

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

August 5, 2010 – For the Period July 24, 2010 through July 30, 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	Installer upset animals	Resolved
5	2/8/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
6	2/9/10	{Redacted}	{Redacted}	Cupertino	Wellington Installer	Failed to identify self as PG&E contractor	Resolved
7	2/10/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
8	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Under Investigation	Open
9	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
10	2/10/10	{Redacted}	{Redacted}	NORTH FOLK	Wellington Installer	Failed to identify self as PG&E contractor	Resolved
11	2/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
12	2/10/10	{Redacted}	{Redacted}	San Ramon	Wellington Installer	Under Investigation	Open
13	2/11/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
14	2/12/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
15	2/12/10	{Redacted}	{Redacted}	San Ramon	Wellington Installer	Under Investigation	Open
16	2/16/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
17	2/16/10	{Redacted}	{Redacted}	Cupertino	Wellington Installer	Under Investigation	Open
18	2/16/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
19	2/17/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Under Investigation	Open
20	2/17/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
21	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
22	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
23	2/18/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Under Investigation	Open
24	2/18/10	{Redacted}	{Redacted}	Mariposa	Wellington Installer	Under Investigation	Open
25	2/18/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
26	2/18/10	{Redacted}	{Redacted}	Somerset	Wellington Installer	Under Investigation	Open
27	2/19/10	{Redacted}	{Redacted}	American Canyon	Wellington Installer	Under Investigation	Open
28	2/22/10	{Redacted}	{Redacted}	Occidental	Customer Denies Access	Under Investigation	Open
29	2/22/10	{Redacted}	{Redacted}	Placerville	Wellington Installer	Under Investigation	Open
30	2/22/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
31	2/22/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
32	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
33	2/23/10	{Redacted}	{Redacted}	Mariposa	Wellington Installer	Under Investigation	Open
34	2/23/10	{Redacted}	{Redacted}	San Pablo	Wellington Installer	Under Investigation	Open
35	2/23/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
36	2/24/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Under Investigation	Open
37	2/24/10	{Redacted}	{Redacted}	Napa	Wellington Installer	Under Investigation	Open
38	2/24/10	{Redacted}	{Redacted}	Pollock Pines	Wellington Installer	Under Investigation	Open
39	2/24/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
40	2/26/10	{Redacted}	{Redacted}	Auburn	SmartMeter Customer Communication	Under Investigation	Open
41	2/26/10	{Redacted}	{Redacted}	Hercules	Wellington Installer	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
42	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
43	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
44	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
45	3/1/10			Madera	Other	Other	Resolved
46	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
47	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
48	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
49	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
50	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
51	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
52	3/3/10			LIVINGSTON	Scheduling Problems	Installer missed appointment	Resolved
53	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
54	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
55	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
56	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
57	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
58	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
59	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
60	3/10/10			Angwin	Wellington Installer	Under Investigation	Open
61	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
62	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
63	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open
64	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
65	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
66	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
67	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
68	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
69	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
70	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
71	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
72	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
73	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
74	3/12/10			Union City	Meter/Module	Under Investigation	Open
75	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
76	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
77	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
78	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
79	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
80	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
81	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
82	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open

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83	3/16/10			Tracy	Meter/Module	Under Investigation	Open
84	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
85	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
86	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
87	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
88	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
89	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
90	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
91	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
92	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
93	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
94	3/22/10			Saint Helena	Other	Under Investigation	Open
95	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
96	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
97	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
98	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
99	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
100	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
101	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
102	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
103	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
104	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
105	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
106	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
107	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
108	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
109	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
110	3/29/10			Tracy	Meter/Module	Under Investigation	Open
111	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
112	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
113	3/31/10			Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Resolved
114	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
115	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
116	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
117	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
118	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
119	4/5/10			Vacaville	Other	Under Investigation	Open
120	4/6/10			Tracy	Other	Under Investigation	Open
121	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
122	4/7/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
123	4/7/10			San Jose	Wellington Installer	Under Investigation	Open

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124	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
125	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
126	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
127	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
128	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
129	4/14/10			Madera	Wellington Installer	Under Investigation	Open
130	4/14/10			Orinda	Other	Under Investigation	Open
131	4/14/10			San Jose	Other	Under Investigation	Open
132	4/14/10			Tracy	Power Interruption	Under Investigation	Open
133	4/15/10			Madera	Other	Under Investigation	Open
134	4/15/10			Pittsburg	Other	Under Investigation	Open
135	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
136	4/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
137	4/16/10			Healdsburg	Wellington Installer	Under Investigation	Open
138	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
139	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
140	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
141	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
142	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
143	4/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
144	4/20/10			Walnut Creek	Other	Under Investigation	Open
145	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
146	4/21/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
147	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
148	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
149	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
150	4/22/10			Alamo	Other	Under Investigation	Open
151	4/22/10			Vallejo	Other	Other	Resolved
152	4/23/10			Berkeley	Other	Other	Resolved
153	4/23/10			Berkeley	Other	Under Investigation	Open
154	4/23/10			Berkeley	Other	Under Investigation	Open
155	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
156	4/23/10			El Cerrito	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
157	4/23/10			Madera	Wellington Installer	Under Investigation	Open
158	4/23/10			Selma	Wellington Installer	Under Investigation	Open
159	4/23/10			Jkiah	Meter/Module	Under Investigation	Open
160	4/26/10			Madera	Wellington Installer	Under Investigation	Open
161	4/26/10			Napa	Wellington Installer	Under Investigation	Open
162	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
163	4/26/10			Orinda	Meter/Module	Under Investigation	Open
164	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open

