

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 29, 2010 -- For the Period July 17, 2010 through July 23, 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	Customer Denies Wellington Access	Resolved
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	Customer does not want a SmartMeter	Resolved
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	Customer does not want a SmartMeter	Resolved
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	Installer failed to knock	Resolved
58	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
59	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
60	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
61	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
62	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
63	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
64	3/10/10			Albany	Wellington Installer	Damaged private property	Resolved
65	3/10/10			Angwin	Wellington Installer	Under Investigation	Open
66	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
67	3/10/10			Cameron Park	Wellington Installer	No time given to power down equipment	Resolved
68	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
69	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open
70	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
71	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
72	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
73	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
74	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
75	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
76	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
77	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
78	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
79	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
80	3/12/10			San Ramon	Wellington Installer	Damaged private property	Resolved
81	3/12/10			Union City	Meter/Module	Under Investigation	Open
82	3/12/10			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	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
84	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
85	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
86	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
87	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
88	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
89	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
90	3/16/10			Tracy	Meter/Module	Under Investigation	Open
91	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
92	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
93	3/17/10			San Jose	Wellington Installer	Installer failed to knock	Resolved
94	3/17/10			Sunnyvale	Wellington Installer	Installer failed to knock	Resolved
95	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
96	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
97	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
98	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
99	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
100	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
101	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
102	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
103	3/22/10			Saint Helena	Other	Under Investigation	Open
104	3/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
105	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
106	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
107	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
108	3/24/10			Berkeley	Wellington Installer	Damaged private property	Resolved
109	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
110	3/24/10			Vallejo	Wellington Installer	Installer failed to knock	Resolved
111	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
112	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
113	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
114	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
115	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
116	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
117	3/26/10			Calistoga	Wellington Installer	Installer rude to customer	Resolved
118	3/27/10			Pleasanton	Wellington Installer	Installer rude to customer	Resolved
119	3/27/10			San Jose	Network Equipment Installation	No time given to power down equipment	Resolved
120	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
121	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
122	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
123	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open

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124	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
125	3/29/10			Tracy	Meter/Module	Under Investigation	Open
126	3/30/10			Cupertino	Wellington Installer	Installer rude to customer	Resolved
127	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
128	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
129	3/31/10			Marysville	Wellington Installer	Installer rude to customer	Resolved
130	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
131	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
132	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
133	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
134	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
135	4/5/10			Pinole	Other	Other	Resolved
136	4/5/10			Redding	Wellington Installer	Installer rude to customer	Resolved
137	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
138	4/5/10			Vacaville	Other	Under Investigation	Open
139	4/6/10			Tracy	Other	Under Investigation	Open
140	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
141	4/7/10			Berkeley	Other	Other	Resolved
142	4/7/10			Concord	Meter/Module	Other	Resolved
143	4/7/10			El Sobrante	Customer Denies Access	Customer does not want a SmartMeter	Resolved
144	4/7/10			Pinole	Power Interruption	Complete Power Outage	Resolved
145	4/7/10			Richmond	Customer Denies Access	Under Investigation	Open
146	4/7/10			Richmond	Other	Other	Resolved
147	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
148	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
149	4/7/10			San Ramon	Other	Other	Resolved
150	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
151	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
152	4/8/10			Berkeley	Other	Other	Resolved
153	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
154	4/12/10			El Cerrito	Other	Other	Resolved
155	4/13/10			San Ramon	Other	Other	Resolved
156	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
157	4/14/10			Madera	Wellington Installer	Under Investigation	Open
158	4/14/10			Orinda	Other	Under Investigation	Open
159	4/14/10			San Jose	Other	Under Investigation	Open
160	4/14/10			Tracy	Power Interruption	Under Investigation	Open
161	4/14/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
162	4/15/10			Berkeley	Other	Other	Resolved
163	4/15/10			Madera	Other	Under Investigation	Open
164	4/15/10			Pittsburg	Other	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
165	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
166	4/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
167	4/16/10			Healdsburg	Wellington Installer	Under Investigation	Open
168	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
169	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
170	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
171	4/19/10			Richmond	Household items affected by SM installation	Damaged Computer	Resolved
172	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
173	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
174	4/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
175	4/20/10			Walnut Creek	Other	Under Investigation	Open
176	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
177	4/21/10			Danville	Customer Denies Access	Under Investigation	Open
178	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
179	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
180	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
181	4/22/10			Alamo	Other	Under Investigation	Open
182	4/22/10			Vallejo	Other	Under Investigation	Open
183	4/23/10			Berkeley	Other	Under Investigation	Open
184	4/23/10			Berkeley	Other	Under Investigation	Open
185	4/23/10			Berkeley	Other	Under Investigation	Open
186	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
187	4/23/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
188	4/23/10			Madera	Wellington Installer	Under Investigation	Open
189	4/23/10			Selma	Wellington Installer	Under Investigation	Open
190	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
191	4/26/10			Madera	Wellington Installer	Under Investigation	Open
192	4/26/10			Napa	Wellington Installer	Under Investigation	Open
193	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
194	4/26/10			Orinda	Meter/Module	Under Investigation	Open
195	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
196	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
197	4/26/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
198	4/26/10			San Ramon	Wellington Installer	Under Investigation	Open
199	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
200	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
201	4/27/10			Pittsburg	Other	Under Investigation	Open
202	4/27/10			Pleasanton	Other	Under Investigation	Open
203	4/28/10			Hayward	SmartMeter Customer Communication	Under Investigation	Open
204	4/28/10			Lafayette	SmartMeter Customer Communication	Under Investigation	Open
205	4/28/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
206	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
207	4/28/10			Oakley	Other	Other	Resolved
208	4/28/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
209	4/28/10			Pinole	Customer Denies Access	Under Investigation	Open
210	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
211	4/29/10			Livermore	Other	Under Investigation	Open
212	4/29/10			Madera	Wellington Installer	Under Investigation	Open
213	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
214	4/29/10			Oakland	Wellington Installer	Under Investigation	Open
215	4/29/10			Pinole	Household items affected by SM installation	Under Investigation	Open
216	4/29/10			San Pablo	Customer Denies Access	Under Investigation	Open
217	4/30/10			Berkeley	Other	Under Investigation	Open
218	4/30/10			Berkeley	Other	Under Investigation	Open
219	4/30/10			Concord	Other	Under Investigation	Open
220	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
221	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
222	4/30/10			Richmond	Other	Under Investigation	Open
223	5/3/10			Forestville	Customer Denies Access	Under Investigation	Open
224	5/3/10			San Jose	Customer Denies Access	Under Investigation	Open
225	5/4/10			Concord	Customer Denies Access	Customer Denies Wellington Access	Resolved
226	5/4/10			Oakley	Other	Other	Resolved
227	5/4/10			S. San Francisco	Wellington Installer	Under Investigation	Open
228	5/4/10			San Jose	Customer Denies Access	Under Investigation	Open
229	5/4/10			San Ramon	Other	Under Investigation	Open
230	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
231	5/5/10			San Jose	Customer Denies Access	Under Investigation	Open
232	5/5/10			San Jose	Wellington Installer	Under Investigation	Open
233	5/5/10			Vallejo	Other	Other	Resolved
234	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
235	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
236	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
237	5/7/10			Richmond	Other	Other	Resolved
238	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
239	5/7/10			San Jose	Meter/Module	Under Investigation	Open
240	5/8/10			Placerville	Wellington Installer	Under Investigation	Open
241	5/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
242	5/10/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
243	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
244	5/10/10			Milpitas	Wellington Installer	Under Investigation	Open
245	5/10/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
246	5/10/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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247	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open
248	5/10/10			Richmond	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Resolved
249	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
250	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
251	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
252	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
253	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
254	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
255	5/10/10			San Jose	Other	Under Investigation	Open
256	5/10/10			Sebastopol	Other	Other	Resolved
257	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
258	5/10/10			Stockton	Wellington Installer	Under Investigation	Open
259	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
260	5/11/10			Alamo	SmartMeter Customer Communication	Under Investigation	Open
261	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
262	5/11/10			Chico	Wellington Installer	Under Investigation	Open
263	5/11/10			Concord	Household items affected by SM installation	Under Investigation	Open
264	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
265	5/11/10			Milpitas	Wellington Installer	Under Investigation	Open
266	5/11/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
267	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
268	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
269	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
270	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open
271	5/11/10			Richmond	Customer Denies Access	Under Investigation	Open
272	5/11/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
273	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
274	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
275	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
276	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
277	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
278	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
279	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
280	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
281	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
282	5/11/10			San Jose	Wellington Installer	Under Investigation	Open
283	5/11/10			San Leandro	SmartMeter Customer Communication	Under Investigation	Open
284	5/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
285	5/11/10			Tracy	Wellington Installer	Under Investigation	Open
286	5/11/10			Vallejo	Wellington Installer	Under Investigation	Open
287	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open

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288	5/12/10			Fresno	Other	Under Investigation	Open
289	5/12/10			Livermore	Wellington Installer	Under Investigation	Open
290	5/12/10			Martinez	Household items affected by SM installation	Under Investigation	Open
291	5/12/10			Marysville	Household items affected by SM installation	Under Investigation	Open
292	5/12/10			Marysville	Wellington Installer	Under Investigation	Open
293	5/12/10			Milpitas	Customer Denies Access	Under Investigation	Open
294	5/12/10			Mountain View	Wellington Installer	Under Investigation	Open
295	5/12/10			Napa	Wellington Installer	Under Investigation	Open
296	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
297	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
298	5/12/10			Pinole	Customer Denies Access	Under Investigation	Open
299	5/12/10			Richmond	Other	Under Investigation	Open
300	5/12/10			Richmond	Wellington Installer	Under Investigation	Open
301	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
302	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
303	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
304	5/12/10			San Jose	Other	Under Investigation	Open
305	5/12/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
306	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
307	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
308	5/12/10			San Ramon	Wellington Installer	Under Investigation	Open
309	5/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
310	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open
311	5/12/10			Tracy	Wellington Installer	Under Investigation	Open
312	5/12/10			Yuba City	Customer Denies Access	Under Investigation	Open
313	5/13/10			Aptos	Customer Denies Access	Under Investigation	Open
314	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
315	5/13/10			Dos Palos	Other	Under Investigation	Open
316	5/13/10			Los Banos	Customer Denies Access	Under Investigation	Open
317	5/13/10			Marysville	Wellington Installer	Under Investigation	Open
318	5/13/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
319	5/13/10			Redding	Customer Denies Access	Under Investigation	Open
320	5/13/10			Redding	Wellington Installer	Under Investigation	Open
321	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
322	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
323	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
324	5/13/10			Tracy	Other	Under Investigation	Open
325	5/13/10			Yuba City	Other	Under Investigation	Open
326	5/14/10			Antioch	Meter/Module	Under Investigation	Open
327	5/14/10			Aptos	Customer Denies Access	Under Investigation	Open
328	5/14/10			Chico	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
329	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
330	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
331	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
332	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
333	5/14/10			Chico	Customer Denies Access	Under Investigation	Open
334	5/14/10			Chico	Other	Under Investigation	Open
335	5/14/10			Clayton	Wellington Installer	Under Investigation	Open
336	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
337	5/14/10			Mountain View	Customer wants SmartMeter Removed	Under Investigation	Open
338	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
339	5/14/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
340	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
341	5/14/10			Pleasanton	Wellington Installer	Under Investigation	Open
342	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
343	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
344	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
345	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
346	5/14/10			San Jose	Customer Denies Access	Under Investigation	Open
347	5/14/10			San Jose	Household items affected by SM installation	Under Investigation	Open
348	5/14/10			San Jose	Meter/Module	Under Investigation	Open
349	5/14/10			San Leandro	Customer Denies Access	Under Investigation	Open
350	5/14/10			San Leandro	Customer wants SmartMeter Removed	Under Investigation	Open
351	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
352	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
353	5/14/10			Tracy	Customer Denies Access	Under Investigation	Open
354	5/14/10			Tranquillity	Meter/Module	Under Investigation	Open
355	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
356	5/14/10			Yuba City	Customer Denies Access	Under Investigation	Open
357	5/14/10			Yuba City	Customer wants SmartMeter Removed	Under Investigation	Open
358	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
359	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
360	5/15/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
361	5/15/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
362	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
363	5/15/10			Marysville	Customer Denies Access	Under Investigation	Open
364	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
365	5/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
366	5/16/10			Marysville	SmartMeter Customer Communication	Under Investigation	Open
367	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
368	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
369	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open

