
1692	7/13/10			Piedmont	Customer Denies Access	Under Investigation	Open
1693	7/13/10			Pinole	Customer Denies Access	Customer Denies Wellington Access	Resolved
1694	7/13/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1695	7/13/10			Point Reyes	Customer Denies Access	Customer Denies Wellington Access	Resolved
1696	7/13/10			Point Reyes	Customer Denies Access	Customer Denies Wellington Access	Resolved
1697	7/13/10			Point Reyes	Customer Denies Access	Customer Denies Wellington Access	Resolved
1698	7/13/10			Richmond	Customer Denies Access	Under Investigation	Open
1699	7/13/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1700	7/13/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1701	7/13/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1702	7/13/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1703	7/13/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1704	7/13/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1705	7/13/10			San Francisco	Wellington Installer	Under Investigation	Open
1706	7/13/10			San Jose	Customer Denies Access	Under Investigation	Open
1707	7/13/10			San Jose	Customer Denies Access	Under Investigation	Open
1708	7/13/10			San Jose	Customer Denies Access	Under Investigation	Open
1709	7/13/10			San Jose	Customer Denies Access	Under Investigation	Open
1710	7/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1711	7/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1712	7/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1713	7/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1714	7/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1715	7/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1716	7/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1717	7/13/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1718	7/13/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1719	7/13/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1720	7/13/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1721	7/13/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1722	7/13/10			San Jose	Household items affected by SM installation	Other	Resolved