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165	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
166	4/26/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
167	4/26/10			San Ramon	Wellington Installer	Under Investigation	Open
168	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
169	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
170	4/27/10			Pittsburg	Other	Other	Resolved
171	4/27/10			Pleasanton	Other	High bill inquiry	Resolved
172	4/28/10			Hayward	SmartMeter Customer Communication	Under Investigation	Open
173	4/28/10			Lafayette	SmartMeter Customer Communication	Other	Resolved
174	4/28/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
175	4/28/10			Pinole	Customer Denies Access	Customer does not want a SmartMeter	Resolved
176	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
177	4/29/10			Livermore	Other	Other	Resolved
178	4/29/10			Madera	Wellington Installer	Under Investigation	Open
179	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
180	4/29/10			Oakland	Wellington Installer	Under Investigation	Open
181	4/29/10			Pinole	Household items affected by SM installation	Damaged Computer	Resolved
182	4/29/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
183	4/30/10			Berkeley	Other	Under Investigation	Open
184	4/30/10			Berkeley	Other	Under Investigation	Open
185	4/30/10			Concord	Other	Under Investigation	Open
186	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
187	4/30/10			Richmond	Other	Under Investigation	Open
188	5/3/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
189	5/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
190	5/4/10			S. San Francisco	Wellington Installer	Under Investigation	Open
191	5/4/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
192	5/4/10			San Ramon	Other	Other	Resolved
193	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
194	5/5/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
195	5/5/10			San Jose	Wellington Installer	Under Investigation	Open
196	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
197	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
198	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
199	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
200	5/7/10			San Jose	Meter/Module	Under Investigation	Open
201	5/8/10			Placerville	Wellington Installer	Under Investigation	Open
202	5/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
203	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
204	5/10/10			Milpitas	Wellington Installer	Under Investigation	Open
205	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open

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206	5/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
207	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
208	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
209	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
210	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
211	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
212	5/10/10			San Jose	Other	Under Investigation	Open
213	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
214	5/10/10			Stockton	Wellington Installer	Installer jumped fence, broke lock	Resolved
215	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
216	5/11/10			Alamo	SmartMeter Customer Communication	Under Investigation	Open
217	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
218	5/11/10			Chico	Wellington Installer	Under Investigation	Open
219	5/11/10			Concord	Household items affected by SM installation	Under Investigation	Open
220	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
221	5/11/10			Milpitas	Wellington Installer	Under Investigation	Open
222	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
223	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
224	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
225	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open
226	5/11/10			Richmond	Customer Denies Access	Under Investigation	Open
227	5/11/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
228	5/11/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
229	5/11/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
230	5/11/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
231	5/11/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
232	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
233	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
234	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
235	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
236	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
237	5/11/10			San Jose	Wellington Installer	Under Investigation	Open
238	5/11/10			San Leandro	SmartMeter Customer Communication	Under Investigation	Open
239	5/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
240	5/11/10			Tracy	Wellington Installer	Under Investigation	Open
241	5/11/10			Vallejo	Wellington Installer	Under Investigation	Open
242	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
243	5/12/10			Fresno	Other	Under Investigation	Open
244	5/12/10			Livermore	Wellington Installer	Under Investigation	Open
245	5/12/10			Martinez	Household items affected by SM installation	Under Investigation	Open
246	5/12/10			Marysville	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved

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247	5/12/10			Marysville	Wellington Installer	Under Investigation	Open
248	5/12/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
249	5/12/10			Mountain View	Wellington Installer	Under Investigation	Open
250	5/12/10			Napa	Wellington Installer	Under Investigation	Open
251	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
252	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
253	5/12/10			Pinole	Customer Denies Access	Under Investigation	Open
254	5/12/10			Richmond	Other	Under Investigation	Open
255	5/12/10			Richmond	Wellington Installer	Under Investigation	Open
256	5/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
257	5/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
258	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
259	5/12/10			San Jose	Other	Other	Resolved
260	5/12/10			San Jose	SmartMeter Customer Communication	Other	Resolved
261	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
262	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
263	5/12/10			San Ramon	Wellington Installer	Under Investigation	Open
264	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open
265	5/12/10			Tracy	Wellington Installer	Under Investigation	Open
266	5/12/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
267	5/13/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
268	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
269	5/13/10			Dos Palos	Other	Under Investigation	Open
270	5/13/10			Los Banos	Customer Denies Access	Under Investigation	Open
271	5/13/10			Marysville	Wellington Installer	Under Investigation	Open
272	5/13/10			Redding	Customer Denies Access	Customer does not want a SmartMeter	Resolved
273	5/13/10			Redding	Wellington Installer	Under Investigation	Open
274	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
275	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
276	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
277	5/13/10			Tracy	Other	Under Investigation	Open
278	5/13/10			Yuba City	Other	Other	Resolved
279	5/14/10			Antioch	Meter/Module	Under Investigation	Open
280	5/14/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
281	5/14/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
282	5/14/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
283	5/14/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
284	5/14/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
285	5/14/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
286	5/14/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
287	5/14/10			Chico	Other	Other	Resolved

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August 5, 2010 -- For the Period July 24, 2010 through July 30, 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
288	5/14/10			Clayton	Wellington Installer	Under Investigation	Open
289	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
290	5/14/10			Mountain View	Customer wants SmartMeter Removed	Unhappy with SM Program	Resolved
291	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
292	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
293	5/14/10			Pleasanton	Wellington Installer	Under Investigation	Open
294	5/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
295	5/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
296	5/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
297	5/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
298	5/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
299	5/14/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
300	5/14/10			San Jose	Meter/Module	Under Investigation	Open
301	5/14/10			San Leandro	Customer Denies Access	Under Investigation	Open
302	5/14/10			San Leandro	Customer wants SmartMeter Removed	Under Investigation	Open
303	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
304	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
305	5/14/10			Tracy	Customer Denies Access	Under Investigation	Open
306	5/14/10			Tranquillity	Meter/Module	Other	Resolved
307	5/14/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
308	5/14/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
309	5/14/10			Yuba City	Customer wants SmartMeter Removed	No reason provided	Resolved
310	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
311	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
312	5/15/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
313	5/15/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
314	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
315	5/15/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
316	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
317	5/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
318	5/16/10			Marysville	SmartMeter Customer Communication	Q on SM communication materials	Resolved
319	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
320	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
321	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
322	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
323	5/17/10			Alameda	Customer Denies Access	Under Investigation	Open
324	5/17/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
325	5/17/10			Alameda	Wellington Installer	Under Investigation	Open
326	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
327	5/17/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
328	5/17/10			Benicia	Wellington Installer	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
329	5/17/10			Berkeley	Customer Denies Access	Under Investigation	Open
330	5/17/10			Dos Palos	Wellington Installer	Under Investigation	Open
331	5/17/10			El Cerrito	Customer Denies Access	Under Investigation	Open
332	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
333	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
334	5/17/10			Los Gatos	Scheduling Problems	Under Investigation	Open
335	5/17/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
336	5/17/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
337	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
338	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
339	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
340	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
341	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
342	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
343	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
344	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
345	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
346	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
347	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
348	5/17/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
349	5/17/10			S. San Francisco	Other	Under Investigation	Open
350	5/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
351	5/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
352	5/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
353	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
354	5/17/10			San Jose	Wellington Installer	Damaged private property	Resolved
355	5/17/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
356	5/17/10			Santa Rosa	Wellington Installer	Under Investigation	Open
357	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
358	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
359	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
360	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
361	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
362	5/17/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
363	5/17/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
364	5/17/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
365	5/17/10			Yuba City	Customer wants Smartmeter Removed	No reason provided	Resolved
366	5/18/10			Chowchilla	Customer Denies Access	Under Investigation	Open
367	5/18/10			Dos Palos	Wellington Installer	Under Investigation	Open
368	5/18/10			Dublin	Wellington Installer	Under Investigation	Open
369	5/18/10			Livermore	Customer Denies Access	Under Investigation	Open