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370	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
371	5/17/10			Alameda	Customer Denies Access	Under Investigation	Open
372	5/17/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
373	5/17/10			Alameda	Wellington Installer	Under Investigation	Open
374	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
375	5/17/10			Aptos	Customer Denies Access	Under Investigation	Open
376	5/17/10			Benicia	Wellington Installer	Under Investigation	Open
377	5/17/10			Berkeley	Customer Denies Access	Under Investigation	Open
378	5/17/10			Dos Palos	Wellington Installer	Under Investigation	Open
379	5/17/10			El Cerrito	Customer Denies Access	Under Investigation	Open
380	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
381	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
382	5/17/10			Los Gatos	Scheduling Problems	Under Investigation	Open
383	5/17/10			Marysville	Customer Denies Access	Under Investigation	Open
384	5/17/10			Marysville	Customer Denies Access	Under Investigation	Open
385	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
386	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
387	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
388	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
389	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
390	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
391	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
392	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
393	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
394	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
395	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
396	5/17/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
397	5/17/10			S. San Francisco	Other	Under Investigation	Open
398	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
399	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
400	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
401	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
402	5/17/10			San Jose	Wellington Installer	Under Investigation	Open
403	5/17/10			San Ramon	Customer Denies Access	Under Investigation	Open
404	5/17/10			Santa Rosa	Wellington Installer	Under Investigation	Open
405	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
406	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
407	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
408	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
409	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
410	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
411	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
412	5/17/10			Yuba City	Customer Denies Access	Under Investigation	Open
413	5/17/10			Yuba City	Customer wants Smartmeter Removed	Under Investigation	Open
414	5/18/10			Chowchilla	Customer Denies Access	Under Investigation	Open
415	5/18/10			Dos Palos	Wellington Installer	Under Investigation	Open
416	5/18/10			Dublin	Wellington Installer	Under Investigation	Open
417	5/18/10			Livermore	Customer Denies Access	Under Investigation	Open
418	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
419	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
420	5/18/10			Madera	Customer Denies Access	Under Investigation	Open
421	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
422	5/18/10			Paradise	Customer Denies Access	Under Investigation	Open
423	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
424	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
425	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
426	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
427	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
428	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
429	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
430	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
431	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
432	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
433	5/18/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
434	5/18/10			Tracy	Customer Denies Access	Under Investigation	Open
435	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
436	5/19/10			Brentwood	Customer wants Smartmeter Removed	Under Investigation	Open
437	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
438	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
439	5/19/10			Cupertino	Customer Denies Access	Under Investigation	Open
440	5/19/10			Durham	Customer Denies Access	Under Investigation	Open
441	5/19/10			Hayward	Customer Denies Access	Under Investigation	Open
442	5/19/10			Marysville	Customer Denies Access	Under Investigation	Open
443	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
444	5/19/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
445	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
446	5/19/10			San Jose	Customer Denies Access	Under Investigation	Open
447	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
448	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
449	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
450	5/19/10			Watsonville	Customer Denies Access	Under Investigation	Open
451	5/20/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
452	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
453	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
454	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
455	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
456	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
457	5/20/10			Fresno	Customer Denies Access	Under Investigation	Open
458	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
459	5/20/10			Live Oak	Customer Denies Access	Under Investigation	Open
460	5/20/10			Los Altos	Meter/Module	Under Investigation	Open
461	5/20/10			Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
462	5/20/10			Madera	Customer Denies Access	Under Investigation	Open
463	5/20/10			Manteca	Customer Denies Access	Under Investigation	Open
464	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
465	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
466	5/20/10			Oakley	Customer wants Smartmeter Removed	Under Investigation	Open
467	5/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
468	5/20/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
469	5/20/10			San Jose	Wellington Installer	Under Investigation	Open
470	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
471	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
472	5/20/10			Tracy	Power Interruption	Under Investigation	Open
473	5/20/10			Yuba City	Customer Denies Access	Under Investigation	Open
474	5/20/10			Yuba City	Wellington Installer	Under Investigation	Open
475	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
476	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
477	5/21/10			Berkeley	Wellington Installer	Under Investigation	Open
478	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
479	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
480	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
481	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
482	5/21/10			Chico	Customer Denies Access	Under Investigation	Open
483	5/21/10			Dublin	Customer wants Smartmeter Removed	Under Investigation	Open
484	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
485	5/21/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
486	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
487	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
488	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
489	5/21/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
490	5/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
491	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
492	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
493	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
494	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
495	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
496	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
497	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
498	5/21/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
499	5/21/10			Oroville	Customer Denies Access	Under Investigation	Open
500	5/21/10			Paradise	Customer Denies Access	Under Investigation	Open
501	5/21/10			Petaluma	Wellington Installer	Under Investigation	Open
502	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
503	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
504	5/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
505	5/21/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
506	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
507	5/22/10			Campbell	Customer Denies Access	Under Investigation	Open
508	5/22/10			Chico	Customer Denies Access	Under Investigation	Open
509	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
510	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
511	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
512	5/22/10			Magalia	Customer Denies Access	Under Investigation	Open
513	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
514	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
515	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
516	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
517	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
518	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
519	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
520	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
521	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
522	5/23/10			Emeryville	Customer Denies Access	Under Investigation	Open
523	5/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
524	5/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
525	5/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
526	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
527	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
528	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
529	5/23/10			Paradise	Customer Denies Access	Under Investigation	Open
530	5/23/10			San Jose	Customer Denies Access	Under Investigation	Open
531	5/23/10			San Pablo	Customer Denies Access	Under Investigation	Open
532	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
533	5/24/10			Browns Valley	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
534	5/24/10			Chico	Customer Denies Access	Under Investigation	Open
535	5/24/10			Concord	Household items affected by SM installation	Under Investigation	Open
536	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
537	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
538	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
539	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
540	5/24/10			Livermore	Household items affected by SM installation	Under Investigation	Open
541	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
542	5/24/10			Moraga	Customer Denies Access	Under Investigation	Open
543	5/24/10			Morgan Hill	Customer Denies Access	Under Investigation	Open
544	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
545	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
546	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
547	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
548	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
549	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
550	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
551	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
552	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
553	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
554	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
555	5/24/10			Piedmont	Customer Denies Access	Under Investigation	Open
556	5/24/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
557	5/24/10			Pleasanton	Customer Denies Access	Under Investigation	Open
558	5/24/10			San Jose	Wellington Installer	Under Investigation	Open
559	5/24/10			Yuba City	Customer Denies Access	Under Investigation	Open
560	5/24/10			Yuba City	Wellington Installer	Under Investigation	Open
561	5/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
562	5/25/10			Camino	Customer Denies Access	Under Investigation	Open
563	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
564	5/25/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
565	5/25/10			Grass Valley	Customer Denies Access	Under Investigation	Open
566	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
567	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
568	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
569	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
570	5/25/10			Pollock Pines	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
571	5/25/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
572	5/25/10			Wheatland	Wellington Installer	Under Investigation	Open
573	5/26/10			Berkeley	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
574	5/26/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
575	5/26/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
576	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
577	5/26/10			Oakland	Household items affected by SM installation	Under Investigation	Open
578	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
579	5/26/10			San Jose	Wellington Installer	Under Investigation	Open
580	5/26/10			San Pablo	Wellington Installer	Under Investigation	Open
581	5/27/10			Berkeley	Power Interruption	Under Investigation	Open
582	5/27/10			Citrus Heights	Wellington Installer	Under Investigation	Open
583	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
584	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
585	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open
586	5/27/10			Richmond	Customer Denies Access	Under Investigation	Open
587	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
588	5/27/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
589	5/28/10			Danville	Customer Denies Access	Under Investigation	Open
590	5/28/10			Lemoore	Meter/Module Equipment	Under Investigation	Open
591	5/28/10			Port Costa	Customer Denies Access	Under Investigation	Open
592	5/28/10			San Jose	Wellington Installer	Under Investigation	Open
593	5/28/10			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
594	5/29/10			Clayton	Customer wants Smartmeter Removed	Under Investigation	Open
595	5/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
596	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
597	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
598	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
599	5/29/10			Richmond	Customer Denies Access	Under Investigation	Open
600	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
601	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
602	5/31/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
603	6/1/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
604	6/1/10			Concord	Meter/Module	Under Investigation	Open
605	6/1/10			Livermore	Wellington Installer	Under Investigation	Open
606	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
607	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
608	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
609	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
610	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
611	6/1/10			Oakland	Potential Wellington Claim	Under Investigation	Open
612	6/1/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
613	6/1/10			Wheatland	Power Interruption	Under Investigation	Open
614	6/2/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
615	6/2/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open