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Color Key	
Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1723	7/13/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1724	7/13/10			San Jose	Household items affected by SM installation	Damaged Fans	Resolved
1725	7/13/10			San Jose	Power Interruption	Complete Power Outage	Resolved
1726	7/13/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1727	7/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
1728	7/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
1729	7/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
1730	7/13/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1731	7/13/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1732	7/13/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1733	7/13/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1734	7/13/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1735	7/13/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1736	7/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1737	7/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1738	7/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1739	7/13/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1740	7/13/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1741	7/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1742	7/13/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
1743	7/13/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1744	7/13/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1745	7/13/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1746	7/13/10			Soquel	Customer Denies Access	Customer Denies Wellington Access	Resolved
1747	7/13/10			Soquel	Customer Denies Access	Customer Denies Wellington Access	Resolved
1748	7/13/10			Sutter	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1749	7/13/10			Sutter	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1750	7/13/10			Windsor	Customer Denies Access	Under Investigation	Open
1751	7/13/10			Windsor	Customer Denies Access	Customer Denies Wellington Access	Resolved
1752	7/13/10			Yuba City	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1753	7/14/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1754	7/14/10			Chico	Customer Denies Access	Under Investigation	Open
1755	7/14/10			Chico	Customer Denies Access	Under Investigation	Open
1756	7/14/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1757	7/14/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Resolved
1758	7/14/10			Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1759	7/14/10			Coarsegold	Customer Denies Access	Customer Denies Wellington Access	Resolved
1760	7/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
1761	7/14/10			Fairfax	Customer Denies Access	Under Investigation	Open
1762	7/14/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1763	7/14/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1764	7/14/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1765	7/14/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1766	7/14/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1767	7/14/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1768	7/14/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1769	7/14/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1770	7/14/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1771	7/14/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1772	7/14/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1773	7/14/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1774	7/14/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1775	7/14/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1776	7/14/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1777	7/14/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1778	7/14/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1779	7/14/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1780	7/14/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1781	7/14/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1782	7/14/10			Fairfield	SmartMeter Customer Communication	Under Investigation	Open
1783	7/14/10			Felton	Customer Denies Access	Under Investigation	Open
1784	7/14/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1785	7/14/10			Grass Valley	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1786	7/14/10			Greenbrae	Customer Denies Access	Customer Denies Wellington Access	Resolved
1787	7/14/10			Hayward	Customer Denies Access	Customer Denies Wellington Access	Resolved
1788	7/14/10			Hollister	Customer Denies Access	Customer Denies Wellington Access	Resolved
1789	7/14/10			Hollister	Customer Denies Access	Customer Denies Wellington Access	Resolved
1790	7/14/10			Inverness	Customer Denies Access	Customer Denies Wellington Access	Resolved
1791	7/14/10			Los Altos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1792	7/14/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1793	7/14/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1794	7/14/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1795	7/14/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1796	7/14/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1797	7/14/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1798	7/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1799	7/14/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1800	7/14/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1801	7/14/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1802	7/14/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1803	7/14/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1804	7/14/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1805	7/14/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1806	7/14/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1807	7/14/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1808	7/14/10			Millpitas	Customer Denies Access	Under Investigation	Open
1809	7/14/10			Monte Sereno	Customer Denies Access	Customer Denies Wellington Access	Resolved
1810	7/14/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1811	7/14/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1812	7/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1813	7/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1814	7/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1815	7/14/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1816	7/14/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1817	7/14/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1818	7/14/10			Paicines	Customer Denies Access	Customer Denies Wellington Access	Resolved
1819	7/14/10			Paicines	Customer Denies Access	Customer Denies Wellington Access	Resolved
1820	7/14/10			Paradise	Customer Denies Access	Under Investigation	Open
1821	7/14/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1822	7/14/10			Petaluma	Wellington Installer	Under Investigation	Open
1823	7/14/10			Pittsburg	Customer Denies Access	Under Investigation	Open
1824	7/14/10			Placerville	Customer Denies Access	Under Investigation	Open
1825	7/14/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1826	7/14/10			Point Reyes	Customer Denies Access	Customer Denies Wellington Access	Resolved
1827	7/14/10			Richvale	Customer Denies Access	Under Investigation	Open
1828	7/14/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1829	7/14/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1830	7/14/10			San Jose	Meter/Module Equipment	Under Investigation	Open
1831	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1832	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1833	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1834	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1835	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1836	7/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1837	7/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1838	7/14/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1839	7/14/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1840	7/14/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1841	7/14/10			San Mateo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1842	7/14/10			San Rafael	Customer Denies Access	Under Investigation	Open
1843	7/14/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1844	7/14/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1845	7/14/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1846	7/14/10			San Rafael	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1847	7/14/10			San Rafael	Household items affected by SM installation	Under Investigation	Open
1848	7/14/10			San Rafael	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1849	7/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
1850	7/14/10			San Ramon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1851	7/14/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1852	7/14/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1853	7/14/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1854	7/14/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1855	7/14/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1856	7/14/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1857	7/14/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1858	7/14/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1859	7/14/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1860	7/14/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1861	7/14/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1862	7/14/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1863	7/14/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1864	7/14/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1865	7/14/10			Vallejo	Wellington Installer	Under Investigation	Open
1866	7/14/10			Watsonville	Customer Denies Access	Under Investigation	Open
1867	7/14/10			Wheatland	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1868	7/14/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1869	7/14/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1870	7/14/10			Windsor	Customer Denies Access	Customer Denies Wellington Access	Resolved
1871	7/15/10			Bangor	Customer Denies Access	Customer Denies Wellington Access	Resolved
1872	7/15/10			Ben Lomond	SmartMeter Customer Communication	Under Investigation	Open
1873	7/15/10			Benicia	Customer Denies Access	Customer Denies Wellington Access	Resolved
1874	7/15/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1875	7/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1876	7/15/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1877	7/15/10			Chico	Customer Denies Access	Under Investigation	Open
1878	7/15/10			Cloverdale	Customer Denies Access	Under Investigation	Open
1879	7/15/10			El Cerrito	Customer wants Smartmeter Removed	Under Investigation	Open
1880	7/15/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
1881	7/15/10			Fairfax	Customer Denies Access	Under Investigation	Open
1882	7/15/10			Fairfax	Customer Denies Access	Under Investigation	Open
1883	7/15/10			Fairfax	Customer Denies Access	Under Investigation	Open
1884	7/15/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1885	7/15/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1886	7/15/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1887	7/15/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1888	7/15/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1889	7/15/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1890	7/15/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1891	7/15/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1892	7/15/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1893	7/15/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1894	7/15/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1895	7/15/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1896	7/15/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1897	7/15/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1898	7/15/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1899	7/15/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1900	7/15/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1901	7/15/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1902	7/15/10			Fairfax	SmartMeter Customer Communication	Under Investigation	Open
1903	7/15/10			Fairfax	SmartMeter Customer Communication	Under Investigation	Open
1904	7/15/10			Fairfax	SmartMeter Customer Communication	Under Investigation	Open
1905	7/15/10			Fairfax	SmartMeter Customer Communication	Other	Resolved
1906	7/15/10			Gridley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1907	7/15/10			Healdsburg	Household items affected by SM installation	Other	Resolved
1908	7/15/10			Inverness	Customer Denies Access	Under Investigation	Open
1909	7/15/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
1910	7/15/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1911	7/15/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1912	7/15/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1913	7/15/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1914	7/15/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1915	7/15/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1916	7/15/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1917	7/15/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1918	7/15/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1919	7/15/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1920	7/15/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
1921	7/15/10			Milpitas	Customer Denies Access	Customer Denies Wellington Access	Resolved
1922	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1923	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1924	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1925	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1926	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1927	7/15/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1928	7/15/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1929	7/15/10			Orinda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1930	7/15/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1931	7/15/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1932	7/15/10			Petaluma	Wellington Installer	Under Investigation	Open
1933	7/15/10			Pleasant Grove	SmartMeter Customer Communication	Under Investigation	Open
1934	7/15/10			Point Reyes	Customer Denies Access	Customer Denies Wellington Access	Resolved
1935	7/15/10			Rohnert Park	Household items affected by SM installation	Other	Resolved
1936	7/15/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1937	7/15/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1938	7/15/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1939	7/15/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1940	7/15/10			San Francisco	Customer Denies Access	Customer Denies Wellington Access	Resolved
1941	7/15/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
1942	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1943	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1944	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1945	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1946	7/15/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1947	7/15/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1948	7/15/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1949	7/15/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1950	7/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1951	7/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1952	7/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1953	7/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1954	7/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1955	7/15/10			San Rafael	Customer Denies Access	Under Investigation	Open
1956	7/15/10			San Rafael	Customer Denies Access	Under Investigation	Open
1957	7/15/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1958	7/15/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1959	7/15/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1960	7/15/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
1961	7/15/10			San Rafael	SmartMeter Customer Communication	Other	Resolved
1962	7/15/10			Santa Clara	Household items affected by SM installation	Under Investigation	Open
1963	7/15/10			Santa Clara	SmartMeter Customer Communication	Under Investigation	Open
1964	7/15/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1965	7/15/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1966	7/15/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1967	7/15/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1968	7/15/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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

July 22, 2010 -- For the Period July 10, 2010 through July 16, 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
1969	7/15/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
1970	7/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1971	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
1972	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
1973	7/15/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
1974	7/15/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1975	7/15/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1976	7/15/10			Scotts Valley	SmartMeter Customer Communication	Under Investigation	Open
1977	7/15/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1978	7/15/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1979	7/15/10			Smartville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1980	7/15/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1981	7/15/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1982	7/15/10			Soquel	Customer Denies Access	Customer Denies Wellington Access	Resolved
1983	7/15/10			Stirling City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1984	7/15/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1985	7/15/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1986	7/15/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1987	7/15/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1988	7/16/10			Belvedere	Customer Denies Access	Customer Denies Wellington Access	Resolved
1989	7/16/10			Benicia	Customer Denies Access	Under Investigation	Open
1990	7/16/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1991	7/16/10			Biggs	Customer Denies Access	Under Investigation	Open
1992	7/16/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1993	7/16/10			Clayton	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1994	7/16/10			Corte Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1995	7/16/10			Cotati	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1996	7/16/10			Emeryville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1997	7/16/10			Emeryville	SmartMeter Customer Communication	Under Investigation	Open
1998	7/16/10			Fairfax	Customer Denies Access	Under Investigation	Open
1999	7/16/10			Fairfax	Customer Denies Access	Under Investigation	Open
2000	7/16/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2001	7/16/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2002	7/16/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2003	7/16/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2004	7/16/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2005	7/16/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2006	7/16/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2007	7/16/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
2008	7/16/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
2009	7/16/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved