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370	5/18/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
371	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
372	5/18/10			Madera	Customer Denies Access	Under Investigation	Open
373	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
374	5/18/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
375	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
376	5/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
377	5/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
378	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
379	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
380	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
381	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
382	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
383	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
384	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
385	5/18/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
386	5/18/10			Tracy	Customer Denies Access	Under Investigation	Open
387	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
388	5/19/10			Brentwood	Customer wants Smartmeter Removed	Under Investigation	Open
389	5/19/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
390	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
391	5/19/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
392	5/19/10			Durham	Customer Denies Access	Customer does not want a SmartMeter	Resolved
393	5/19/10			Hayward	Customer Denies Access	Under Investigation	Open
394	5/19/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
395	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
396	5/19/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
397	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
398	5/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
399	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
400	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
401	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
402	5/19/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
403	5/20/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
404	5/20/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
405	5/20/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
406	5/20/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
407	5/20/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
408	5/20/10			Chico	Customer Denies Access	Under Investigation	Open
409	5/20/10			Fresno	Customer Denies Access	Under Investigation	Open
410	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open

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411	5/20/10			Live Oak	Customer Denies Access	Customer does not want a SmartMeter	Resolved
412	5/20/10			Los Altos	Meter/Module	Other	Resolved
413	5/20/10			Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
414	5/20/10			Madera	Customer Denies Access	Under Investigation	Open
415	5/20/10			Manteca	Customer Denies Access	Under Investigation	Open
416	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
417	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
418	5/20/10			Oakley	Customer wants Smartmeter Removed	Under Investigation	Open
419	5/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
420	5/20/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
421	5/20/10			San Jose	Wellington Installer	Under Investigation	Open
422	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
423	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
424	5/20/10			Tracy	Power Interruption	Under Investigation	Open
425	5/20/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
426	5/20/10			Yuba City	Wellington Installer	Under Investigation	Open
427	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
428	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
429	5/21/10			Berkeley	Wellington Installer	Under Investigation	Open
430	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
431	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
432	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
433	5/21/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
434	5/21/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
435	5/21/10			Dublin	Customer wants Smartmeter Removed	Under Investigation	Open
436	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
437	5/21/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
438	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
439	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
440	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
441	5/21/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
442	5/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
443	5/21/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
444	5/21/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
445	5/21/10			Marysville	Customer Denies Access	Under Investigation	Open
446	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
447	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
448	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
449	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
450	5/21/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
451	5/21/10			Oroville	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
452	5/21/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
453	5/21/10			Petaluma	Wellington Installer	Under Investigation	Open
454	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
455	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
456	5/21/10			San Jose	Household items affected by SM installation	Under Investigation	Open
457	5/21/10			San Mateo	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
458	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
459	5/22/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
460	5/22/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
461	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
462	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
463	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
464	5/22/10			Magalia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
465	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
466	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
467	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
468	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
469	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
470	5/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
471	5/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
472	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
473	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
474	5/23/10			Emeryville	Customer Denies Access	Under Investigation	Open
475	5/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
476	5/23/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
477	5/23/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
478	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
479	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
480	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
481	5/23/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
482	5/23/10			San Jose	Customer Denies Access	Under Investigation	Open
483	5/23/10			San Pablo	Customer Denies Access	Under Investigation	Open
484	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
485	5/24/10			Browns Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
486	5/24/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
487	5/24/10			Concord	Household items affected by SM installation	Under Investigation	Open
488	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
489	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
490	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
491	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
492	5/24/10			Livermore	Household items affected by SM installation	Under Investigation	Open

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493	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
494	5/24/10			Moraga	Customer Denies Access	Under Investigation	Open
495	5/24/10			Morgan Hill	Customer Denies Access	Customer Denies Wellington Access	Resolved
496	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
497	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
498	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
499	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
500	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
501	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
502	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
503	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
504	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
505	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
506	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
507	5/24/10			Piedmont	Customer Denies Access	Under Investigation	Open
508	5/24/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
509	5/24/10			Pleasanton	Customer Denies Access	Under Investigation	Open
510	5/24/10			San Jose	Wellington Installer	Under Investigation	Open
511	5/24/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
512	5/24/10			Yuba City	Wellington Installer	Under Investigation	Open
513	5/25/10			Berkeley	Customer Denies Access	Under Investigation	Open
514	5/25/10			Camino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
515	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
516	5/25/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
517	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
518	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
519	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
520	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
521	5/25/10			Wheatland	Wellington Installer	Under Investigation	Open
522	5/26/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
523	5/26/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
524	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
525	5/26/10			Oakland	Household items affected by SM installation	Under Investigation	Open
526	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
527	5/26/10			San Jose	Wellington Installer	Under Investigation	Open
528	5/26/10			San Pablo	Wellington Installer	Under Investigation	Open
529	5/27/10			Berkeley	Power Interruption	Under Investigation	Open
530	5/27/10			Citrus Heights	Wellington Installer	Under Investigation	Open
531	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
532	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
533	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open