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**Pacific Gas and Electric Company
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Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
616	6/2/10			Cupertino	Wellington Installer	Under Investigation	Open
617	6/2/10			Los Gatos	Wellington Installer	Under Investigation	Open
618	6/2/10			Oakland	Customer Denies Access	Under Investigation	Open
619	6/2/10			Oakland	Customer wants Smartmeter Removed	Unhappy with SM Program	Open
620	6/3/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
621	6/3/10			Concord	Wellington Installer	Under Investigation	Open
622	6/3/10			Oakdale	Household items affected by SM installation	Under Investigation	Open
623	6/4/10			Livermore	Potential Wellington Claim	Under Investigation	Open
624	6/4/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
625	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
626	6/5/10			Emeryville	Customer Denies Access	Under Investigation	Open
627	6/5/10			Oakland	Customer Denies Access	Under Investigation	Open
628	6/6/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
629	6/6/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
630	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
631	6/7/10			Corte Madera	Customer Denies Access	Under Investigation	Open
632	6/7/10			Hayward	Household items affected by SM installation	Under Investigation	Open
633	6/7/10			Oakhurst	SmartMeter Customer Communication	Under Investigation	Open
634	6/7/10			Oakland	Customer Denies Access	Under Investigation	Open
635	6/7/10			Placerville	Customer Denies Access	Under Investigation	Open
636	6/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
637	6/8/10			Fresno	Power Interruption	Under Investigation	Open
638	6/8/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
639	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
640	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
641	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
642	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
643	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
644	6/8/10			Oakland	Wellington Installer	Under Investigation	Open
645	6/8/10			Piedmont	Customer Denies Access	Under Investigation	Open
646	6/8/10			Redwood City	Wellington Installer	Under Investigation	Open
647	6/8/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
648	6/8/10			Santa Rosa	Wellington Installer	Under Investigation	Open
649	6/9/10			Alameda	Wellington Installer	Under Investigation	Open
650	6/9/10			Concord	Customer Denies Access	Under Investigation	Open
651	6/9/10			Cupertino	Wellington Installer	Under Investigation	Open
652	6/9/10			Half Moon Bay	Customer Denies Access	Under Investigation	Open
653	6/9/10			Oakland	Customer Denies Access	Under Investigation	Open
654	6/9/10			S. San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
655	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
656	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
657	6/9/10			San Jose	Wellington Installer	Under Investigation	Open
658	6/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
659	6/10/10			Monte Rio	Wellington Installer	Under Investigation	Open
660	6/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
661	6/10/10			Oakland	Power Interruption	Under Investigation	Open
662	6/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
663	6/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
664	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
665	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
666	6/10/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
667	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
668	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
669	6/11/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
670	6/11/10			San Jose	Household items affected by SM installation	Under Investigation	Open
671	6/11/10			San Jose	Wellington Installer	Under Investigation	Open
672	6/11/10			San Pablo	SmartMeter Customer Communication	Under Investigation	Open
673	6/11/10			San Rafael	Customer Denies Access	Under Investigation	Open
674	6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
675	6/11/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
676	6/12/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
677	6/13/10			San Ramon	Customer Denies Access	Under Investigation	Open
678	6/14/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
679	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
680	6/14/10			Merced	Household items affected by SM installation	Under Investigation	Open
681	6/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
682	6/14/10			San Jose	Wellington Installer	Under Investigation	Open
683	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
684	6/15/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
685	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
686	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
687	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
688	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
689	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
690	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
691	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
692	6/15/10			Oakland	Power Interruption	Under Investigation	Open
693	6/15/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
694	6/15/10			Pittsburg	Household items affected by SM installation	Under Investigation	Open
695	6/15/10			Pleasant Hill	Customer Denies Access	Under Investigation	Open
696	6/15/10			San Jose	Customer Denies Access	Under Investigation	Open
697	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
698	6/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
699	6/15/10			San Jose	Wellington Installer	Under Investigation	Open
700	6/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
701	6/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
702	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
703	6/15/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
704	6/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
705	6/16/10			Dinuba	Customer Denies Access	Under Investigation	Open
706	6/16/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
707	6/16/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
708	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
709	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
710	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
711	6/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
712	6/16/10			Pollock Pines	Wellington Installer	Under Investigation	Open
713	6/16/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
714	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
715	6/16/10			San Jose	Wellington Installer	Under Investigation	Open
716	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
717	6/16/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
718	6/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
719	6/16/10			Santa Rosa	Wellington Installer	Under Investigation	Open
720	6/17/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
721	6/17/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
722	6/17/10			Concord	Customer Denies Access	Under Investigation	Open
723	6/17/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
724	6/17/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
725	6/17/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
726	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
727	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
728	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
729	6/17/10			Oakland	Household items affected by SM installation	Other	Resolved
730	6/17/10			Oakland	Household items affected by SM installation	Under Investigation	Open
731	6/17/10			Oakley	Customer Denies Access	Under Investigation	Open
732	6/17/10			Penryn	Household items affected by SM installation	Under Investigation	Open
733	6/17/10			Pleasanton	Customer Denies Access	Under Investigation	Open
734	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
735	6/17/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
736	6/17/10			San Francisco	Wellington Installer	Under Investigation	Open
737	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
738	6/17/10			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
739	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
740	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
741	6/17/10			San Jose	Wellington Installer	Under Investigation	Open
742	6/17/10			San Mateo	Wellington Installer	Under Investigation	Open
743	6/17/10			Sausalito	Customer Denies Access	Under Investigation	Open
744	6/17/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
745	6/17/10			Tracy	SmartMeter Customer Communication	Under Investigation	Open
746	6/17/10			Windsor	Customer Denies Access	Under Investigation	Open
747	6/18/10			Cotati	Customer Denies Access	Customer does not want a SmartMeter	Resolved
748	6/18/10			Danville	SmartMeter Customer Communication	Under Investigation	Open
749	6/18/10			Danville	Wellington Installer	Under Investigation	Open
750	6/18/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
751	6/18/10			Forest Knolls	Customer Denies Access	Customer does not want a SmartMeter	Resolved
752	6/18/10			Forest Knolls	Customer Denies Access	Customer does not want a SmartMeter	Resolved
753	6/18/10			Forest Ranch	Customer Denies Access	Customer does not want a SmartMeter	Resolved
754	6/18/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
755	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
756	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
757	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
758	6/18/10			Oakland	Power Interruption	Under Investigation	Open
759	6/18/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
760	6/18/10			Petaluma	Customer Denies Access	Under Investigation	Open
761	6/18/10			Richmond	Customer Denies Access	Under Investigation	Open
762	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
763	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
764	6/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
765	6/18/10			San Jose	Wellington Installer	Under Investigation	Open
766	6/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
767	6/18/10			Santa Rosa	SmartMeter Customer Communication	Other	Resolved
768	6/18/10			Saratoga	Customer Denies Access	Under Investigation	Open
769	6/18/10			Tracy	Wellington Installer	Under Investigation	Open
770	6/18/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
771	6/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
772	6/19/10			Magalia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
773	6/19/10			Oakland	Customer Denies Access	Under Investigation	Open
774	6/19/10			San Mateo	Customer Denies Access	Under Investigation	Open
775	6/19/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
776	6/19/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
777	6/20/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
778	6/20/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
779	6/20/10			Martinez	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
780	6/20/10			Milpitas	Power Interruption	Under Investigation	Open
781	6/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
782	6/21/10			Berkeley	Customer Denies Access	Under Investigation	Open
783	6/21/10			Cazadero	Customer Denies Access	Under Investigation	Open
784	6/21/10			Chico	Customer Denies Access	Under Investigation	Open
785	6/21/10			Hayward	Customer wants Smartmeter Removed	Under Investigation	Open
786	6/21/10			Lagunitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
787	6/21/10			Live Oak	Customer Denies Access	Customer does not want a SmartMeter	Resolved
788	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
789	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
790	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
791	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
792	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
793	6/21/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
794	6/21/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
795	6/21/10			San Jose	Customer Denies Access	under investigation	Open
796	6/21/10			San Jose	Power Interruption	Under Investigation	Open
797	6/21/10			San Jose	Wellington Installer	Under Investigation	Open
798	6/21/10			San Rafael	Customer Denies Access	Under Investigation	Open
799	6/21/10			Santa Rosa	Customer Denies Access	No reason provided	Resolved
800	6/21/10			Sonoma	Customer Denies Access	Under Investigation	Open
801	6/21/10			Yuba City	Customer Denies Access	Under Investigation	Open
802	6/22/10			Alameda	Household items affected by SM installation	Under Investigation	Open
803	6/22/10			Alleghany	Customer Denies Access	Under Investigation	Open
804	6/22/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
805	6/22/10			Corte Madera	Customer Denies Access	Under Investigation	Open
806	6/22/10			Dublin	Customer Denies Access	Under Investigation	Open
807	6/22/10			Fair Oaks	Network Equipment Installation	Under Investigation	Open
808	6/22/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
809	6/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
810	6/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
811	6/22/10			Hayward	Customer wants Smartmeter Removed	Under Investigation	Open
812	6/22/10			Magalia	Customer Denies Access	Under Investigation	Open
813	6/22/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
814	6/22/10			Oakland	Customer Denies Access	Under Investigation	Open
815	6/22/10			Oakland	Meter/Module	Other	Resolved
816	6/22/10			Olivehurst	Household items affected by SM installation	Under Investigation	Open
817	6/22/10			Point Reyes	Customer Denies Access	Under Investigation	Open
818	6/22/10			San Francisco	Customer Denies Access	Under Investigation	Open
819	6/22/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
820	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
821	6/22/10			San Jose	Wellington Installer	Under Investigation	Open
822	6/22/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
823	6/22/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
824	6/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
825	6/22/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
826	6/22/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
827	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
828	6/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
829	6/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
830	6/23/10			Magalia	Household items affected by SM installation	Other	Resolved
831	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
832	6/23/10			Nevada City	Customer Denies Access	Under Investigation	Open
833	6/23/10			Oakland	Wellington Installer	Under Investigation	Open
834	6/23/10			Oroville	Customer Denies Access	Under Investigation	Open
835	6/23/10			Piedmont	Customer Denies Access	Under Investigation	Open
836	6/23/10			Point Reyes	Customer Denies Access	Under Investigation	Open
837	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
838	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
839	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
840	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
841	6/23/10			San Jose	Wellington Installer	Under Investigation	Open
842	6/23/10			Santa Rosa	Wellington Installer	Under Investigation	Open
843	6/23/10			Saratoga	Customer Denies Access	Under Investigation	Open
844	6/23/10			Shingle Springs	Wellington Installer	Under Investigation	Open
845	6/23/10			Somerset	SmartMeter Customer Communication	Under Investigation	Open
846	6/24/10			Antioch	Household items affected by SM installation	Under Investigation	Open
847	6/24/10			Antioch	Household items affected by SM installation	Under Investigation	Open
848	6/24/10			Bodega Bay	Wellington Installer	Under Investigation	Open
849	6/24/10			Jackson	Customer wants Smartmeter Removed	Under Investigation	Open
850	6/24/10			Kensington	Customer Denies Access	Under Investigation	Open
851	6/24/10			Los Gatos	Customer Denies Access	Under Investigation	Open
852	6/24/10			Magalia	Customer Denies Access	Under Investigation	Open
853	6/24/10			Mill Valley	Customer Denies Access	Under Investigation	Open
854	6/24/10			Mill Valley	Customer Denies Access	Under Investigation	Open
855	6/24/10			Oakland	Customer Denies Access	Under Investigation	Open
856	6/24/10			Oakland	Customer Denies Access	Under Investigation	Open
857	6/24/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
858	6/24/10			Rancho Cordova	Customer wants Smartmeter Removed	Under Investigation	Open
859	6/24/10			Richmond	Customer Denies Access	Under Investigation	Open
860	6/24/10			San Francisco	Customer Denies Access	Under Investigation	Open
861	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open

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862	6/24/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
863	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
864	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
865	6/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
866	6/24/10			Sonoma	Customer Denies Access	Under Investigation	Open
867	6/24/10			Sonoma	Customer Denies Access	Under Investigation	Open
868	6/25/10			Alameda	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
869	6/25/10			Cameron Park	Customer wants Smartmeter Removed	Under Investigation	Open
870	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
871	6/25/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
872	6/25/10			Larkspur	Customer wants Smartmeter Removed	Under Investigation	Open
873	6/25/10			Nevada City	SmartMeter Customer Communication	Under Investigation	Open
874	6/25/10			Oakland	Customer Denies Access	Partial Power Outage	Resolved
875	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
876	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
877	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
878	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
879	6/25/10			Oakland	Household items affected by SM installation	Under Investigation	Open
880	6/25/10			San Mateo	Customer Denies Access	Under Investigation	Open
881	6/25/10			San Pablo	Household items affected by SM installation	Damaged Television	Resolved
882	6/25/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
883	6/25/10			Shingle Springs	Wellington Installer	Under Investigation	Open
884	6/26/10			Sanger	Customer wants Smartmeter Removed	Under Investigation	Open
885	6/27/10			Forest Knolls	Customer Denies Access	Under Investigation	Open
886	6/27/10			Orinda	Power Interruption	Under Investigation	Open
887	6/27/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
888	6/28/10			Concord	Customer wants Smartmeter Removed	Under Investigation	Open
889	6/28/10			Cotati	Customer Denies Access	Under Investigation	Open
890	6/28/10			El Granada	Customer Denies Access	Under Investigation	Open
891	6/28/10			Martinez	Customer Denies Access	Under Investigation	Open
892	6/28/10			Monte Rio	Customer Denies Access	Under Investigation	Open
893	6/28/10			Moraga	Household items affected by SM installation	Under Investigation	Open
894	6/28/10			Oakland	Customer Denies Access	Under Investigation	Open
895	6/28/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
896	6/28/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
897	6/28/10			Pleasanton	Customer wants Smartmeter Removed	Under Investigation	Open
898	6/28/10			Plumas Lakes	Wellington Installer	Under Investigation	Open
899	6/28/10			Richmond	Customer Denies Access	Under Investigation	Open
900	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
901	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
902	6/28/10			San Rafael	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
903	6/28/10			Santa Clara	Household items affected by SM installation	Under Investigation	Open
904	6/28/10			Union City	Meter/Module	Under Investigation	Open
905	6/28/10			Vacaville	Customer Denies Access	Under Investigation	Open
906	6/28/10			Vacaville	Customer wants Smartmeter Removed	Under Investigation	Open
907	6/28/10			Windsor	Customer Denies Access	Under Investigation	Open
908	6/29/10			Alamo	Customer Denies Access	Under Investigation	Open
909	6/29/10			Aptos	Customer Denies Access	Under Investigation	Open
910	6/29/10			Benicia	Customer Denies Access	Under Investigation	Open
911	6/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
912	6/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
913	6/29/10			Chico	Wellington Installer	Under Investigation	Open
914	6/29/10			Corte Madera	SmartMeter Customer Communication	Under Investigation	Open
915	6/29/10			Grass Valley	Customer Denies Access	Under Investigation	Open
916	6/29/10			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
917	6/29/10			Hercules	Household items affected by SM installation	Under Investigation	Open
918	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
919	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
920	6/29/10			Madera	Customer Denies Access	Under Investigation	Open
921	6/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
922	6/29/10			Moraga	Customer Denies Access	Under Investigation	Open
923	6/29/10			Oakland	Customer Denies Access	Under Investigation	Open
924	6/29/10			Oakland	Customer Denies Access	Under Investigation	Open
925	6/29/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
926	6/29/10			Oakland	Household items affected by SM installation	Under Investigation	Open
927	6/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
928	6/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
929	6/29/10			Pinole	SmartMeter Customer Communication	Under Investigation	Open
930	6/29/10			San Anselmo	Customer Denies Access	Under Investigation	Open
931	6/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
932	6/29/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
933	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
934	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
935	6/29/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
936	6/29/10			Tamales	SmartMeter Customer Communication	Under Investigation	Open
937	6/29/10			Twain Harte	Customer Denies Access	Under Investigation	Open
938	6/29/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
939	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
940	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
941	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
942	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
943	6/30/10			Albany	Customer Denies Access	Under Investigation	Open