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Color Key	
Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
2010	7/16/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2011	7/16/10			Granite Bay	Household items affected by SM installation	Under Investigation	Open
2012	7/16/10			Inverness	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2013	7/16/10			Inverness	Customer Denies Access	Customer Denies Wellington Access	Resolved
2014	7/16/10			Inverness	Customer Denies Access	Customer Denies Wellington Access	Resolved
2015	7/16/10			Kensington	Customer wants Smartmeter Removed	Under Investigation	Open
2016	7/16/10			Lafayette	Customer Denies Access	Under Investigation	Open
2017	7/16/10			Lagunitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2018	7/16/10			Lagunitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2019	7/16/10			Larkspur	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2020	7/16/10			Los Altos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2021	7/16/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2022	7/16/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2023	7/16/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2024	7/16/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2025	7/16/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2026	7/16/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
2027	7/16/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
2028	7/16/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
2029	7/16/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
2030	7/16/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
2031	7/16/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
2032	7/16/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
2033	7/16/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2034	7/16/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
2035	7/16/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2036	7/16/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2037	7/16/10			Nicasio	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2038	7/16/10			Novato	Customer Denies Access	Under Investigation	Open
2039	7/16/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
2040	7/16/10			Oakland	Customer Denies Access	Under Investigation	Open
2041	7/16/10			Oakland	Customer Denies Access	Under Investigation	Open
2042	7/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2043	7/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2044	7/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2045	7/16/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
2046	7/16/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
2047	7/16/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
2048	7/16/10			Oakland	Household items affected by SM installation	Under Investigation	Open
2049	7/16/10			Oakland	Household items affected by SM installation	Under Investigation	Open
2050	7/16/10			Oakland	SmartMeter Customer Communication	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
2051	7/16/10			Oroville	Customer Denies Access	Under Investigation	Open
2052	7/16/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2053	7/16/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2054	7/16/10			Oroville	Customer Denies Access	Customer Denies Wellington Access	Resolved
2055	7/16/10			Pacifica	Household items affected by SM installation	Under Investigation	Open
2056	7/16/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2057	7/16/10			Penn Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2058	7/16/10			Petaluma	Customer Denies Access	Under Investigation	Open
2059	7/16/10			Petaluma	Customer Denies Access	Under Investigation	Open
2060	7/16/10			Petaluma	Customer Denies Access	Under Investigation	Open
2061	7/16/10			Petaluma	Customer Denies Access	Under Investigation	Open
2062	7/16/10			Petaluma	Customer Denies Access	Under Investigation	Open
2063	7/16/10			Petaluma	Customer Denies Access	Under Investigation	Open
2064	7/16/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2065	7/16/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
2066	7/16/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
2067	7/16/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
2068	7/16/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
2069	7/16/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2070	7/16/10			Placerville	Household items affected by SM installation	Under Investigation	Open
2071	7/16/10			San Francisco	Customer Denies Access	Customer Denies Wellington Access	Resolved
2072	7/16/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
2073	7/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2074	7/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2075	7/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2076	7/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2077	7/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2078	7/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2079	7/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2080	7/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2081	7/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2082	7/16/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2083	7/16/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2084	7/16/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2085	7/16/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2086	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
2087	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
2088	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
2089	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
2090	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
2091	7/16/10			San Jose	Meter/Module	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
2092	7/16/10			San Rafael	Customer Denies Access	Under Investigation	Open
2093	7/16/10			San Rafael	Customer Denies Access	Under Investigation	Open
2094	7/16/10			San Rafael	Customer Denies Access	Under Investigation	Open
2095	7/16/10			San Rafael	Customer Denies Access	Under Investigation	Open
2096	7/16/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2097	7/16/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2098	7/16/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2099	7/16/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
2100	7/16/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
2101	7/16/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
2102	7/16/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
2103	7/16/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
2104	7/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
2105	7/16/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2106	7/16/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2107	7/16/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
2108	7/16/10			Saratoga	Customer Denies Access	Under Investigation	Open
2109	7/16/10			Sebastopol	Customer Denies Access	Customer Denies Wellington Access	Resolved
2110	7/16/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2111	7/16/10			Tiburon	Customer Denies Access	Under Investigation	Open
2112	7/16/10			Tiburon	Customer Denies Access	Under Investigation	Open
2113	7/16/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2114	7/16/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
2115	7/16/10			Tiburon	SmartMeter Customer Communication	Under Investigation	Open
2116	7/16/10			Watsonville	Customer Denies Access	Under Investigation	Open
2117	7/16/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved
2118	7/16/10			Windsor	Customer Denies Access	Customer Denies Wellington Access	Resolved
2119	7/16/10			Woodacre	Customer Denies Access	Customer Denies Wellington Access	Resolved

1,457 Open Complaints on Last Report
285 Open Complaints Resolved Since the Last Report
662 New Complaints Since the Last Report
432 New Complaints Resolved Since the Last Report
230 New Complaints Open

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Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
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July 22, 2010 -- For the Period July 10, 2010 through July 16, 2010