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534	5/27/10			Richmond	Customer Denies Access	Under Investigation	Open
535	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
536	5/27/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
537	5/28/10			Danville	Customer Denies Access	Under Investigation	Open
538	5/28/10			Lemoore	Meter/Module Equipment	Under Investigation	Open
539	5/28/10			Port Costa	Customer Denies Access	Under Investigation	Open
540	5/28/10			San Jose	Wellington Installer	Under Investigation	Open
541	5/28/10			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
542	5/29/10			Clayton	Customer wants Smartmeter Removed	Under Investigation	Open
543	5/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
544	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
545	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
546	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
547	5/29/10			Richmond	Customer Denies Access	Under Investigation	Open
548	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
549	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
550	5/31/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
551	6/1/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
552	6/1/10			Concord	Meter/Module	Under Investigation	Open
553	6/1/10			Livermore	Wellington Installer	Under Investigation	Open
554	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
555	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
556	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
557	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
558	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
559	6/1/10			Oakland	Potential Wellington Claim	Under Investigation	Open
560	6/1/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
561	6/1/10			Wheatland	Power Interruption	Under Investigation	Open
562	6/2/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
563	6/2/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
564	6/2/10			Cupertino	Wellington Installer	Under Investigation	Open
565	6/2/10			Los Gatos	Wellington Installer	Under Investigation	Open
566	6/2/10			Oakland	Customer Denies Access	Under Investigation	Open
567	6/2/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
568	6/3/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
569	6/3/10			Concord	Wellington Installer	Under Investigation	Open
570	6/3/10			Oakdale	Household items affected by SM installation	Under Investigation	Open
571	6/4/10			Livermore	Potential Wellington Claim	Under Investigation	Open
572	6/4/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
573	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
574	6/5/10			Emeryville	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
575	6/5/10			Oakland	Customer Denies Access	Under Investigation	Open
576	6/6/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
577	6/6/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
578	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
579	6/7/10			Corte Madera	Customer Denies Access	Under Investigation	Open
580	6/7/10			Hayward	Household items affected by SM installation	Other	Resolved
581	6/7/10			Oakhurst	SmartMeter Customer Communication	Under Investigation	Open
582	6/7/10			Oakland	Customer Denies Access	Under Investigation	Open
583	6/7/10			Placerville	Customer Denies Access	Under Investigation	Open
584	6/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
585	6/8/10			Fresno	Power Interruption	Under Investigation	Open
586	6/8/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
587	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
588	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
589	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
590	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
591	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
592	6/8/10			Oakland	Wellington Installer	Under Investigation	Open
593	6/8/10			Piedmont	Customer Denies Access	Under Investigation	Open
594	6/8/10			Redwood City	Wellington Installer	Under Investigation	Open
595	6/8/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
596	6/8/10			Santa Rosa	Wellington Installer	Under Investigation	Open
597	6/9/10			Alameda	Wellington Installer	Under Investigation	Open
598	6/9/10			Concord	Customer Denies Access	Under Investigation	Open
599	6/9/10			Cupertino	Wellington Installer	Under Investigation	Open
600	6/9/10			Half Moon Bay	Customer Denies Access	Customer does not want a SmartMeter	Resolved
601	6/9/10			Oakland	Customer Denies Access	Under Investigation	Open
602	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
603	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
604	6/9/10			San Jose	Wellington Installer	Under Investigation	Open
605	6/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
606	6/10/10			Monte Rio	Wellington Installer	Under Investigation	Open
607	6/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
608	6/10/10			Oakland	Power Interruption	Under Investigation	Open
609	6/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
610	6/10/10			San Jose	Household items affected by SM installation	Under Investigation	Open
611	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
612	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
613	6/10/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
614	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
615	6/10/10			Vallejo	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
616	6/11/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
617	6/11/10			San Jose	Household items affected by SM installation	Under Investigation	Open
618	6/11/10			San Jose	Wellington Installer	Under Investigation	Open
619	6/11/10			San Pablo	SmartMeter Customer Communication	Under Investigation	Open
620	6/11/10			San Rafael	Customer Denies Access	Under Investigation	Open
621	6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
622	6/11/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
623	6/12/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
624	6/13/10			San Ramon	Customer Denies Access	Under Investigation	Open
625	6/14/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
626	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
627	6/14/10			Merced	Household items affected by SM installation	Other	Resolved
628	6/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
629	6/14/10			San Jose	Wellington Installer	Under Investigation	Open
630	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
631	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
632	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
633	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
634	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
635	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
636	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
637	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
638	6/15/10			Oakland	Power Interruption	Under Investigation	Open
639	6/15/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
640	6/15/10			Pittsburg	Household items affected by SM installation	Under Investigation	Open
641	6/15/10			Pleasant Hill	Customer Denies Access	Under Investigation	Open
642	6/15/10			San Jose	Customer Denies Access	Under Investigation	Open
643	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
644	6/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
645	6/15/10			San Jose	Wellington Installer	Under Investigation	Open
646	6/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
647	6/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
648	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
649	6/15/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
650	6/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
651	6/16/10			Dinuba	Customer Denies Access	Under Investigation	Open
652	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
653	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
654	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
655	6/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
656	6/16/10			Pollock Pines	Wellington Installer	Under Investigation	Open