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944	6/30/10			Albany	Household items affected by SM installation	Under Investigation	Open
945	6/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
946	6/30/10			Byron	Customer Denies Access	Under Investigation	Open
947	6/30/10			Chico	SmartMeter Customer Communication	Under Investigation	Open
948	6/30/10			Dublin	Customer Denies Access	Under Investigation	Open
949	6/30/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
950	6/30/10			Fairfield	Customer Denies Access	Under Investigation	Open
951	6/30/10			Livermore	Household items affected by SM installation	Under Investigation	Open
952	6/30/10			Livermore	Household items affected by SM installation	Under Investigation	Open
953	6/30/10			Livermore	Household items affected by SM installation	Under Investigation	Open
954	6/30/10			Livermore	Household items affected by SM installation	Under Investigation	Open
955	6/30/10			Merced	Customer Denies Access	Under Investigation	Open
956	6/30/10			Mill Valley	Customer Denies Access	Under Investigation	Open
957	6/30/10			Mill Valley	Wellington Installer	Under Investigation	Open
958	6/30/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
959	6/30/10			Oakland	Wellington Installer	Under Investigation	Open
960	6/30/10			Oakland	Wellington Installer	Under Investigation	Open
961	6/30/10			Placerville	Customer Denies Access	Under Investigation	Open
962	6/30/10			Plumas Lakes	Customer Denies Access	Under Investigation	Open
963	6/30/10			Rio Vista	Customer Denies Access	Under Investigation	Open
964	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
965	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
966	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
967	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
968	6/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
969	6/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
970	6/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
971	6/30/10			Tracy	Wellington Installer	Under Investigation	Open
972	6/30/10			Vallejo	Customer Denies Access	Under Investigation	Open
973	6/30/10			Yuba City	Customer Denies Access	Under Investigation	Open
974	7/1/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
975	7/1/10			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
976	7/1/10			Modesto	Customer wants Smartmeter Removed	Under Investigation	Open
977	7/1/10			Oakland	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
978	7/1/10			Oakland	Household items affected by SM installation	Under Investigation	Open
979	7/1/10			Oakland	Power Interruption	Partial Power Outage	Resolved
980	7/1/10			Oakland	Wellington Installer	Under Investigation	Open
981	7/1/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
982	7/1/10			San Jose	Customer Denies Access	Under Investigation	Open
983	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
984	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open

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985	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
986	7/1/10			San Jose	Wellington Installer	Under Investigation	Open
987	7/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
988	7/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
989	7/1/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
990	7/1/10			Sonoma	Customer Denies Access	Under Investigation	Open
991	7/1/10			Vallejo	Customer Denies Access	Under Investigation	Open
992	7/1/10			Yuba City	Household items affected by SM installation	Under Investigation	Open
993	7/2/10			Auburn	Customer Denies Access	Under Investigation	Open
994	7/2/10			El Sobrante	Customer Denies Access	Customer does not want a SmartMeter	Resolved
995	7/2/10			Foresthill	SmartMeter Customer Communication	Under Investigation	Open
996	7/2/10			Fulton	Customer Denies Access	Under Investigation	Open
997	7/2/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
998	7/2/10			Oakland	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
999	7/2/10			Pacifica	Customer Denies Access	Under Investigation	Open
1000	7/2/10			Pleasanton	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1001	7/2/10			Pollock Pines	SmartMeter Customer Communication	Under Investigation	Open
1002	7/2/10			Richmond	Household items affected by SM installation	Other	Resolved
1003	7/2/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1004	7/2/10			San Rafael	Customer Denies Access	Under Investigation	Open
1005	7/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1006	7/2/10			Union City	Wellington Installer	Under Investigation	Open
1007	7/3/10			Arvin	Customer Denies Access	Under Investigation	Open
1008	7/3/10			Concord	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1009	7/3/10			Murphys	Customer Denies Access	Under Investigation	Open
1010	7/3/10			Nevada City	Customer Denies Access	Under Investigation	Open
1011	7/3/10			Oakland	Customer Denies Access	Under Investigation	Open
1012	7/3/10			Petaluma	Customer Denies Access	Under Investigation	Open
1013	7/3/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1014	7/3/10			San Rafael	Customer Denies Access	Under Investigation	Open
1015	7/3/10			San Rafael	Customer Denies Access	Under Investigation	Open
1016	7/3/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1017	7/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1018	7/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1019	7/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1020	7/3/10			Santa Rosa	SmartMeter Customer Communication	Other	Resolved
1021	7/3/10			Vallejo	Customer Denies Access	Under Investigation	Open
1022	7/3/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1023	7/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1024	7/4/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1025	7/5/10			Mill Valley	Customer Denies Access	Under Investigation	Open

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1026	7/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1027	7/5/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1028	7/5/10			Santa Clara	Meter/Module Equipment	Under Investigation	Open
1029	7/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1030	7/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1031	7/5/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1032	7/6/10			Albany	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1033	7/6/10			Benicia	Customer Denies Access	Under Investigation	Open
1034	7/6/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1035	7/6/10			Berkeley	Wellington Installer	Under Investigation	Open
1036	7/6/10			Bodega	Customer Denies Access	Under Investigation	Open
1037	7/6/10			Cameron Park	Customer Denies Access	Under Investigation	Open
1038	7/6/10			Chico	Customer Denies Access	Under Investigation	Open
1039	7/6/10			Chico	SmartMeter Customer Communication	Under Investigation	Open
1040	7/6/10			Emeryville	Household items affected by SM installation	Under Investigation	Open
1041	7/6/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1042	7/6/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
1043	7/6/10			Murphys	Customer wants Smartmeter Removed	Under Investigation	Open
1044	7/6/10			Novato	Customer Denies Access	Under Investigation	Open
1045	7/6/10			Novato	Customer Denies Access	Under Investigation	Open
1046	7/6/10			Occidental	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1047	7/6/10			Occidental	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1048	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
1049	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
1050	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
1051	7/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
1052	7/6/10			Placerville	Wellington Installer	Under Investigation	Open
1053	7/6/10			Pollock Pines	Customer wants Smartmeter Removed	Under Investigation	Open
1054	7/6/10			Richmond	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1055	7/6/10			San Francisco	Customer Denies Access	Under Investigation	Open
1056	7/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1057	7/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1058	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1059	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1060	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1061	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1062	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1063	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1064	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1065	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
1066	7/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1067	7/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1068	7/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1069	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1070	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1071	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1072	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1073	7/6/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1074	7/6/10			Sausalito	Customer Denies Access	Under Investigation	Open
1075	7/6/10			Sausalito	Customer Denies Access	Under Investigation	Open
1076	7/6/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1077	7/6/10			Sonoma	Customer Denies Access	Under Investigation	Open
1078	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
1079	7/6/10			Tiburon	Customer Denies Access	Under Investigation	Open
1080	7/6/10			Tomaes	Customer Denies Access	Under Investigation	Open
1081	7/6/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1082	7/6/10			Windsor	Customer Denies Access	Under Investigation	Open
1083	7/6/10			Windsor	Customer Denies Access	Under Investigation	Open
1084	7/7/10			Bangor	Customer Denies Access	Under Investigation	Open
1085	7/7/10			Bass Lake	Customer Denies Access	Under Investigation	Open
1086	7/7/10			Cameron Park	Customer Denies Access	Under Investigation	Open
1087	7/7/10			Citrus Heights	SmartMeter Customer Communication	Under Investigation	Open
1088	7/7/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1089	7/7/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1090	7/7/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1091	7/7/10			Novato	Customer Denies Access	Under Investigation	Open
1092	7/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1093	7/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1094	7/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1095	7/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1096	7/7/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1097	7/7/10			Richmond	Household items affected by SM installation	Under Investigation	Open
1098	7/7/10			Ripon	Customer wants Smartmeter Removed	Under Investigation	Open
1099	7/7/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1100	7/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1101	7/7/10			San Jose	Wellington Installer	Under Investigation	Open
1102	7/7/10			San Rafael	Customer Denies Access	Under Investigation	Open
1103	7/7/10			San Rafael	Customer Denies Access	Under Investigation	Open
1104	7/7/10			San Rafael	Customer Denies Access	Under Investigation	Open
1105	7/7/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1106	7/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1107	7/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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1108	7/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1109	7/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
1110	7/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
1111	7/7/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
1112	7/8/10			Benicia	Customer Denies Access	Under Investigation	Open
1113	7/8/10			Benicia	Customer Denies Access	Under Investigation	Open
1114	7/8/10			Chico	Customer Denies Access	Under Investigation	Open
1115	7/8/10			Chico	Customer Denies Access	Under Investigation	Open
1116	7/8/10			Chico	Customer Denies Access	Under Investigation	Open
1117	7/8/10			Larkspur	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1118	7/8/10			Marysville	Wellington Installer	Under Investigation	Open
1119	7/8/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
1120	7/8/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
1121	7/8/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1122	7/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1123	7/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1124	7/8/10			Oakland	Wellington Installer	Under Investigation	Open
1125	7/8/10			Oroville	Household items affected by SM installation	Under Investigation	Open
1126	7/8/10			Oroville	SmartMeter Customer Communication	Under Investigation	Open
1127	7/8/10			Paradise	Customer Denies Access	Under Investigation	Open
1128	7/8/10			Pinole	Power Interruption	Under Investigation	Open
1129	7/8/10			Placerville	Household items affected by SM installation	Under Investigation	Open
1130	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
1131	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
1132	7/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1133	7/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1134	7/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1135	7/8/10			San Jose	Wellington Installer	Under Investigation	Open
1136	7/8/10			San Leandro	Customer Denies Access	Under Investigation	Open
1137	7/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1138	7/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
1139	7/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
1140	7/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
1141	7/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
1142	7/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1143	7/8/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1144	7/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
1145	7/8/10			Stinson Beach	Customer Denies Access	Under Investigation	Open
1146	7/8/10			Tiburon	Customer Denies Access	Under Investigation	Open
1147	7/8/10			Vallejo	Customer Denies Access	Under Investigation	Open
1148	7/9/10			Fairfax	Customer Denies Access	Under Investigation	Open