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

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
42	2/24/10			San Jose	Wellington Installer	Under Investigation	Open
43	2/26/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open
44	2/26/10			Hercules	Wellington Installer	Under Investigation	Open
45	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
46	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
47	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
48	3/1/10			Madera	Other	Under Investigation	Open
49	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
50	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
51	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
52	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
53	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
54	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
55	3/3/10			LIVINGSTON	Scheduling Problems	Under Investigation	Open
56	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
57	3/4/10			Livermore	Wellington Installer	Under Investigation	Open
58	3/5/10			San Ramon	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
59	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
60	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
61	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
62	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
63	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
64	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
65	3/8/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
66	3/9/10			Richmond	Household items affected by SM installation	Damaged Television	Resolved
67	3/10/10			Albany	Wellington Installer	Under Investigation	Open
68	3/10/10			Angwin	Wellington Installer	Under Investigation	Open
69	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
70	3/10/10			Cameron Park	Wellington Installer	Under Investigation	Open
71	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
72	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open
73	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
74	3/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
75	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
76	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
77	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
78	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
79	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
80	3/10/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
81	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
82	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
83	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
84	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
85	3/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
86	3/12/10			San Ramon	Wellington Installer	Under Investigation	Open
87	3/12/10			Union City	Meter/Module	Under Investigation	Open
88	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
89	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
90	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
91	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
92	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
93	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
94	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
95	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
96	3/16/10			Tracy	Meter/Module	Under Investigation	Open
97	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
98	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
99	3/17/10			San Jose	Wellington Installer	Under Investigation	Open
100	3/17/10			Sunnyvale	Wellington Installer	Under Investigation	Open
101	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
102	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
103	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
104	3/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
105	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
106	3/19/10			Sanger	Other	Other	Resolved
107	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
108	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
109	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
110	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
111	3/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
112	3/22/10			Saint Helena	Other	Under Investigation	Open
113	3/22/10			San Jose	Customer Denies Access	Under Investigation	Open
114	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
115	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
116	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
117	3/24/10			Berkeley	Wellington Installer	Under Investigation	Open
118	3/24/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Resolved
119	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
120	3/24/10			Vallejo	Wellington Installer	Under Investigation	Open
121	3/25/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
122	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
123	3/25/10			Mariposa	Wellington Installer	Under Investigation	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 22, 2010 -- For the Period July 10, 2010 through July 16, 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	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
125	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
126	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
127	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
128	3/26/10			Calistoga	Wellington Installer	Under Investigation	Open
129	3/27/10			Pleasanton	Wellington Installer	Under Investigation	Open
130	3/27/10			San Jose	Network Equipment Installation	Under Investigation	Open
131	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
132	3/27/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
133	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
134	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
135	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
136	3/29/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
137	3/29/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Resolved
138	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
139	3/29/10			Tracy	Meter/Module	Under Investigation	Open
140	3/30/10			Cupertino	Wellington Installer	Under Investigation	Open
141	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
142	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
143	3/31/10			Marysville	Wellington Installer	Under Investigation	Open
144	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
145	4/1/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
146	4/1/10			Hercules	Customer Denies Access	Customer does not want a SmartMeter	Resolved
147	4/1/10			Hercules	Customer Denies Access	Customer does not want a SmartMeter	Resolved
148	4/1/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
149	4/1/10			San Lorenzo	Customer Denies Access	Customer Denies Wellington Access	Resolved
150	4/1/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
151	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
152	4/2/10			Brentwood	Customer Denies Access	Customer does not want a SmartMeter	Resolved
153	4/2/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
154	4/2/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
155	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
156	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
157	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
158	4/5/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
159	4/5/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
160	4/5/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
161	4/5/10			Pinole	Other	Under Investigation	Open
162	4/5/10			Redding	Wellington Installer	Under Investigation	Open
163	4/5/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
164	4/5/10			San Jose	Wellington Installer	Under Investigation	Open

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

July 22, 2010 -- For the Period July 10, 2010 through July 16, 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	4/5/10			Vacaville	Other	Under Investigation	Open
166	4/6/10			Hercules	Customer Denies Access	Customer does not want a SmartMeter	Resolved
167	4/6/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
168	4/6/10			Tracy	Other	Under Investigation	Open
169	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
170	4/7/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
171	4/7/10			Berkeley	Other	Under Investigation	Open
172	4/7/10			Concord	Meter/Module	Under Investigation	Open
173	4/7/10			El Sobrante	Customer Denies Access	Under Investigation	Open
174	4/7/10			Pinole	Power Interruption	Under Investigation	Open
175	4/7/10			Richmond	Customer Denies Access	Under Investigation	Open
176	4/7/10			Richmond	Other	Under Investigation	Open
177	4/7/10			Richmond	Scheduling Problems	Other	Resolved
178	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
179	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
180	4/7/10			San Ramon	Other	Under Investigation	Open
181	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
182	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
183	4/8/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
184	4/8/10			Berkeley	Other	Under Investigation	Open
185	4/8/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
186	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
187	4/8/10			Ukiah	Other	Other	Resolved
188	4/9/10			Alameda	Other	Other	Resolved
189	4/12/10			Alamo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
190	4/12/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
191	4/12/10			El Cerrito	Other	Under Investigation	Open
192	4/12/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
193	4/13/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
194	4/13/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
195	4/13/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
196	4/13/10			San Ramon	Other	Under Investigation	Open
197	4/14/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
198	4/14/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
199	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
200	4/14/10			Madera	Wellington Installer	Under Investigation	Open
201	4/14/10			Orinda	Other	Under Investigation	Open
202	4/14/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
203	4/14/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
204	4/14/10			San Jose	Other	Under Investigation	Open
205	4/14/10			Tracy	Power Interruption	Under Investigation	Open