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657	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
658	6/16/10			San Jose	Wellington Installer	Under Investigation	Open
659	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
660	6/16/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
661	6/16/10			Santa Rosa	Wellington Installer	Under Investigation	Open
662	6/17/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
663	6/17/10			Concord	Customer Denies Access	Under Investigation	Open
664	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
665	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
666	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
667	6/17/10			Oakland	Household items affected by SM installation	Under Investigation	Open
668	6/17/10			Oakley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
669	6/17/10			Penryn	Household items affected by SM installation	Under Investigation	Open
670	6/17/10			Pleasanton	Customer Denies Access	Under Investigation	Open
671	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
672	6/17/10			San Francisco	Wellington Installer	Under Investigation	Open
673	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
674	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
675	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
676	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
677	6/17/10			San Jose	Wellington Installer	Under Investigation	Open
678	6/17/10			San Mateo	Wellington Installer	Under Investigation	Open
679	6/17/10			Sausalito	Customer Denies Access	Under Investigation	Open
680	6/17/10			Tracy	SmartMeter Customer Communication	Under Investigation	Open
681	6/17/10			Windsor	Customer Denies Access	Under Investigation	Open
682	6/18/10			Danville	SmartMeter Customer Communication	Under Investigation	Open
683	6/18/10			Danville	Wellington Installer	Under Investigation	Open
684	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
685	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
686	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
687	6/18/10			Oakland	Power Interruption	Under Investigation	Open
688	6/18/10			Petaluma	Customer Denies Access	Under Investigation	Open
689	6/18/10			Richmond	Customer Denies Access	Under Investigation	Open
690	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
691	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
692	6/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
693	6/18/10			San Jose	Wellington Installer	Under Investigation	Open
694	6/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
695	6/18/10			Saratoga	Customer Denies Access	Under Investigation	Open
696	6/18/10			Tracy	Wellington Installer	Under Investigation	Open
697	6/19/10			Oakland	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
698	6/19/10			San Mateo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
699	6/19/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
700	6/20/10			Martinez	Household items affected by SM installation	Under Investigation	Open
701	6/20/10			Milpitas	Power Interruption	Under Investigation	Open
702	6/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
703	6/21/10			Berkeley	Customer Denies Access	Under Investigation	Open
704	6/21/10			Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Resolved
705	6/21/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
706	6/21/10			Hayward	Customer wants Smartmeter Removed	Under Investigation	Open
707	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
708	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
709	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
710	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
711	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
712	6/21/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
713	6/21/10			San Jose	Customer Denies Access	under investigation	Open
714	6/21/10			San Jose	Power Interruption	Under Investigation	Open
715	6/21/10			San Jose	Wellington Installer	Under Investigation	Open
716	6/21/10			San Rafael	Customer Denies Access	Under Investigation	Open
717	6/21/10			Sonoma	Customer Denies Access	Under Investigation	Open
718	6/21/10			Yuba City	Customer Denies Access	Under Investigation	Open
719	6/22/10			Alameda	Household items affected by SM installation	Under Investigation	Open
720	6/22/10			Alleghany	Customer Denies Access	Customer does not want a SmartMeter	Resolved
721	6/22/10			Corte Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
722	6/22/10			Dublin	Customer Denies Access	Under Investigation	Open
723	6/22/10			Fair Oaks	Network Equipment Installation	Under Investigation	Open
724	6/22/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
725	6/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
726	6/22/10			Hayward	Customer wants Smartmeter Removed	Under Investigation	Open
727	6/22/10			Magalia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
728	6/22/10			Oakland	Customer Denies Access	Under Investigation	Open
729	6/22/10			Olivehurst	Household items affected by SM installation	Under Investigation	Open
730	6/22/10			Point Reyes	Customer Denies Access	Under Investigation	Open
731	6/22/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
732	6/22/10			San Francisco	SmartMeter Customer Communication	Other	Resolved
733	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
734	6/22/10			San Jose	Wellington Installer	Under Investigation	Open
735	6/22/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
736	6/22/10			Vallejo	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
737	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
738	6/23/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
739	6/23/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
740	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
741	6/23/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
742	6/23/10			Oakland	Wellington Installer	Under Investigation	Open
743	6/23/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
744	6/23/10			Piedmont	Customer Denies Access	Under Investigation	Open
745	6/23/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
746	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
747	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
748	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
749	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
750	6/23/10			San Jose	Wellington Installer	Under Investigation	Open
751	6/23/10			Santa Rosa	Wellington Installer	Under Investigation	Open
752	6/23/10			Saratoga	Customer Denies Access	Under Investigation	Open
753	6/23/10			Shingle Springs	Wellington Installer	Under Investigation	Open
754	6/23/10			Somerset	SmartMeter Customer Communication	Other	Resolved
755	6/24/10			Antioch	Household items affected by SM installation	Under Investigation	Open
756	6/24/10			Antioch	Household items affected by SM installation	Under Investigation	Open
757	6/24/10			Bodega Bay	Wellington Installer	Under Investigation	Open
758	6/24/10			Jackson	Customer wants Smartmeter Removed	No reason provided	Resolved
759	6/24/10			Kensington	Customer Denies Access	Under Investigation	Open
760	6/24/10			Los Gatos	Customer Denies Access	Under Investigation	Open
761	6/24/10			Magalia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
762	6/24/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
763	6/24/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
764	6/24/10			Oakland	Customer Denies Access	Under Investigation	Open
765	6/24/10			Oakland	Customer Denies Access	Under Investigation	Open
766	6/24/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
767	6/24/10			Rancho Cordova	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
768	6/24/10			Richmond	Customer Denies Access	Under Investigation	Open
769	6/24/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
770	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
771	6/24/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
772	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
773	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
774	6/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
775	6/24/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
776	6/24/10			Sonoma	Customer Denies Access	Unhappy with SM Program	Resolved
777	6/25/10			Cameron Park	Customer wants Smartmeter Removed	No reason provided	Resolved
778	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
779	6/25/10			El Sobrante	Household items affected by SM installation	Other	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
780	6/25/10			Larkspur	Customer wants Smartmeter Removed	Under Investigation	Open
781	6/25/10			Nevada City	SmartMeter Customer Communication	Customer does not want a SmartMeter	Resolved
782	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
783	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
784	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
785	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
786	6/25/10			Oakland	Household items affected by SM installation	Under Investigation	Open
787	6/25/10			San Mateo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
788	6/25/10			Shingle Springs	Wellington Installer	Safety concern	Resolved
789	6/26/10			Sanger	Customer wants Smartmeter Removed	Under Investigation	Open
790	6/27/10			Forest Knolls	Customer Denies Access	Customer does not want a SmartMeter	Resolved
791	6/27/10			Orinda	Power Interruption	Under Investigation	Open
792	6/27/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
793	6/28/10			Concord	Customer wants Smartmeter Removed	Under Investigation	Open
794	6/28/10			Cotati	Customer Denies Access	Customer Denies Wellington Access	Resolved
795	6/28/10			El Granada	Customer Denies Access	Customer does not want a SmartMeter	Resolved
796	6/28/10			Martinez	Customer Denies Access	Under Investigation	Open
797	6/28/10			Monte Rio	Customer Denies Access	Customer Denies Wellington Access	Resolved
798	6/28/10			Moraga	Household items affected by SM installation	Under Investigation	Open
799	6/28/10			Oakland	Customer Denies Access	Under Investigation	Open
800	6/28/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
801	6/28/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
802	6/28/10			Pleasanton	Customer wants Smartmeter Removed	Under Investigation	Open
803	6/28/10			Plumas Lakes	Wellington Installer	Under Investigation	Open
804	6/28/10			Richmond	Customer Denies Access	Under Investigation	Open
805	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
806	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
807	6/28/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
808	6/28/10			Santa Clara	Household items affected by SM installation	Under Investigation	Open
809	6/28/10			Union City	Meter/Module	Under Investigation	Open
810	6/28/10			Vacaville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
811	6/28/10			Vacaville	Customer wants Smartmeter Removed	Under Investigation	Open
812	6/28/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
813	6/29/10			Alamo	Customer Denies Access	Under Investigation	Open
814	6/29/10			Aptos	Customer Denies Access	Under Investigation	Open
815	6/29/10			Benicia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
816	6/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
817	6/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
818	6/29/10			Chico	Wellington Installer	Under Investigation	Open
819	6/29/10			Corte Madera	SmartMeter Customer Communication	Under Investigation	Open
820	6/29/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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821	6/29/10			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
822	6/29/10			Hercules	Household items affected by SM installation	Under Investigation	Open
823	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
824	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
825	6/29/10			Madera	Customer Denies Access	Under Investigation	Open
826	6/29/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
827	6/29/10			Moraga	Customer Denies Access	Under Investigation	Open
828	6/29/10			Oakland	Customer Denies Access	Under Investigation	Open
829	6/29/10			Oakland	Customer Denies Access	Under Investigation	Open
830	6/29/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
831	6/29/10			Oakland	Household items affected by SM installation	Under Investigation	Open
832	6/29/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
833	6/29/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
834	6/29/10			Pinole	SmartMeter Customer Communication	Under Investigation	Open
835	6/29/10			San Anselmo	Customer Denies Access	Under Investigation	Open
836	6/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
837	6/29/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
838	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
839	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
840	6/29/10			Shingle Springs	Customer Denies Access	Customer does not want a SmartMeter	Resolved
841	6/29/10			Tomales	SmartMeter Customer Communication	Radio Frequency Concerns	Resolved
842	6/29/10			Twain Harte	Customer Denies Access	Under Investigation	Open
843	6/29/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
844	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
845	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
846	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
847	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
848	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
849	6/30/10			Albany	Household items affected by SM installation	Under Investigation	Open
850	6/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
851	6/30/10			Byron	Customer Denies Access	Under Investigation	Open
852	6/30/10			Chico	SmartMeter Customer Communication	Q on SM communication materials	Resolved
853	6/30/10			Dublin	Customer Denies Access	Under Investigation	Open
854	6/30/10			El Dorado Hills	Customer wants Smartmeter Removed	No reason provided	Resolved
855	6/30/10			Fairfield	Customer Denies Access	Customer does not want a SmartMeter	Resolved
856	6/30/10			Livermore	Household items affected by SM installation	Other	Resolved
857	6/30/10			Livermore	Household items affected by SM installation	Other	Resolved
858	6/30/10			Livermore	Household items affected by SM installation	Other	Resolved