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1149	7/9/10			Healdsburg	Customer Denies Access	Under Investigation	Open
1150	7/9/10			Larkspur	Customer Denies Access	Under Investigation	Open
1151	7/9/10			Novato	Customer Denies Access	Under Investigation	Open
1152	7/9/10			Novato	Customer Denies Access	Under Investigation	Open
1153	7/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1154	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1155	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1156	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1157	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1158	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1159	7/9/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1160	7/9/10			Ross	Customer Denies Access	Under Investigation	Open
1161	7/9/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1162	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
1163	7/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1164	7/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1165	7/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1166	7/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1167	7/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1168	7/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1169	7/9/10			Saratoga	Wellington Installer	Under Investigation	Open
1170	7/9/10			Sonora	Customer Denies Access	Under Investigation	Open
1171	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
1172	7/9/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1173	7/10/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open
1174	7/10/10			Cameron Park	Customer Denies Access	Under Investigation	Open
1175	7/10/10			Chico	Customer Denies Access	Under Investigation	Open
1176	7/10/10			Forest Ranch	Household items affected by SM installation	Under Investigation	Open
1177	7/10/10			Pinole	Household items affected by SM installation	Other	Resolved
1178	7/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1179	7/10/10			Tracy	SmartMeter Customer Communication	Under Investigation	Open
1180	7/10/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
1181	7/10/10			Woodacre	Customer Denies Access	Under Investigation	Open
1182	7/11/10			Novato	Customer Denies Access	Under Investigation	Open
1183	7/11/10			Rescue	SmartMeter Customer Communication	Motion/Sensor Appliance Malfunctioning	Resolved
1184	7/11/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1185	7/11/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1186	7/11/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1187	7/12/10			Albany	Household items affected by SM installation	Under Investigation	Open
1188	7/12/10			Byron	Household items affected by SM installation	Under Investigation	Open
1189	7/12/10			Campbell	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	7/12/10			Campbell	Wellington Installer	Under Investigation	Open
1191	7/12/10			Capitola	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1192	7/12/10			Chico	SmartMeter Customer Communication	Under Investigation	Open
1193	7/12/10			Concord	Household items affected by SM installation	Under Investigation	Open
1194	7/12/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1195	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
1196	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
1197	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
1198	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
1199	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
1200	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
1201	7/12/10			Forestville	Customer Denies Access	Under Investigation	Open
1202	7/12/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1203	7/12/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1204	7/12/10			Greenbrae	Customer wants Smartmeter Removed	Under Investigation	Open
1205	7/12/10			Guerneville	Customer Denies Access	Under Investigation	Open
1206	7/12/10			Guerneville	Customer Denies Access	Under Investigation	Open
1207	7/12/10			Livermore	SmartMeter Customer Communication	Under Investigation	Open
1208	7/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1209	7/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1210	7/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1211	7/12/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1212	7/12/10			Oakland	Wellington Installer	Under Investigation	Open
1213	7/12/10			Oroville	Customer Denies Access	Under Investigation	Open
1214	7/12/10			Pittsburg	Household items affected by SM installation	Under Investigation	Open
1215	7/12/10			Plumas Lakes	Customer Denies Access	Under Investigation	Open
1216	7/12/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1217	7/12/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1218	7/12/10			San Anselmo	SmartMeter Customer Communication	Other	Resolved
1219	7/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1220	7/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1221	7/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1222	7/12/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1223	7/12/10			San Rafael	Customer Denies Access	Under Investigation	Open
1224	7/12/10			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
1225	7/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1226	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1227	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1228	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1229	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1230	7/12/10			Sonoma	Customer Denies Access	Under Investigation	Open

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1231	7/12/10			Sonoma	Customer wants Smartmeter Removed	Health Related Issues	Resolved
1232	7/12/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1233	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
1234	7/12/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1235	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
1236	7/13/10			Aptos	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1237	7/13/10			Cloverdale	Customer Denies Access	Under Investigation	Open
1238	7/13/10			Davis	Customer Denies Access	Under Investigation	Open
1239	7/13/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1240	7/13/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1241	7/13/10			Fairfax	Customer Denies Access	Under Investigation	Open
1242	7/13/10			Fairfax	Customer Denies Access	Under Investigation	Open
1243	7/13/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1244	7/13/10			Grass Valley	Household items affected by SM installation	Under Investigation	Open
1245	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
1246	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
1247	7/13/10			Hercules	Power Interruption	Under Investigation	Open
1248	7/13/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1249	7/13/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
1250	7/13/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1251	7/13/10			Nevada City	Customer Denies Access	Under Investigation	Open
1252	7/13/10			Nevada City	Customer Denies Access	Under Investigation	Open
1253	7/13/10			Novato	Customer Denies Access	Under Investigation	Open
1254	7/13/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1255	7/13/10			Oakland	Customer Denies Access	Under Investigation	Open
1256	7/13/10			Oakland	Customer Denies Access	Under Investigation	Open
1257	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1258	7/13/10			Piedmont	Customer Denies Access	Under Investigation	Open
1259	7/13/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1260	7/13/10			Richmond	Customer Denies Access	Under Investigation	Open
1261	7/13/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1262	7/13/10			San Francisco	Wellington Installer	Damaged private property	Resolved
1263	7/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1264	7/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1265	7/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1266	7/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1267	7/13/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1268	7/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
1269	7/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
1270	7/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1271	7/13/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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1272	7/13/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1273	7/13/10			Santa Rosa	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Resolved
1274	7/13/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
1275	7/13/10			Windsor	Customer Denies Access	Under Investigation	Open
1276	7/14/10			Chico	Customer Denies Access	Under Investigation	Open
1277	7/14/10			Chico	Customer Denies Access	Under Investigation	Open
1278	7/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
1279	7/14/10			Fairfax	Customer Denies Access	Under Investigation	Open
1280	7/14/10			Fairfield	SmartMeter Customer Communication	Under Investigation	Open
1281	7/14/10			Felton	Customer Denies Access	Under Investigation	Open
1282	7/14/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1283	7/14/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1284	7/14/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1285	7/14/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1286	7/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1287	7/14/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1288	7/14/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1289	7/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1290	7/14/10			Oakland	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1291	7/14/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1292	7/14/10			Paradise	Customer Denies Access	Under Investigation	Open
1293	7/14/10			Petaluma	Wellington Installer	Under Investigation	Open
1294	7/14/10			Pittsburg	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1295	7/14/10			Placerville	Customer Denies Access	Under Investigation	Open
1296	7/14/10			Richvale	Customer Denies Access	Under Investigation	Open
1297	7/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1298	7/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1299	7/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1300	7/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1301	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1302	7/14/10			San Jose	Meter/Module Equipment	Under Investigation	Open
1303	7/14/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1304	7/14/10			San Rafael	Household items affected by SM installation	Under Investigation	Open
1305	7/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
1306	7/14/10			Santa Rosa	SmartMeter Customer Communication	Other	Resolved
1307	7/14/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1308	7/14/10			Vallejo	Wellington Installer	Under Investigation	Open
1309	7/14/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1310	7/15/10			Ben Lomond	SmartMeter Customer Communication	Under Investigation	Open
1311	7/15/10			Berkeley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1312	7/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open

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1313	7/15/10			Chico	Customer Denies Access	Under Investigation	Open
1314	7/15/10			Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1315	7/15/10			El Cerrito	Customer wants Smartmeter Removed	Under Investigation	Open
1316	7/15/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
1317	7/15/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1318	7/15/10			Fairfax	Customer Denies Access	Under Investigation	Open
1319	7/15/10			Fairfax	Customer Denies Access	Under Investigation	Open
1320	7/15/10			Fairfax	SmartMeter Customer Communication	Other	Resolved
1321	7/15/10			Fairfax	SmartMeter Customer Communication	Other	Resolved
1322	7/15/10			Fairfax	SmartMeter Customer Communication	Other	Resolved
1323	7/15/10			Inverness	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1324	7/15/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
1325	7/15/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1326	7/15/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1327	7/15/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1328	7/15/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1329	7/15/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1330	7/15/10			Mill Valley	SmartMeter Customer Communication	Customer does not want a SmartMeter	Resolved
1331	7/15/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1332	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1333	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1334	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1335	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1336	7/15/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1337	7/15/10			Petaluma	Wellington Installer	Under Investigation	Open
1338	7/15/10			Pleasant Grove	SmartMeter Customer Communication	Under Investigation	Open
1339	7/15/10			San Francisco	Household items affected by SM installation	Other	Resolved
1340	7/15/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1341	7/15/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1342	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1343	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1344	7/15/10			San Jose	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1345	7/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1346	7/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1347	7/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1348	7/15/10			San Jose	SmartMeter Customer Communication	Unhappy with SM Program	Resolved
1349	7/15/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1350	7/15/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1351	7/15/10			San Rafael	SmartMeter Customer Communication	Customer does not want a SmartMeter	Resolved
1352	7/15/10			Santa Clara	Household items affected by SM installation	Under Investigation	Open
1353	7/15/10			Santa Clara	SmartMeter Customer Communication	Under Investigation	Open

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1354	7/15/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1355	7/15/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
1356	7/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1357	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
1358	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
1359	7/15/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
1360	7/15/10			Scotts Valley	SmartMeter Customer Communication	Under Investigation	Open
1361	7/16/10			Belvedere	Customer Denies Access	Customer Denies Wellington Access	Resolved
1362	7/16/10			Benicia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1363	7/16/10			Berkeley	Household items affected by SM installation	Other	Resolved
1364	7/16/10			Biggs	Customer Denies Access	Under Investigation	Open
1365	7/16/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1366	7/16/10			Clayton	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1367	7/16/10			Corte Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1368	7/16/10			Cotati	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1369	7/16/10			Emeryville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1370	7/16/10			Emeryville	SmartMeter Customer Communication	Under Investigation	Open
1371	7/16/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1372	7/16/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1373	7/16/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1374	7/16/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1375	7/16/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1376	7/16/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1377	7/16/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1378	7/16/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1379	7/16/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1380	7/16/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1381	7/16/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1382	7/16/10			Fairfax	Customer Denies Access	Under Investigation	Open
1383	7/16/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1384	7/16/10			Granite Bay	Household items affected by SM installation	Under Investigation	Open
1385	7/16/10			Inverness	Customer Denies Access	Customer Denies Wellington Access	Resolved
1386	7/16/10			Inverness	Customer Denies Access	Customer Denies Wellington Access	Resolved
1387	7/16/10			Inverness	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1388	7/16/10			Kensington	Customer wants Smartmeter Removed	Under Investigation	Open
1389	7/16/10			Lafayette	Customer Denies Access	Under Investigation	Open
1390	7/16/10			Lagunitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1391	7/16/10			Lagunitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1392	7/16/10			Larkspur	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1393	7/16/10			Los Altos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1394	7/16/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved