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

July 22, 2010 -- For the Period July 10, 2010 through July 16, 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	4/14/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
207	4/15/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
208	4/15/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
209	4/15/10			Berkeley	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
210	4/15/10			Berkeley	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 July 22, 2010 -- For the Period July 10, 2010 through July 16, 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}	5894827709	ARNOLD	Open	Under Investigation
2	5/21/10	{Redacted}	4419853319	SAN MATEO	Open	Under Investigation
3	6/17/10	{Redacted}	4181116152	SACRAMENTO	Open	Under Investigation
4	6/25/10	{Redacted}	7382565324	TUOLUMNE	Resolved	Bill is Accurate. SmartMeter installed on 9/2/09. Meter tested on 4/13/10 and passed. Customer disputes high bills since SmartMeter installation. In first two months after the SmartMeter installation, ADU decreased, then increased for five months, followed by a decrease for three months. The year over year monthly percentage change, starting with the 10/13/09 bill, are: -3%, -10%, 43%, 62%, 45%, 44%, 27%, -5%, -10%, -34%. The hourly usage data was reviewed and discussed with the customer. Investigation revealed that customer's children stay with him part time and he has two fish tanks and a large TV contributing to load. Customer stated that he stays with his girlfriend for a portion of each month, and usage data showed these periods of reduced usage. The customer requested an energy audit to understand his load better and it has been scheduled. A pay plan was provided to hold credit action on the past-due bills.
5	7/7/10	{Redacted}	4544855397	HALF MOON BAY	Open	Under Investigation
6	7/7/10	{Redacted}	5325618127	SAN FRANCISCO	Resolved	Bill is Accurate. Gas SmartMeter was originally installed on 1/15/09 and second meter was installed on 7/1/09. An electric SmartMeter has not been installed at this residence. The customer complained about 4/2/10 and 5/3/10 bills. Customer believed that the SmartMeter was installed in March 2010 notwithstanding the earlier install date in PG&E's records. During the periods covered by the 4/2/10 and 5/3/10 bills, the ADU was 1.73 and 1.81 therms, respectively, which is 18% and 10% lower than the same periods last year. PG&E explained to customer that usage has not increased but rather gone down. A gas meter test has been scheduled. A medical baseline and other assistance agency information were requested to be sent to the customer.
7	7/7/10	{Redacted}	6508803838	REDWOOD CITY	Open	Under Investigation
8	7/10/10	{Redacted}	6186508959	JAMESTOWN	Resolved	Bill is Accurate. Electric SmartMeter installed on 8/9/09 and is communicating daily reads for billing. The account is electric only. PG&E contacted the customer to follow up on his "letter to the editor" in a local paper in order to answer questions regarding the SmartMeter. Customer's letter had referenced a "6500 Watt" increase per day, but PG&E explained that the increase was 6.5 kWh/day. The customer's usage pattern and recent efforts to reduce consumption were discussed. Information on the balanced payment program and a meter test were offered (customer declined).
9	7/12/10	{Redacted}	9033862568	SONOMA	Resolved	Bill is Accurate. Electric SmartMeter installed on 5/19/10. Customer complained of high bills for time period 3/3/10 – 6/2/10. Most of the complaint period pre-dated installation of SmartMeter. The customer was rebilled for April and May due to low customer-provided readings, resulting in a high June bill. Meter reads were verified by a meter reader on 5/17/10 and again on 5/19/10 by a meter technician. Usage was spread evenly over the period to give the customer the benefit of baseline. A review of the customer's monthly ADU reveals an overall increase in usage when compared to billing periods covering March through May 2009 (57%, 68%, 48%). Customer's increased usage began in the months before SmartMeter was installed. An energy audit will be scheduled when customer returns from vacation. Customer was given a pay plan as a courtesy to extend the balance due until 9/15/10.
10	7/12/10	{Redacted}	8597027126	SODA SPRINGS	Open	Under Investigation

11	7/13/10	5694307936	NAPA	Resolved	Meter Reader Error. Electric and gas SmartMeters installed on 11/25/09. Customer disputed high bills for time period 11/12/09-1/13/10. Meter was tested and passed on 4/13/10. Customer was dropped from CARE on 3/26/09 due to lack of recertification but was placed back on CARE on 6/14/10. Prior to SmartMeter transition to automatic reads, the meter was under-read by meter reader on 12/11/09. The account was originally billed for \$86.36 on 12/11/09 and \$705.25 on 1/13/10. After the read was corrected, the customer was rebilled for \$380.92 and \$352.55 for those billing periods to provide the benefit of baseline. Investigation shows that in the seven months since SmartMeter was installed, usage has decreased overall compared to same seven-month period in the prior two years: 2009 (54%, 5%, -32%, -35%, -46%, -38%, -41%) and 2008 (3%, -30%, -39%, 41%, -49%, -44%, -49%). The watt-hour meter registered an ADU of 44.31 kWh from 11/12 to 11/25 and the SmartMeter registered slightly higher ADU of 49.2 kWh from 11/25 to 12/11/09. Customer declined a pay plan.
12	7/14/10	0085994402	HAYWARD	Open	Under Investigation

11	7/13/10
12	7/14/10

*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.