859	6/30/10			Livermore	Household items affected by SM installation	Other	Resolved
860	6/30/10			Merced	Customer Denies Access	Under Investigation	Open
861	6/30/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
862	6/30/10			Mill Valley	Wellington Installer	Under Investigation	Open
863	6/30/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
864	6/30/10			Oakland	Wellington Installer	Under Investigation	Open
865	6/30/10			Oakland	Wellington Installer	Under Investigation	Open
866	6/30/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
867	6/30/10			Plumas Lakes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
868	6/30/10			Rio Vista	Customer Denies Access	Customer does not want a SmartMeter	Resolved
869	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
870	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
871	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
872	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
873	6/30/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
874	6/30/10			Sonoma	Customer Denies Access	Under Investigation	Open
875	6/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
876	6/30/10			Tracy	Wellington Installer	Under Investigation	Open
877	6/30/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
878	6/30/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
879	7/1/10			Guerneville	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
880	7/1/10			Modesto	Customer wants Smartmeter Removed	Under Investigation	Open
881	7/1/10			Oakland	Household items affected by SM installation	Under Investigation	Open
882	7/1/10			Oakland	Wellington Installer	Under Investigation	Open
883	7/1/10			Paradise	SmartMeter Customer Communication	Other	Resolved
884	7/1/10			San Jose	Customer Denies Access	Under Investigation	Open
885	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
886	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
887	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
888	7/1/10			San Jose	Wellington Installer	Under Investigation	Open
889	7/1/10			Santa Rosa	Customer Denies Access	Radio Frequency Concerns	Resolved
890	7/1/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
891	7/1/10			Santa Rosa	SmartMeter Customer Communication	Radio Frequency Concerns	Resolved
892	7/1/10			Sonoma	Customer Denies Access	Under Investigation	Open
893	7/1/10			Vallejo	Customer Denies Access	Under Investigation	Open
894	7/1/10			Yuba City	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
895	7/2/10			Auburn	Customer Denies Access	Customer does not want a SmartMeter	Resolved
896	7/2/10			Foresthill	SmartMeter Customer Communication	Customer does not want a SmartMeter	Resolved
897	7/2/10			Fulton	Customer Denies Access	Under Investigation	Open
898	7/2/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
899	7/2/10			Pacifica	Customer Denies Access	Customer does not want a SmartMeter	Resolved
900	7/2/10			Pollock Pines	SmartMeter Customer Communication	Other	Resolved
901	7/2/10			San Jose	Household items affected by SM installation	Under Investigation	Open
902	7/2/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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903	7/2/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
904	7/2/10			Union City	Wellington Installer	Under Investigation	Open
905	7/3/10			Arvin	Customer Denies Access	Under Investigation	Open
906	7/3/10			Murphys	Customer Denies Access	Customer does not want a SmartMeter	Resolved
907	7/3/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
908	7/3/10			Oakland	Customer Denies Access	Under Investigation	Open
909	7/3/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
910	7/3/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
911	7/3/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
912	7/3/10			San Rafael	Customer Denies Access	Under Investigation	Open
913	7/3/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
914	7/3/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
915	7/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
916	7/3/10			Vallejo	Customer Denies Access	Under Investigation	Open
917	7/4/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
918	7/5/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
919	7/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
920	7/5/10			San Francisco	Customer wants Smartmeter Removed	No reason provided	Resolved
921	7/5/10			Santa Clara	Meter/Module Equipment	Under Investigation	Open
922	7/5/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
923	7/5/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
924	7/5/10			Santa Rosa	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
925	7/6/10			Benicia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
926	7/6/10			Berkeley	Wellington Installer	Under Investigation	Open
927	7/6/10			Bodega	Customer Denies Access	Customer does not want a SmartMeter	Resolved
928	7/6/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
929	7/6/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
930	7/6/10			Chico	SmartMeter Customer Communication	Other	Resolved
931	7/6/10			Emeryville	Household items affected by SM installation	Under Investigation	Open
932	7/6/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
933	7/6/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
934	7/6/10			Murphys	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Resolved
935	7/6/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
936	7/6/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
937	7/6/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
938	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
939	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
940	7/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
941	7/6/10			Placerville	Wellington Installer	Under Investigation	Open
942	7/6/10			Pollock Pines	Customer wants Smartmeter Removed	No reason provided	Resolved
943	7/6/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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944	7/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
945	7/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
946	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
947	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
948	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
949	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
950	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
951	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
952	7/6/10			San Rafael	Customer Denies Access	Under Investigation	Open
953	7/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
954	7/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
955	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
956	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
957	7/6/10			Santa Rosa	Wellington Installer	Under Investigation	Open
958	7/6/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
959	7/6/10			Sausalito	Customer Denies Access	Under Investigation	Open
960	7/6/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
961	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
962	7/6/10			Tiburon	Customer Denies Access	Under Investigation	Open
963	7/6/10			Tomales	Customer Denies Access	Under Investigation	Open
964	7/6/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
965	7/6/10			Windsor	Customer Denies Access	Under Investigation	Open
966	7/7/10			Bangor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
967	7/7/10			Bass Lake	Customer Denies Access	Under Investigation	Open
968	7/7/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
969	7/7/10			Citrus Heights	SmartMeter Customer Communication	Under Investigation	Open
970	7/7/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
971	7/7/10			Los Gatos	Customer Denies Access	Under Investigation	Open
972	7/7/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
973	7/7/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
974	7/7/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
975	7/7/10			Richmond	Household items affected by SM installation	Under Investigation	Open
976	7/7/10			Ripon	Customer wants Smartmeter Removed	No reason provided	Resolved
977	7/7/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
978	7/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
979	7/7/10			San Jose	Wellington Installer	Under Investigation	Open
980	7/7/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
981	7/7/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
982	7/7/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
983	7/7/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
984	7/7/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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985	7/7/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
986	7/7/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
987	7/7/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
988	7/7/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
989	7/8/10			Benicia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
990	7/8/10			Benicia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
991	7/8/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
992	7/8/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
993	7/8/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
994	7/8/10			Marysville	Wellington Installer	Under Investigation	Open
995	7/8/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
996	7/8/10			Novato	SmartMeter Customer Communication	Other	Resolved
997	7/8/10			Oakland	Customer Denies Access	Under Investigation	Open
998	7/8/10			Oakland	Customer Denies Access	Under Investigation	Open
999	7/8/10			Oakland	Wellington Installer	Under Investigation	Open
1000	7/8/10			Oroville	Household items affected by SM installation	Other	Resolved
1001	7/8/10			Oroville	SmartMeter Customer Communication	Other	Resolved
1002	7/8/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1003	7/8/10			Pinole	Power Interruption	Under Investigation	Open
1004	7/8/10			Placerville	Household items affected by SM installation	Under Investigation	Open
1005	7/8/10			San Francisco	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1006	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
1007	7/8/10			San Jose	Household items affected by SM installation	Damaged Television	Resolved
1008	7/8/10			San Jose	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1009	7/8/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1010	7/8/10			San Jose	Wellington Installer	Under Investigation	Open
1011	7/8/10			San Leandro	Customer Denies Access	Under Investigation	Open
1012	7/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1013	7/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1014	7/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
1015	7/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
1016	7/8/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1017	7/8/10			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Resolved
1018	7/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
1019	7/8/10			Stinson Beach	Customer Denies Access	Under Investigation	Open
1020	7/8/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1021	7/8/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1022	7/9/10			Fairfax	Customer Denies Access	Under Investigation	Open
1023	7/9/10			Healdsburg	Customer Denies Access	Under Investigation	Open
1024	7/9/10			Larkspur	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1025	7/9/10			Novato	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
1026	7/9/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1027	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1028	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1029	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1030	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1031	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1032	7/9/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1033	7/9/10			Ross	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1034	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
1035	7/9/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1036	7/9/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1037	7/9/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1038	7/9/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1039	7/9/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1040	7/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1041	7/9/10			Saratoga	Wellington Installer	Under Investigation	Open
1042	7/9/10			Sonora	Customer Denies Access	Under Investigation	Open
1043	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
1044	7/9/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1045	7/10/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open
1046	7/10/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1047	7/10/10			Chico	Customer Denies Access	Under Investigation	Open
1048	7/10/10			Forest Ranch	Household items affected by SM installation	Under Investigation	Open
1049	7/10/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1050	7/10/10			Tracy	SmartMeter Customer Communication	Under Investigation	Open
1051	7/10/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
1052	7/10/10			Woodacre	Customer Denies Access	Under Investigation	Open
1053	7/11/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1054	7/11/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1055	7/11/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1056	7/12/10			Albany	Household items affected by SM installation	Under Investigation	Open
1057	7/12/10			Byron	Household items affected by SM installation	Under Investigation	Open
1058	7/12/10			Campbell	Customer Denies Access	Under Investigation	Open
1059	7/12/10			Campbell	Wellington Installer	Under Investigation	Open
1060	7/12/10			Chico	SmartMeter Customer Communication	Under Investigation	Open
1061	7/12/10			Concord	Household items affected by SM installation	Under Investigation	Open
1062	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
1063	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
1064	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
1065	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
1066	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open