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1395	7/16/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1396	7/16/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1397	7/16/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1398	7/16/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1399	7/16/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1400	7/16/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1401	7/16/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1402	7/16/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1403	7/16/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1404	7/16/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1405	7/16/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1406	7/16/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1407	7/16/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1408	7/16/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1409	7/16/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1410	7/16/10			Nicasio	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1411	7/16/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1412	7/16/10			Novato	Customer Denies Access	Under Investigation	Open
1413	7/16/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1414	7/16/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1415	7/16/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1416	7/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1417	7/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1418	7/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1419	7/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1420	7/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1421	7/16/10			Oakland	Household items affected by SM installation	Damaged Computer	Resolved
1422	7/16/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1423	7/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1424	7/16/10			Oroville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1425	7/16/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1426	7/16/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1427	7/16/10			Oroville	Customer Denies Access	Under Investigation	Open
1428	7/16/10			Pacifica	Household items affected by SM installation	Other	Resolved
1429	7/16/10			Pacifica	Household items affected by SM installation	Other	Resolved
1430	7/16/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1431	7/16/10			Penn Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1432	7/16/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1433	7/16/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1434	7/16/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1435	7/16/10			Petaluma	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
1436	7/16/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1437	7/16/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1438	7/16/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1439	7/16/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1440	7/16/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1441	7/16/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1442	7/16/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1443	7/16/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1444	7/16/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1445	7/16/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1446	7/16/10			Placerville	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1447	7/16/10			San Francisco	Customer Denies Access	Customer Denies Wellington Access	Resolved
1448	7/16/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
1449	7/16/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1450	7/16/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1451	7/16/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1452	7/16/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1453	7/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1454	7/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1455	7/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1456	7/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1457	7/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1458	7/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1459	7/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1460	7/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1461	7/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1462	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1463	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1464	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1465	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1466	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1467	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1468	7/16/10			San Jose	Meter/Module	Under Investigation	Open
1469	7/16/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1470	7/16/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1471	7/16/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1472	7/16/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1473	7/16/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1474	7/16/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1475	7/16/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1476	7/16/10			San Rafael	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
1477	7/16/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1478	7/16/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1479	7/16/10			San Rafael	Customer Denies Access	Under Investigation	Open
1480	7/16/10			San Rafael	SmartMeter Customer Communication	Customer does not want a SmartMeter	Resolved
1481	7/16/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1482	7/16/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1483	7/16/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1484	7/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1485	7/16/10			Saratoga	Customer Denies Access	Under Investigation	Open
1486	7/16/10			Sebastopol	Customer Denies Access	Customer Denies Wellington Access	Resolved
1487	7/16/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1488	7/16/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1489	7/16/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1490	7/16/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1491	7/16/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1492	7/16/10			Tiburon	SmartMeter Customer Communication	Other	Resolved
1493	7/16/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1494	7/16/10			Watsonville	Customer Denies Access	Under Investigation	Open
1495	7/16/10			Windsor	Customer Denies Access	Customer Denies Wellington Access	Resolved
1496	7/16/10			Woodacre	Customer Denies Access	Customer Denies Wellington Access	Resolved
1497	7/17/10			Auburn	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1498	7/17/10			Auburn	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1499	7/17/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open
1500	7/17/10			Belvedere	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1501	7/17/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1502	7/17/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1503	7/17/10			Emeryville	Customer Denies Access	Under Investigation	Open
1504	7/17/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1505	7/17/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1506	7/17/10			Fremont	Household items affected by SM installation	Under Investigation	Open
1507	7/17/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1508	7/17/10			Grass Valley	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1509	7/17/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1510	7/17/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
1511	7/17/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
1512	7/17/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1513	7/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1514	7/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1515	7/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1516	7/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1517	7/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1518	7/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1519	7/17/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1520	7/17/10			Paradise	Customer Denies Access	Under Investigation	Open
1521	7/17/10			Paradise	Customer Denies Access	Under Investigation	Open
1522	7/17/10			Placerville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1523	7/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1524	7/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1525	7/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1526	7/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1527	7/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1528	7/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1529	7/17/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1530	7/17/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1531	7/17/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1532	7/17/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
1533	7/17/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1534	7/17/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1535	7/17/10			Yuba City	Power Interruption	Breaker keeps tripping	Resolved
1536	7/18/10			Alameda	Household items affected by SM installation	Under Investigation	Open
1537	7/18/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1538	7/18/10			Clayton	Household items affected by SM installation	Other	Resolved
1539	7/18/10			Half Moon Bay	SmartMeter Customer Communication	Under Investigation	Open
1540	7/18/10			Livermore	Customer Denies Access	Under Investigation	Open
1541	7/18/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1542	7/18/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1543	7/18/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1544	7/18/10			Penn Valley	Customer Denies Access	Under Investigation	Open
1545	7/18/10			Pleasanton	Household items affected by SM installation	Gas Appliance Not Working	Resolved
1546	7/18/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1547	7/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1548	7/18/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1549	7/18/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
1550	7/18/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1551	7/19/10			Alameda	SmartMeter Customer Communication	Other	Resolved
1552	7/19/10			Alameda	Wellington Installer	Under Investigation	Open
1553	7/19/10			Albany	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1554	7/19/10			Auburn	Customer Denies Access	Customer Denies Wellington Access	Resolved
1555	7/19/10			Auburn	Customer Denies Access	Under Investigation	Open
1556	7/19/10			Belvedere	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1557	7/19/10			Belvedere	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1558	7/19/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1559	7/19/10			Bodega Bay	Household items affected by SM installation	Other	Resolved
1560	7/19/10			Cameron Park	Customer Denies Access	Under Investigation	Open
1561	7/19/10			Cameron Park	SmartMeter Customer Communication	Under Investigation	Open
1562	7/19/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
1563	7/19/10			Capitola	Customer Denies Access	Customer Denies Wellington Access	Resolved
1564	7/19/10			Capitola	Customer Denies Access	Customer Denies Wellington Access	Resolved
1565	7/19/10			Castro Valley	Household items affected by SM installation	Other	Resolved
1566	7/19/10			Chico	Household items affected by SM installation	Other	Resolved
1567	7/19/10			Concord	Customer Denies Access	Under Investigation	Open
1568	7/19/10			Durham	Customer Denies Access	Customer Denies Wellington Access	Resolved
1569	7/19/10			Emeryville	Customer Denies Access	Under Investigation	Open
1570	7/19/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1571	7/19/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1572	7/19/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1573	7/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1574	7/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1575	7/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1576	7/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1577	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1578	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1579	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1580	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1581	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1582	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1583	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1584	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1585	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1586	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1587	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1588	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1589	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1590	7/19/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
1591	7/19/10			Felton	Customer wants Smartmeter Removed	Under Investigation	Open
1592	7/19/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1593	7/19/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1594	7/19/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1595	7/19/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1596	7/19/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1597	7/19/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1598	7/19/10			Guerneville	Wellington Installer	Under Investigation	Open
1599	7/19/10			Guinda	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	7/19/10			Hercules	Customer Denies Access	Customer Denies Wellington Access	Resolved
1601	7/19/10			Hercules	Customer Denies Access	Customer Denies Wellington Access	Resolved
1602	7/19/10			Inverness	Customer Denies Access	Customer Denies Wellington Access	Resolved
1603	7/19/10			Inverness	SmartMeter Customer Communication	Under Investigation	Open
1604	7/19/10			Kentfield	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1605	7/19/10			Kingsburg	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1606	7/19/10			Lathrop	Household items affected by SM installation	Other	Resolved
1607	7/19/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Resolved
1608	7/19/10			Los Altos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1609	7/19/10			Los Banos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1610	7/19/10			Los Banos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1611	7/19/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1612	7/19/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1613	7/19/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1614	7/19/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1615	7/19/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1616	7/19/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1617	7/19/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1618	7/19/10			Los Gatos	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1619	7/19/10			Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
1620	7/19/10			Magalia	Customer Denies Access	Customer Denies Wellington Access	Resolved
1621	7/19/10			Merced	Customer Denies Access	Under Investigation	Open
1622	7/19/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1623	7/19/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1624	7/19/10			Milpitas	Customer Denies Access	Customer Denies Wellington Access	Resolved
1625	7/19/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1626	7/19/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1627	7/19/10			Oakdale	Customer Denies Access	Under Investigation	Open
1628	7/19/10			Oakdale	Customer Denies Access	Under Investigation	Open
1629	7/19/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1630	7/19/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1631	7/19/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1632	7/19/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1633	7/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1634	7/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1635	7/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1636	7/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1637	7/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1638	7/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1639	7/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1640	7/19/10			Oakland	Customer Denies Access	Under Investigation	Open

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1641	7/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1642	7/19/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1643	7/19/10			Oakland	Wellington Installer	Under Investigation	Open
1644	7/19/10			Oroville	Customer Denies Access	Under Investigation	Open
1645	7/19/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1646	7/19/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1647	7/19/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1648	7/19/10			Placerville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1649	7/19/10			Placerville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1650	7/19/10			Point Reyes	Customer Denies Access	Customer Denies Wellington Access	Resolved
1651	7/19/10			Point Reyes	Customer wants Smartmeter Removed	Under Investigation	Open
1652	7/19/10			Redwood Ests	Customer Denies Access	Under Investigation	Open
1653	7/19/10			Rio Oso	Customer Denies Access	Under Investigation	Open
1654	7/19/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1655	7/19/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1656	7/19/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1657	7/19/10			San Anselmo	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1658	7/19/10			San Francisco	Customer Denies Access	Customer Denies Wellington Access	Resolved
1659	7/19/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
1660	7/19/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1661	7/19/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1662	7/19/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1663	7/19/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1664	7/19/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1665	7/19/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1666	7/19/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1667	7/19/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1668	7/19/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1669	7/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1670	7/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1671	7/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1672	7/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1673	7/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1674	7/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1675	7/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1676	7/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1677	7/19/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1678	7/19/10			San Jose	Household items affected by SM installation	Damaged Television	Resolved
1679	7/19/10			San Jose	Wellington Installer	Under Investigation	Open
1680	7/19/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1681	7/19/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved

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1682	7/19/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1683	7/19/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1684	7/19/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1685	7/19/10			San Rafael	Customer Denies Access	Under Investigation	Open
1686	7/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1687	7/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1688	7/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1689	7/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1690	7/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1691	7/19/10			Sausalito	Customer Denies Access	Customer Denies Wellington Access	Resolved
1692	7/19/10			Sausalito	Customer Denies Access	Customer Denies Wellington Access	Resolved
1693	7/19/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1694	7/19/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1695	7/19/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1696	7/19/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1697	7/19/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1698	7/19/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1699	7/19/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1700	7/19/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1701	7/19/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1702	7/19/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1703	7/19/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1704	7/19/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1705	7/19/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1706	7/19/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1707	7/19/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1708	7/19/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1709	7/19/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1710	7/19/10			Vallejo	Customer Denies Access	Under Investigation	Open
1711	7/19/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1712	7/19/10			Vallejo	Wellington Installer	Under Investigation	Open
1713	7/19/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1714	7/19/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1715	7/19/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1716	7/19/10			Watsonville	Customer Denies Access	Under Investigation	Open
1717	7/19/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1718	7/20/10			Alameda	SmartMeter Customer Communication	Other	Resolved
1719	7/20/10			Atwater	Customer Denies Access	Customer Denies Wellington Access	Resolved
1720	7/20/10			Belvedere	Customer Denies Access	Customer Denies Wellington Access	Resolved
1721	7/20/10			Belvedere	Customer Denies Access	Customer Denies Wellington Access	Resolved
1722	7/20/10			Ben Lomond	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
1723	7/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1724	7/20/10			Boulder Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1725	7/20/10			Calistoga	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1726	7/20/10			Campbell	Customer Denies Access	Under Investigation	Open
1727	7/20/10			Campbell	Customer wants Smartmeter Removed	Under Investigation	Open
1728	7/20/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Resolved
1729	7/20/10			Dublin	Customer Denies Access	Customer Denies Wellington Access	Resolved
1730	7/20/10			El Dorado Hills	Household items affected by SM installation	Under Investigation	Open
1731	7/20/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1732	7/20/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1733	7/20/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1734	7/20/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1735	7/20/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1736	7/20/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1737	7/20/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1738	7/20/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1739	7/20/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1740	7/20/10			Fairfax	Customer Denies Access	Under Investigation	Open
1741	7/20/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
1742	7/20/10			Fresno	Customer Denies Access	Customer Denies Wellington Access	Resolved
1743	7/20/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1744	7/20/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1745	7/20/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1746	7/20/10			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1747	7/20/10			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1748	7/20/10			Inverness	Customer Denies Access	Customer Denies Wellington Access	Resolved
1749	7/20/10			Larkspur	Customer Denies Access	Under Investigation	Open
1750	7/20/10			Livermore	Household items affected by SM installation	Other	Resolved
1751	7/20/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1752	7/20/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
1753	7/20/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1754	7/20/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1755	7/20/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1756	7/20/10			Mill Valley	SmartMeter Customer Communication	Other	Resolved
1757	7/20/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1758	7/20/10			Nicasio	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1759	7/20/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1760	7/20/10			Novato	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1761	7/20/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1762	7/20/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1763	7/20/10			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
1764	7/20/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1765	7/20/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1766	7/20/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1767	7/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1768	7/20/10			Oakland	Household items affected by SM installation	Damaged Television	Resolved
1769	7/20/10			Oakland	Power Interruption	Partial Power Outage	Resolved
1770	7/20/10			Oroville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1771	7/20/10			Penngrove	Customer Denies Access	Customer Denies Wellington Access	Resolved
1772	7/20/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1773	7/20/10			Redwood Ests	Customer Denies Access	Under Investigation	Open
1774	7/20/10			Richmond	SmartMeter Customer Communication	Other	Resolved
1775	7/20/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1776	7/20/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1777	7/20/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1778	7/20/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1779	7/20/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1780	7/20/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1781	7/20/10			San Carlos	Household items affected by SM installation	Under Investigation	Open
1782	7/20/10			San Francisco	Customer Denies Access	Customer Denies Wellington Access	Resolved
1783	7/20/10			San Geronimo	Customer Denies Access	Under Investigation	Open
1784	7/20/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1785	7/20/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1786	7/20/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1787	7/20/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1788	7/20/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1789	7/20/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1790	7/20/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1791	7/20/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1792	7/20/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1793	7/20/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1794	7/20/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1795	7/20/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1796	7/20/10			San Jose	Customer Denies Access	Under Investigation	Open
1797	7/20/10			San Jose	Customer Denies Access	Under Investigation	Open
1798	7/20/10			San Jose	Customer Denies Access	Under Investigation	Open
1799	7/20/10			San Jose	Household items affected by SM installation	Other	Resolved
1800	7/20/10			San Jose	Household items affected by SM installation	Other	Resolved
1801	7/20/10			San Jose	Household items affected by SM installation	Other	Resolved
1802	7/20/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1803	7/20/10			San Lorenzo	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1804	7/20/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1805	7/20/10			San Rafael	Wellington Installer	Under Investigation	Open
1806	7/20/10			Santa Clara	Wellington Installer	Under Investigation	Open
1807	7/20/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1808	7/20/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1809	7/20/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1810	7/20/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1811	7/20/10			Sausalito	Customer Denies Access	Customer Denies Wellington Access	Resolved
1812	7/20/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1813	7/20/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1814	7/20/10			Sausalito	Customer Denies Access	Under Investigation	Open
1815	7/20/10			Sausalito	Customer Denies Access	Under Investigation	Open
1816	7/20/10			Scotts Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1817	7/20/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1818	7/20/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1819	7/20/10			Sonoma	Household items affected by SM installation	Under Investigation	Open
1820	7/20/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1821	7/20/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1822	7/20/10			Tiburon	Customer Denies Access	Under Investigation	Open
1823	7/20/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1824	7/20/10			Windsor	Customer Denies Access	Customer Denies Wellington Access	Resolved
1825	7/20/10			Yuba City	Household items affected by SM installation	Under Investigation	Open
1826	7/21/10			Auburn	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1827	7/21/10			Belvedere	Customer Denies Access	Under Investigation	Open
1828	7/21/10			Belvedere	Customer Denies Access	Under Investigation	Open
1829	7/21/10			Benicia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1830	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
1831	7/21/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1832	7/21/10			Chico	Customer Denies Access	Under Investigation	Open
1833	7/21/10			Chico	Customer Denies Access	Under Investigation	Open
1834	7/21/10			Chico	Customer Denies Access	Under Investigation	Open
1835	7/21/10			Chico	Household items affected by SM installation	Other	Resolved
1836	7/21/10			Chico	Household items affected by SM installation	Other	Resolved
1837	7/21/10			Concord	Customer Denies Access	Under Investigation	Open
1838	7/21/10			Corte Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
1839	7/21/10			Corte Madera	Customer Denies Access	Under Investigation	Open
1840	7/21/10			Cupertino	Customer Denies Access	Customer Denies Wellington Access	Resolved
1841	7/21/10			Diamond Springs	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1842	7/21/10			Dinuba	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1843	7/21/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1844	7/21/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1845	7/21/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1846	7/21/10			Fairfax	Customer Denies Access	Under Investigation	Open
1847	7/21/10			Fairfax	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1848	7/21/10			Felton	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1849	7/21/10			Forest Knolls	Customer Denies Access	Under Investigation	Open
1850	7/21/10			Geyserville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1851	7/21/10			Grass Valley	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1852	7/21/10			Kensington	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1853	7/21/10			Kentfield	Customer Denies Access	Under Investigation	Open
1854	7/21/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1855	7/21/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1856	7/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1857	7/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1858	7/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1859	7/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1860	7/21/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
1861	7/21/10			Marina	Customer Denies Access	Customer Denies Wellington Access	Resolved
1862	7/21/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1863	7/21/10			Menlo Park	Household items affected by SM installation	Under Investigation	Open
1864	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
1865	7/21/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1866	7/21/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1867	7/21/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1868	7/21/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1869	7/21/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1870	7/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
1871	7/21/10			Nevada City	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1872	7/21/10			North San Juan	Customer Denies Access	Under Investigation	Open
1873	7/21/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1874	7/21/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1875	7/21/10			Novato	Customer Denies Access	Under Investigation	Open
1876	7/21/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
1877	7/21/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1878	7/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1879	7/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1880	7/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1881	7/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1882	7/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1883	7/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1884	7/21/10			Oakland	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1885	7/21/10			Oakland	Household items affected by SM installation	Other	Resolved
1886	7/21/10			Oroville	Customer Denies Access	Customer Denies Wellington Access	Resolved