*This Report trac

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

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

Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
{Redacted}	5894827709	ARNOLD	Open	Under Investigation
	4419853319	SAN MATEO	Open	Under Investigation
	4181116152	SACRAMENTO	Open	Under Investigation
	7382565324	TUOLUMNE	Resolved	<p>Bill is Accurate. SmartMeter installed on 9/2/09. Meter tested on 4/13/10 and passed. Customer disputes high bills since SmartMeter installation. In first two months after the SmartMeter installation, ADU decreased, then increased for five months, followed by a decrease for three months. The year over year monthly percentage change, starting with the 10/13/09 bill, are: -3%, -10%, 43%, 62%, 45%, 44%, 27%, -5%, -10%, -34%. The hourly usage data was reviewed and discussed with the customer. Investigation revealed that customer's children stay with him part time and he has two fish tanks and a large TV contributing to load. Customer stated that he stays with his girlfriend for a portion of each month, and usage data showed these periods of reduced usage. The customer requested an energy audit to understand his load better and it has been scheduled. A pay plan was provided to hold credit action on the past-due bills.</p>
	4544855397	HALF MOON BAY	Open	Under Investigation
	5325618127	SAN FRANCISCO	Resolved	<p>Bill is Accurate. Gas SmartMeter was originally installed on 1/15/09 and second meter was installed on 7/1/09. An electric SmartMeter has not been installed at this residence. The customer complained about 4/2/10 and 5/3/10 bills. Customer believed that the SmartMeter was installed in March 2010 notwithstanding the earlier install date in PG&E's records. During the periods covered by the 4/2/10 and 5/3/10 bills, the ADU was 1.73 and 1.81 therms, respectively, which is 18% and 10% lower than the same periods last year. PG&E explained to customer that usage has not increased but rather gone down. A gas meter test has been scheduled. A medical baseline and other assistance agency information were requested to be sent to the customer.</p>
	6508803838	REDWOOD CITY	Open	Under Investigation
	6186508959	JAMESTOWN	Resolved	<p>Bill is Accurate. Electric SmartMeter installed on 8/9/09 and is communicating daily reads for billing. The account is electric only. PG&E contacted the customer to follow up on his "letter to the editor" in a local paper in order to answer questions regarding the SmartMeter. Customer's letter had referenced a "6500 Watt" increase per day, but PG&E explained that the increase was 6.5 kWh/day. The customer's usage pattern and recent efforts to reduce consumption were discussed. Information on the balanced payment program and a meter test were offered (customer declined).</p>
	9033862568	SONOMA	Resolved	<p>Bill is Accurate. Electric SmartMeter installed on 5/19/10. Customer complained of high bills for time period 3/3/10 – 6/2/10. Most of the complaint period pre-dated installation of SmartMeter. The customer was rebilled for April and May due to low customer-provided readings, resulting in a high June bill. Meter reads were verified by a meter reader on 5/17/10 and again on 5/19/10 by a meter technician. Usage was spread evenly over the period to give the customer the benefit of baseline. A review of the customer's monthly ADU reveals an overall increase in usage when compared to billing periods covering March through May 2009 (57%, 68%, 48%). Customer's increased usage began in the months before SmartMeter was installed. An energy audit will be scheduled when customer returns from vacation. Customer was given a pay plan as a courtesy to extend the balance due until 9/15/10.</p>
	8597027126	SODA SPRINGS	Open	Under Investigation

11	7/13/10	5694307936	NAPA	Resolved	Meter Reader Error. Electric and gas SmartMeters installed on 11/25/09. Customer disputed high bills for time period 11/12/09-1/13/10. Meter was tested and passed on 4/13/10. Customer was dropped from CARE on 3/26/09 due to lack of recertification but was placed back on CARE on 6/14/10. Prior to SmartMeter transition to automatic reads, the meter was under-read by meter reader on 12/11/09. The account was originally billed for \$86.36 on 12/11/09 and \$705.25 on 1/13/10. After the read was corrected, the customer was rebilled for \$380.92 and \$352.55 for those billing periods to provide the benefit of baseline. Investigation shows that in the seven months since SmartMeter was installed, usage has decreased overall compared to same seven-month period in the prior two years: 2009 (54%, 5%, -32%, -35%, -46%, -38%, -41%) and 2008 (3%, -30%, -39%, 41%, -49%, -44%, -49%). The watt-hour meter registered an ADU of 44.31 kWh from 11/12 to 11/25 and the SmartMeter registered slightly higher ADU of 49.2 kWh from 11/25 to 12/11/09. Customer declined a pay plan.
12	7/14/10	0085994402	HAYWARD	Open	Under Investigation

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

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

Account	Service City	Status	Explanation of Complaint Resolution
5894827709	ARNOLD	Open	Under Investigation
4419853319	SAN MATEO	Open	Under Investigation
4181116152	SACRAMENTO	Open	Under Investigation
7382565324	TUOLUMNE	Resolved	<p>Bill is Accurate. SmartMeter installed on 9/2/09. Meter tested on 4/13/10 and passed. Customer disputes high bills since SmartMeter installation. In first two months after the SmartMeter installation, ADU decreased, then increased for five months, followed by a decrease for three months. The year over year monthly percentage change, starting with the 10/13/09 bill, are: -3%, -10%, 43%, 62%, 45%, 44%, 27%, -5%, -10%, -34%. The hourly usage data was reviewed and discussed with the customer. Investigation revealed that customer's children stay with him part time and he has two fish tanks and a large TV contributing to load. Customer stated that he stays with his girlfriend for a portion of each month, and usage data showed these periods of reduced usage. The customer requested an energy audit to understand his load better and it has been scheduled. A pay plan was provided to hold credit action on the past-due bills.</p>
4544855397	HALF MOON BAY	Open	Under Investigation
5325618127	SAN FRANCISCO	Resolved	<p>Bill is Accurate. Gas SmartMeter was originally installed on 1/15/09 and second meter was installed on 7/1/09. An electric SmartMeter has not been installed at this residence. The customer complained about 4/2/10 and 5/3/10 bills. Customer believed that the SmartMeter was installed in March 2010 notwithstanding the earlier install date in PG&E's records. During the periods covered by the 4/2/10 and 5/3/10 bills, the ADU was 1.73 and 1.81 therms, respectively, which is 18% and 10% lower than the same periods last year. PG&E explained to customer that usage has not increased but rather gone down. A gas meter test has been scheduled. A medical baseline and other assistance agency information were requested to be sent to the customer.</p>
6508803838	REDWOOD CITY	Open	Under Investigation
6186508959	JAMESTOWN	Resolved	<p>Bill is Accurate. Electric SmartMeter installed on 8/9/09 and is communicating daily reads for billing. The account is electric only. PG&E contacted the customer to follow up on his "letter to the editor" in a local paper in order to answer questions regarding the SmartMeter. Customer's letter had referenced a "6500 Watt" increase per day, but PG&E explained that the increase was 6.5 kWh/day. The customer's usage pattern and recent efforts to reduce consumption were discussed. Information on the balanced payment program and a meter test were offered (customer declined).</p>
9033862568	SONOMA	Resolved	<p>Bill is Accurate. Electric SmartMeter installed on 5/19/10. Customer complained of high bills for time period 3/3/10 – 6/2/10. Most of the complaint period pre-dated installation of SmartMeter. The customer was rebilled for April and May due to low customer-provided readings, resulting in a high June bill. Meter reads were verified by a meter reader on 5/17/10 and again on 5/19/10 by a meter technician. Usage was spread evenly over the period to give the customer the benefit of baseline. A review of the customer's monthly ADU reveals an overall increase in usage when compared to billing periods covering March through May 2009 (57%, 68%, 48%). Customer's increased usage began in the months before SmartMeter was installed. An energy audit will be scheduled when customer returns from vacation. Customer was given a pay plan as a courtesy to extend the balance due until 9/15/10.</p>
8597027126	SODA SPRINGS	Open	Under Investigation