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1067	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
1068	7/12/10			Forestville	Customer Denies Access	Under Investigation	Open
1069	7/12/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1070	7/12/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1071	7/12/10			Greenbrae	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1072	7/12/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1073	7/12/10			Guerneville	Customer Denies Access	Under Investigation	Open
1074	7/12/10			Livermore	SmartMeter Customer Communication	Other	Resolved
1075	7/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1076	7/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1077	7/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1078	7/12/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1079	7/12/10			Oakland	Wellington Installer	Under Investigation	Open
1080	7/12/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1081	7/12/10			Pittsburg	Household items affected by SM installation	Under Investigation	Open
1082	7/12/10			Plumas Lakes	Customer Denies Access	Under Investigation	Open
1083	7/12/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1084	7/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1085	7/12/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1086	7/12/10			San Rafael	Customer Denies Access	Under Investigation	Open
1087	7/12/10			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
1088	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1089	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1090	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1091	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1092	7/12/10			Sonoma	Customer Denies Access	Under Investigation	Open
1093	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
1094	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
1095	7/13/10			Cloverdale	Customer Denies Access	Under Investigation	Open
1096	7/13/10			Davis	Customer Denies Access	Under Investigation	Open
1097	7/13/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
1098	7/13/10			Fairfax	Customer Denies Access	Under Investigation	Open
1099	7/13/10			Fairfax	Customer Denies Access	Under Investigation	Open
1100	7/13/10			Grass Valley	Household items affected by SM installation	Under Investigation	Open
1101	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
1102	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
1103	7/13/10			Hercules	Power Interruption	Under Investigation	Open
1104	7/13/10			Los Gatos	Household items affected by SM installation	Other	Resolved
1105	7/13/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1106	7/13/10			Nevada City	Customer Denies Access	Under Investigation	Open
1107	7/13/10			Nevada City	Customer Denies Access	Under Investigation	Open