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1887	7/21/10			Oroville	SmartMeter Customer Communication	Other	Resolved
1888	7/21/10			Paradise	Customer Denies Access	Customer Denies Wellington Access	Resolved
1889	7/21/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1890	7/21/10			Paradise	Customer Denies Access	Under Investigation	Open
1891	7/21/10			Petaluma	Customer Denies Access	Under Investigation	Open
1892	7/21/10			Pittsburg	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1893	7/21/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1894	7/21/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1895	7/21/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1896	7/21/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1897	7/21/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1898	7/21/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1899	7/21/10			San Francisco	Customer Denies Access	Customer Denies Wellington Access	Resolved
1900	7/21/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1901	7/21/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1902	7/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1903	7/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1904	7/21/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1905	7/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1906	7/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1907	7/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1908	7/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1909	7/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1910	7/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1911	7/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1912	7/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1913	7/21/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1914	7/21/10			San Jose	Network Equipment Installation	Other	Resolved
1915	7/21/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1916	7/21/10			San Jose	Wellington Installer	Under Investigation	Open
1917	7/21/10			San Jose	Wellington Installer	Under Investigation	Open
1918	7/21/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1919	7/21/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1920	7/21/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1921	7/21/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1922	7/21/10			San Rafael	Customer Denies Access	Under Investigation	Open
1923	7/21/10			San Rafael	Customer Denies Access	Under Investigation	Open
1924	7/21/10			San Rafael	Customer Denies Access	Under Investigation	Open
1925	7/21/10			San Rafael	Customer Denies Access	Under Investigation	Open
1926	7/21/10			San Rafael	Wellington Installer	Under Investigation	Open
1927	7/21/10			San Ramon	Customer Denies Access	Under Investigation	Open

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1928	7/21/10			Santa Clara	SmartMeter Customer Communication	Under Investigation	Open
1929	7/21/10			Santa Clara	SmartMeter Customer Communication	Under Investigation	Open
1930	7/21/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1931	7/21/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1932	7/21/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1933	7/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1934	7/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1935	7/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1936	7/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1937	7/21/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1938	7/21/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1939	7/21/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
1940	7/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1941	7/21/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1942	7/21/10			Saratoga	Customer Denies Access	Under Investigation	Open
1943	7/21/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1944	7/21/10			Sausalito	Customer Denies Access	Under Investigation	Open
1945	7/21/10			Scotts Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1946	7/21/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1947	7/21/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1948	7/21/10			Scotts Valley	Household items affected by SM installation	Other	Resolved
1949	7/21/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1950	7/21/10			Shingle Springs	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1951	7/21/10			Shingle Springs	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1952	7/21/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1953	7/21/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1954	7/21/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
1955	7/21/10			Sonoma	Household items affected by SM installation	Under Investigation	Open
1956	7/21/10			Soquel	Customer Denies Access	Under Investigation	Open
1957	7/21/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1958	7/21/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1959	7/21/10			Tiburon	Customer Denies Access	Under Investigation	Open
1960	7/21/10			Tiburon	Customer Denies Access	Under Investigation	Open
1961	7/21/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1962	7/21/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1963	7/21/10			Woodacre	Customer Denies Access	Customer Denies Wellington Access	Resolved
1964	7/21/10			Woodacre	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1965	7/22/10			Auburn	Customer wants Smartmeter Removed	Under Investigation	Open
1966	7/22/10			Belvedere	Customer Denies Access	Under Investigation	Open
1967	7/22/10			Calistoga	SmartMeter Customer Communication	Under Investigation	Open
1968	7/22/10			Cameron Park	Household items affected by SM installation	Damaged Other Household Appliances	Resolved

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Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1969	7/22/10			Campbell	Household items affected by SM installation	Under Investigation	Open
1970	7/22/10			Capitola	SmartMeter Customer Communication	Under Investigation	Open
1971	7/22/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1972	7/22/10			Chowchilla	Customer Denies Access	Under Investigation	Open
1973	7/22/10			Cloverdale	Customer Denies Access	Customer Denies Wellington Access	Resolved
1974	7/22/10			Corte Madera	Customer wants Smartmeter Removed	Under Investigation	Open
1975	7/22/10			Danville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1976	7/22/10			Emeryville	Customer wants Smartmeter Removed	Under Investigation	Open
1977	7/22/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1978	7/22/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1979	7/22/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1980	7/22/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1981	7/22/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1982	7/22/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1983	7/22/10			Fairfax	Customer Denies Access	Under Investigation	Open
1984	7/22/10			Fairfax	Customer Denies Access	Under Investigation	Open
1985	7/22/10			Forestville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1986	7/22/10			French Camp	Customer Denies Access	Customer Denies Wellington Access	Resolved
1987	7/22/10			Fresno	Household items affected by SM installation	Under Investigation	Open
1988	7/22/10			Friant	Household items affected by SM installation	Under Investigation	Open
1989	7/22/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1990	7/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1991	7/22/10			Grass Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1992	7/22/10			Grass Valley	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1993	7/22/10			Jenner	Customer Denies Access	Customer Denies Wellington Access	Resolved
1994	7/22/10			Larkspur	Customer Denies Access	Customer Denies Wellington Access	Resolved
1995	7/22/10			Larkspur	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1996	7/22/10			Larkspur	Customer Denies Access	Under Investigation	Open
1997	7/22/10			Larkspur	Customer wants Smartmeter Removed	Under Investigation	Open
1998	7/22/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1999	7/22/10			Los Altos	Customer wants Smartmeter Removed	Under Investigation	Open
2000	7/22/10			Los Banos	Customer Denies Access	Customer Denies Wellington Access	Resolved
2001	7/22/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
2002	7/22/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2003	7/22/10			Madera	Meter/Module Equipment	Other	Resolved
2004	7/22/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2005	7/22/10			Mariposa	Customer Denies Access	Customer Denies Wellington Access	Resolved
2006	7/22/10			Mariposa	Customer Denies Access	Customer Denies Wellington Access	Resolved
2007	7/22/10			Marysville	Power Interruption	Under Investigation	Open
2008	7/22/10			Marysville	Power Interruption	Under Investigation	Open
2009	7/22/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
2010	7/22/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
2011	7/22/10			Millbrae	Customer Denies Access	Under Investigation	Open
2012	7/22/10			Mount Hermon	Customer Denies Access	Under Investigation	Open
2013	7/22/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
2014	7/22/10			Nevada City	Customer Denies Access	Customer Denies Wellington Access	Resolved
2015	7/22/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
2016	7/22/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2017	7/22/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
2018	7/22/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
2019	7/22/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
2020	7/22/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2021	7/22/10			Oakland	Customer Denies Access	Under Investigation	Open
2022	7/22/10			Oakland	Customer Denies Access	Under Investigation	Open
2023	7/22/10			Oakland	Household items affected by SM installation	Other	Resolved
2024	7/22/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
2025	7/22/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
2026	7/22/10			Point Reyes	Customer Denies Access	Customer Denies Wellington Access	Resolved
2027	7/22/10			Rescue	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
2028	7/22/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
2029	7/22/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
2030	7/22/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
2031	7/22/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
2032	7/22/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
2033	7/22/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2034	7/22/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2035	7/22/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2036	7/22/10			San Francisco	Customer Denies Access	Under Investigation	Open
2037	7/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2038	7/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2039	7/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2040	7/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2041	7/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2042	7/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2043	7/22/10			San Jose	Customer Denies Access	Under Investigation	Open
2044	7/22/10			San Jose	Customer Denies Access	Under Investigation	Open
2045	7/22/10			San Jose	Customer Denies Access	Under Investigation	Open
2046	7/22/10			San Jose	Customer Denies Access	Under Investigation	Open
2047	7/22/10			San Jose	Customer Denies Access	Under Investigation	Open
2048	7/22/10			San Jose	Customer Denies Access	Under Investigation	Open
2049	7/22/10			San Jose	Customer Denies Access	Under Investigation	Open
2050	7/22/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
2051	7/22/10			San Jose	Household items affected by SM installation	Other	Resolved
2052	7/22/10			San Jose	Household items affected by SM installation	Under Investigation	Open
2053	7/22/10			San Jose	Household items affected by SM installation	Under Investigation	Open
2054	7/22/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2055	7/22/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2056	7/22/10			San Rafael	Customer Denies Access	Under Investigation	Open
2057	7/22/10			San Rafael	Customer Denies Access	Under Investigation	Open
2058	7/22/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
2059	7/22/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
2060	7/22/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2061	7/22/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2062	7/22/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
2063	7/22/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
2064	7/22/10			Sausalito	Customer Denies Access	Under Investigation	Open
2065	7/22/10			Scotts Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
2066	7/22/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2067	7/22/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2068	7/22/10			Squaw Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
2069	7/22/10			Tracy	Customer wants Smartmeter Removed	Under Investigation	Open
2070	7/22/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
2071	7/22/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2072	7/23/10			Auburn	Customer Denies Access	Customer Denies Wellington Access	Resolved
2073	7/23/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2074	7/23/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2075	7/23/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2076	7/23/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
2077	7/23/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
2078	7/23/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
2079	7/23/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
2080	7/23/10			Brownsville	Customer Denies Access	Customer Denies Wellington Access	Resolved
2081	7/23/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
2082	7/23/10			Campbell	Power Interruption	Under Investigation	Open
2083	7/23/10			Challenge	Customer Denies Access	Under Investigation	Open
2084	7/23/10			Challenge	Customer Denies Access	Under Investigation	Open
2085	7/23/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2086	7/23/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2087	7/23/10			Chico	Customer Denies Access	Under Investigation	Open
2088	7/23/10			Chico	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
2089	7/23/10			Chico	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
2090	7/23/10			Cotati	Customer Denies Access	Customer Denies Wellington Access	Resolved
2091	7/23/10			Emeryville	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
2092	7/23/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
2093	7/23/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2094	7/23/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2095	7/23/10			Fairfax	Customer Denies Access	Under Investigation	Open
2096	7/23/10			Fairfax	Customer Denies Access	Under Investigation	Open
2097	7/23/10			Fairfax	Customer Denies Access	Under Investigation	Open
2098	7/23/10			Forest Ranch	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
2099	7/23/10			Forest Ranch	Power Interruption	Under Investigation	Open
2100	7/23/10			Fort Bragg	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2101	7/23/10			Fremont	Customer Denies Access	Under Investigation	Open
2102	7/23/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
2103	7/23/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2104	7/23/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2105	7/23/10			Grass Valley	Household items affected by SM installation	Under Investigation	Open
2106	7/23/10			Grass Valley	Power Interruption	Under Investigation	Open
2107	7/23/10			Healdsburg	Customer Denies Access	Under Investigation	Open
2108	7/23/10			Hillsborough	Household items affected by SM installation	Under Investigation	Open
2109	7/23/10			Knightsen	Customer Denies Access	Under Investigation	Open
2110	7/23/10			Larkspur	Customer Denies Access	Customer Denies Wellington Access	Resolved
2111	7/23/10			Livermore	Customer Denies Access	Under Investigation	Open
2112	7/23/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
2113	7/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
2114	7/23/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2115	7/23/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2116	7/23/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
2117	7/23/10			Nicasio	SmartMeter Customer Communication	Q on SM communication materials	Resolved
2118	7/23/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2119	7/23/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2120	7/23/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
2121	7/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2122	7/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2123	7/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2124	7/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2125	7/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2126	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
2127	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
2128	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
2129	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
2130	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
2131	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
2132	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
2133	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
2134	7/23/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
2135	7/23/10			Oroville	Customer Denies Access	Customer Denies Wellington Access	Resolved
2136	7/23/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2137	7/23/10			Oroville	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
2138	7/23/10			Paradise	Household items affected by SM installation	Under Investigation	Open
2139	7/23/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
2140	7/23/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
2141	7/23/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2142	7/23/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2143	7/23/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2144	7/23/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2145	7/23/10			Petaluma	Household items affected by SM installation	Under Investigation	Open
2146	7/23/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Resolved
2147	7/23/10			Pleasanton	SmartMeter Customer Communication	Other	Resolved
2148	7/23/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2149	7/23/10			Reedley	Household items affected by SM installation	Under Investigation	Open
2150	7/23/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2151	7/23/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
2152	7/23/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
2153	7/23/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2154	7/23/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2155	7/23/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2156	7/23/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2157	7/23/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2158	7/23/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
2159	7/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2160	7/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2161	7/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2162	7/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2163	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
2164	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
2165	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
2166	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
2167	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
2168	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
2169	7/23/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
2170	7/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
2171	7/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
2172	7/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
2173	7/23/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
2174	7/23/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
2175	7/23/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2176	7/23/10			Sanger	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2177	7/23/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
2178	7/23/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2179	7/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
2180	7/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
2181	7/23/10			Santa Rosa	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
2182	7/23/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
2183	7/23/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
2184	7/23/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2185	7/23/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2186	7/23/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
2187	7/23/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2188	7/23/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2189	7/23/10			Sausalito	Customer Denies Access	Under Investigation	Open
2190	7/23/10			Scotts Valley	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
2191	7/23/10			Sebastopol	Customer Denies Access	Customer Denies Wellington Access	Resolved
2192	7/23/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
2193	7/23/10			Stockton	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
2194	7/23/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2195	7/23/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2196	7/23/10			Tiburon	Customer Denies Access	Under Investigation	Open
2197	7/23/10			Tiburon	Customer Denies Access	Under Investigation	Open
2198	7/23/10			Tracy	Customer Denies Access	Under Investigation	Open
2199	7/23/10			Tracy	Customer Denies Access	Under Investigation	Open
2200	7/23/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved
2201	7/23/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved