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11	7/13/10	5694307936	NAPA	Resolved	Meter Reader Error. Electric and gas SmartMeters installed on 11/25/09. Customer disputed high bills for time period 11/12/09-1/13/10. Meter was tested and passed on 4/13/10. Customer was dropped from CARE on 3/26/09 due to lack of recertification but was placed back on CARE on 6/14/10. Prior to SmartMeter transition to automatic reads, the meter was under-read by meter reader on 12/11/09. The account was originally billed for \$86.36 on 12/11/09 and \$705.25 on 1/13/10. After the read was corrected, the customer was rebilled for \$380.92 and \$352.55 for those billing periods to provide the benefit of baseline. Investigation shows that in the seven months since SmartMeter was installed, usage has decreased overall compared to same seven-month period in the prior two years: 2009 (54%, 5%, -32%, -35%, -46%, -38%, -41%) and 2008 (3%, -30%, -39%, 41%, -49%, -44%, -49%). The watt-hour meter registered an ADU of 44.31 kWh from 11/12 to 11/25 and the SmartMeter registered slightly higher ADU of 49.2 kWh from 11/25 to 12/11/09. Customer declined a pay plan.
12	7/14/10	0085994402	HAYWARD	Open	Under Investigation

5694307936

0085994402

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

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

Service City	Status	Explanation of Complaint Resolution
ARNOLD	Open	Under Investigation
SAN MATEO	Open	Under Investigation
SACRAMENTO	Open	Under Investigation
TUOLUMNE	Resolved	<p>Bill is Accurate. SmartMeter installed on 9/2/09. Meter tested on 4/13/10 and passed. Customer disputes high bills since SmartMeter installation. In first two months after the SmartMeter installation, ADU decreased, then increased for five months, followed by a decrease for three months. The year over year monthly percentage change, starting with the 10/13/09 bill, are: -3%, -10%, 43%, 62%, 45%, 44%, 27%, -5%, -10%, -34%. The hourly usage data was reviewed and discussed with the customer. Investigation revealed that customer's children stay with him part time and he has two fish tanks and a large TV contributing to load. Customer stated that he stays with his girlfriend for a portion of each month, and usage data showed these periods of reduced usage. The customer requested an energy audit to understand his load better and it has been scheduled. A pay plan was provided to hold credit action on the past-due bills.</p>
HALF MOON BAY	Open	Under Investigation
SAN FRANCISCO	Resolved	<p>Bill is Accurate. Gas SmartMeter was originally installed on 1/15/09 and second meter was installed on 7/1/09. An electric SmartMeter has not been installed at this residence. The customer complained about 4/2/10 and 5/3/10 bills. Customer believed that the SmartMeter was installed in March 2010 notwithstanding the earlier install date in PG&E's records. During the periods covered by the 4/2/10 and 5/3/10 bills, the ADU was 1.73 and 1.81 therms, respectively, which is 18% and 10% lower than the same periods last year. PG&E explained to customer that usage has not increased but rather gone down. A gas meter test has been scheduled. A medical baseline and other assistance agency information were requested to be sent to the customer.</p>
REDWOOD CITY	Open	Under Investigation
JAMESTOWN	Resolved	<p>Bill is Accurate. Electric SmartMeter installed on 8/9/09 and is communicating daily reads for billing. The account is electric only. PG&E contacted the customer to follow up on his "letter to the editor" in a local paper in order to answer questions regarding the SmartMeter. Customer's letter had referenced a "6500 Watt" increase per day, but PG&E explained that the increase was 6.5 kWh/day. The customer's usage pattern and recent efforts to reduce consumption were discussed. Information on the balanced payment program and a meter test were offered (customer declined).</p>
SONOMA	Resolved	<p>Bill is Accurate. Electric SmartMeter installed on 5/19/10. Customer complained of high bills for time period 3/3/10 – 6/2/10. Most of the complaint period pre-dated installation of SmartMeter. The customer was rebilled for April and May due to low customer-provided readings, resulting in a high June bill. Meter reads were verified by a meter reader on 5/17/10 and again on 5/19/10 by a meter technician. Usage was spread evenly over the period to give the customer the benefit of baseline. A review of the customer's monthly ADU reveals an overall increase in usage when compared to billing periods covering March through May 2009 (57%, 68%, 48%). Customer's increased usage began in the months before SmartMeter was installed. An energy audit will be scheduled when customer returns from vacation. Customer was given a pay plan as a courtesy to extend the balance due until 9/15/10.</p>
SODA SPRINGS	Open	Under Investigation

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11	7/13/10	5694307936	NAPA	Resolved	Meter Reader Error. Electric and gas SmartMeters installed on 11/25/09. Customer disputed high bills for time period 11/12/09-1/13/10. Meter was tested and passed on 4/13/10. Customer was dropped from CARE on 3/26/09 due to lack of recertification but was placed back on CARE on 6/14/10. Prior to SmartMeter transition to automatic reads, the meter was under-read by meter reader on 12/11/09. The account was originally billed for \$86.36 on 12/11/09 and \$705.25 on 1/13/10. After the read was corrected, the customer was rebilled for \$380.92 and \$352.55 for those billing periods to provide the benefit of baseline. Investigation shows that in the seven months since SmartMeter was installed, usage has decreased overall compared to same seven-month period in the prior two years: 2009 (54%, 5%, -32%, -35%, -46%, -38%, -41%) and 2008 (3%, -30%, -39%, 41%, -49%, -44%, -49%). The watt-hour meter registered an ADU of 44.31 kWh from 11/12 to 11/25 and the SmartMeter registered slightly higher ADU of 49.2 kWh from 11/25 to 12/11/09. Customer declined a pay plan.
12	7/14/10	0085994402	HAYWARD	Open	Under Investigation