1,402 Open Complaints on Last Report
 209 Open Complaints Resolved Since the Last Report
 799 New Complaints Since the Last Report
 535 New Complaints Resolved Since the Last Report
 264 New Complaints Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1	1/4/10	{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open
2	1/15/10	{Redacted}	{Redacted}	Napa	Scheduling Problems	Under Investigation	Open
3	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	Customer Denies Wellington Access	Resolved
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	Customer does not want a SmartMeter	Resolved
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	Customer does not want a SmartMeter	Resolved
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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Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 SmartMeter™ Installation Complaint Report

July 29, 2010 -- For the Period July 17, 2010 through July 23, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
42	2/24/10			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	Installer failed to knock	Resolved
58	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
59	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
60	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
61	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
62	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
63	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
64	3/10/10			Albany	Wellington Installer	Damaged private property	Resolved
65	3/10/10			Angwin	Wellington Installer	Under Investigation	Open
66	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
67	3/10/10			Cameron Park	Wellington Installer	No time given to power down equipment	Resolved
68	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
69	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open
70	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
71	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
72	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
73	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
74	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
75	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
76	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
77	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
78	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
79	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
80	3/12/10			San Ramon	Wellington Installer	Damaged private property	Resolved
81	3/12/10			Union City	Meter/Module	Under Investigation	Open
82	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open

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

July 29, 2010 -- For the Period July 17, 2010 through July 23, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
83	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
84	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
85	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
86	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
87	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
88	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
89	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
90	3/16/10			Tracy	Meter/Module	Under Investigation	Open
91	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
92	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
93	3/17/10			San Jose	Wellington Installer	Installer failed to knock	Resolved
94	3/17/10			Sunnyvale	Wellington Installer	Installer failed to knock	Resolved
95	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
96	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
97	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
98	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
99	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
100	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
101	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
102	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
103	3/22/10			Saint Helena	Other	Under Investigation	Open
104	3/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
105	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
106	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
107	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
108	3/24/10			Berkeley	Wellington Installer	Damaged private property	Resolved
109	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
110	3/24/10			Vallejo	Wellington Installer	Installer failed to knock	Resolved
111	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
112	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
113	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
114	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
115	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
116	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
117	3/26/10			Calistoga	Wellington Installer	Installer rude to customer	Resolved
118	3/27/10			Pleasanton	Wellington Installer	Installer rude to customer	Resolved
119	3/27/10			San Jose	Network Equipment Installation	No time given to power down equipment	Resolved
120	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
121	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
122	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
123	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open

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

July 29, 2010 -- For the Period July 17, 2010 through July 23, 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	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
125	3/29/10			Tracy	Meter/Module	Under Investigation	Open
126	3/30/10			Cupertino	Wellington Installer	Installer rude to customer	Resolved
127	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
128	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
129	3/31/10			Marysville	Wellington Installer	Installer rude to customer	Resolved
130	3/31/10			Santa Clara	Customer Denies Access	Under Investigation	Open
131	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
132	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
133	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
134	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
135	4/5/10			Pinole	Other	Other	Resolved
136	4/5/10			Redding	Wellington Installer	Installer rude to customer	Resolved
137	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
138	4/5/10			Vacaville	Other	Under Investigation	Open
139	4/6/10			Tracy	Other	Under Investigation	Open
140	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
141	4/7/10			Berkeley	Other	Other	Resolved
142	4/7/10			Concord	Meter/Module	Other	Resolved
143	4/7/10			El Sobrante	Customer Denies Access	Customer does not want a SmartMeter	Resolved
144	4/7/10			Pinole	Power Interruption	Complete Power Outage	Resolved
145	4/7/10			Richmond	Customer Denies Access	Under Investigation	Open
146	4/7/10			Richmond	Other	Other	Resolved
147	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
148	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
149	4/7/10			San Ramon	Other	Other	Resolved
150	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
151	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
152	4/8/10			Berkeley	Other	Other	Resolved
153	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
154	4/12/10			El Cerrito	Other	Other	Resolved
155	4/13/10			San Ramon	Other	Other	Resolved
156	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
157	4/14/10			Madera	Wellington Installer	Under Investigation	Open
158	4/14/10			Orinda	Other	Under Investigation	Open
159	4/14/10			San Jose	Other	Under Investigation	Open
160	4/14/10			Tracy	Power Interruption	Under Investigation	Open
161	4/14/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
162	4/15/10			Berkeley	Other	Other	Resolved
163	4/15/10			Madera	Other	Under Investigation	Open
164	4/15/10			Pittsburg	Other	Under Investigation	Open

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

July 29, 2010 -- For the Period July 17, 2010 through July 23, 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	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
166	4/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
167	4/16/10			Healdsburg	Wellington Installer	Under Investigation	Open
168	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
169	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
170	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
171	4/19/10			Richmond	Household items affected by SM installation	Damaged Computer	Resolved
172	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
173	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
174	4/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
175	4/20/10			Walnut Creek	Other	Under Investigation	Open
176	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
177	4/21/10			Danville	Customer Denies Access	Under Investigation	Open
178	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
179	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
180	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
181	4/22/10			Alamo	Other	Under Investigation	Open
182	4/22/10			Vallejo	Other	Under Investigation	Open
183	4/23/10			Berkeley	Other	Under Investigation	Open
184	4/23/10			Berkeley	Other	Under Investigation	Open
185	4/23/10			Berkeley	Other	Under Investigation	Open
186	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
187	4/23/10			El Cerrito	Household items affected by SM installation	Under Investigation	Open
188	4/23/10			Madera	Wellington Installer	Under Investigation	Open
189	4/23/10			Selma	Wellington Installer	Under Investigation	Open
190	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
191	4/26/10			Madera	Wellington Installer	Under Investigation	Open
192	4/26/10			Napa	Wellington Installer	Under Investigation	Open
193	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
194	4/26/10			Orinda	Meter/Module	Under Investigation	Open
195	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
196	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
197	4/26/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
198	4/26/10			San Ramon	Wellington Installer	Under Investigation	Open
199	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
200	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
201	4/27/10			Pittsburg	Other	Under Investigation	Open
202	4/27/10			Pleasanton	Other	Under Investigation	Open
203	4/28/10			Hayward	SmartMeter Customer Communication	Under Investigation	Open
204	4/28/10			Lafayette	SmartMeter Customer Communication	Under Investigation	Open
205	4/28/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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

July 29, 2010 -- For the Period July 17, 2010 through July 23, 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	4/28/10			Oakland	Customer Denies Access	Under Investigation	Open
207	4/28/10			Oakley	Other	Other	Resolved
208	4/28/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
209	4/28/10			Pinole	Customer Denies Access	Under Investigation	Open
210	4/28/10			Richmond	Wellington Installer	Under Investigation	Open

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 July 29, 2010 -- For the Period July 17, 2010 through July 23, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
1	5/14/10	{Redacted}	{Redacted}	ARNOLD	Open	{Redacted}
2	5/21/10			SAN MATEO	Open	
3	6/17/10			SACRAMENTO	Open	
4	7/7/10			HALF MOON BAY	Open	
5	7/7/10			REDWOOD CITY	Open	
6	7/12/10			SODA SPRINGS	Resolved	
7	7/14/10			HAYWARD	Resolved	
8	7/14/10			SAN JOSE	Open	
9	7/22/10			SAN PABLO	Open	

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

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