NAPA
HAYWARD

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

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

Status	Explanation of Complaint Resolution
Open	Under Investigation
Open	Under Investigation
Open	Under Investigation
Resolved	<p>Bill is Accurate. SmartMeter installed on 9/2/09. Meter tested on 4/13/10 and passed. Customer disputes high bills since SmartMeter installation. In first two months after the SmartMeter installation, ADU decreased, then increased for five months, followed by a decrease for three months. The year over year monthly percentage change, starting with the 10/13/09 bill, are: -3%, -10%, 43%, 62%, 45%, 44%, 27%, -5%, -10%, -34%. The hourly usage data was reviewed and discussed with the customer. Investigation revealed that customer's children stay with him part time and he has two fish tanks and a large TV contributing to load. Customer stated that he stays with his girlfriend for a portion of each month, and usage data showed these periods of reduced usage. The customer requested an energy audit to understand his load better and it has been scheduled. A pay plan was provided to hold credit action on the past-due bills.</p>
Open	Under Investigation
Resolved	<p>Bill is Accurate. Gas SmartMeter was originally installed on 1/15/09 and second meter was installed on 7/1/09. An electric SmartMeter has not been installed at this residence. The customer complained about 4/2/10 and 5/3/10 bills. Customer believed that the SmartMeter was installed in March 2010 notwithstanding the earlier install date in PG&E's records. During the periods covered by the 4/2/10 and 5/3/10 bills, the ADU was 1.73 and 1.81 therms, respectively, which is 18% and 10% lower than the same periods last year. PG&E explained to customer that usage has not increased but rather gone down. A gas meter test has been scheduled. A medical baseline and other assistance agency information were requested to be sent to the customer.</p>
Open	Under Investigation
Resolved	<p>Bill is Accurate. Electric SmartMeter installed on 8/9/09 and is communicating daily reads for billing. The account is electric only. PG&E contacted the customer to follow up on his "letter to the editor" in a local paper in order to answer questions regarding the SmartMeter. Customer's letter had referenced a "6500 Watt" increase per day, but PG&E explained that the increase was 6.5 kWh/day. The customer's usage pattern and recent efforts to reduce consumption were discussed. Information on the balanced payment program and a meter test were offered (customer declined).</p>
Resolved	<p>Bill is Accurate. Electric SmartMeter installed on 5/19/10. Customer complained of high bills for time period 3/3/10 – 6/2/10. Most of the complaint period pre-dated installation of SmartMeter. The customer was rebilled for April and May due to low customer-provided readings, resulting in a high June bill. Meter reads were verified by a meter reader on 5/17/10 and again on 5/19/10 by a meter technician. Usage was spread evenly over the period to give the customer the benefit of baseline. A review of the customer's monthly ADU reveals an overall increase in usage when compared to billing periods covering March through May 2009 (57%, 68%, 48%). Customer's increased usage began in the months before SmartMeter was installed. An energy audit will be scheduled when customer returns from vacation. Customer was given a pay plan as a courtesy to extend the balance due until 9/15/10.</p>
Open	Under Investigation

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11	7/13/10	5694307936	NAPA	Resolved	Meter Reader Error. Electric and gas SmartMeters installed on 11/25/09. Customer disputed high bills for time period 11/12/09-1/13/10. Meter was tested and passed on 4/13/10. Customer was dropped from CARE on 3/26/09 due to lack of recertification but was placed back on CARE on 6/14/10. Prior to SmartMeter transition to automatic reads, the meter was under-read by meter reader on 12/11/09. The account was originally billed for \$86.36 on 12/11/09 and \$705.25 on 1/13/10. After the read was corrected, the customer was rebilled for \$380.92 and \$352.55 for those billing periods to provide the benefit of baseline. Investigation shows that in the seven months since SmartMeter was installed, usage has decreased overall compared to same seven-month period in the prior two years: 2009 (54%, 5%, -32%, -35%, -46%, -38%, -41%) and 2008 (3%, -30%, -39%, 41%, -49%, -44%, -49%). The watt-hour meter registered an ADU of 44.31 kWh from 11/12 to 11/25 and the SmartMeter registered slightly higher ADU of 49.2 kWh from 11/25 to 12/11/09. Customer declined a pay plan.
12	7/14/10	0085994402	HAYWARD	Open	Under Investigation

Resolved
Open

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7	Open Complaints on Last Report	7
2	Open Complaints Resolved Since the Last Report	2
5	New Complaints Since the Last Report	5
3	New Complaints Resolved Since the Last Report	3
2	New Complaints Open	2

Color Key

Resolved Since the Last Report

New Since the Last Report

No SmartMeter™ Device Installed

Explanation of Complaint Resolution

Under Investigation

Under Investigation

Under Investigation

Bill is Accurate. SmartMeter installed on 9/2/09. Meter tested on 4/13/10 and passed. Customer disputes high bills since SmartMeter installation. In first two months after the SmartMeter installation, ADU decreased, then increased for five months, followed by a decrease for three months. The year over year monthly percentage change, starting with the 10/13/09 bill, are: -3%, -10%, 43%, 62%, 45%, 44%, 27%, -5%, -10%, -34%. The hourly usage data was reviewed and discussed with the customer. Investigation revealed that customer's children stay with him part time and he has two fish tanks and a large TV contributing to load. Customer stated that he stays with his girlfriend for a portion of each month, and usage data showed these periods of reduced usage. The customer requested an energy audit to understand his load better and it has been scheduled. A pay plan was provided to hold credit action on the past-due bills.

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