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1108	7/13/10			Novato	Customer Denies Access	Under Investigation	Open
1109	7/13/10			Oakland	Customer Denies Access	Under Investigation	Open
1110	7/13/10			Oakland	Customer Denies Access	Under Investigation	Open
1111	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1112	7/13/10			Piedmont	Customer Denies Access	Under Investigation	Open
1113	7/13/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1114	7/13/10			Richmond	Customer Denies Access	Under Investigation	Open
1115	7/13/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1116	7/13/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1117	7/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
1118	7/13/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1119	7/13/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1120	7/13/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
1121	7/13/10			Windsor	Customer Denies Access	Under Investigation	Open
1122	7/14/10			Chico	Customer Denies Access	Under Investigation	Open
1123	7/14/10			Chico	Customer Denies Access	Under Investigation	Open
1124	7/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
1125	7/14/10			Fairfax	Customer Denies Access	Under Investigation	Open
1126	7/14/10			Fairfield	SmartMeter Customer Communication	Other	Resolved
1127	7/14/10			Felton	Customer Denies Access	Under Investigation	Open
1128	7/14/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1129	7/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1130	7/14/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1131	7/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1132	7/14/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1133	7/14/10			Paradise	Customer Denies Access	Under Investigation	Open
1134	7/14/10			Petaluma	Wellington Installer	Under Investigation	Open
1135	7/14/10			Placerville	Customer Denies Access	Under Investigation	Open
1136	7/14/10			Richvale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1137	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
1138	7/14/10			San Jose	Meter/Module Equipment	Other	Resolved
1139	7/14/10			San Rafael	Household items affected by SM installation	Under Investigation	Open
1140	7/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
1141	7/14/10			Vallejo	Wellington Installer	Under Investigation	Open
1142	7/15/10			Ben Lomond	SmartMeter Customer Communication	Other	Resolved
1143	7/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1144	7/15/10			Chico	Customer Denies Access	Under Investigation	Open
1145	7/15/10			El Cerrito	Customer wants Smartmeter Removed	Under Investigation	Open
1146	7/15/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
1147	7/15/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1148	7/15/10			Fairfax	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1149	7/15/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
1150	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1151	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1152	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1153	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
1154	7/15/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1155	7/15/10			Petaluma	Wellington Installer	Under Investigation	Open
1156	7/15/10			Pleasant Grove	SmartMeter Customer Communication	Other	Resolved
1157	7/15/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1158	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
1159	7/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1160	7/15/10			San Jose	SmartMeter Customer Communication	Other	Resolved
1161	7/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1162	7/15/10			Santa Clara	Household items affected by SM installation	Other	Resolved
1163	7/15/10			Santa Clara	SmartMeter Customer Communication	Other	Resolved
1164	7/15/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1165	7/15/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
1166	7/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1167	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
1168	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
1169	7/15/10			Saratoga	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1170	7/15/10			Scotts Valley	SmartMeter Customer Communication	Other	Resolved
1171	7/16/10			Biggs	Customer Denies Access	Under Investigation	Open
1172	7/16/10			Emeryville	SmartMeter Customer Communication	Under Investigation	Open
1173	7/16/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1174	7/16/10			Granite Bay	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1175	7/16/10			Kensington	Customer wants Smartmeter Removed	Under Investigation	Open
1176	7/16/10			Lafayette	Customer Denies Access	Under Investigation	Open
1177	7/16/10			Novato	Customer Denies Access	Under Investigation	Open
1178	7/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1179	7/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1180	7/16/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1181	7/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1182	7/16/10			Oroville	Customer Denies Access	Under Investigation	Open
1183	7/16/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
1184	7/16/10			San Jose	Household items affected by SM installation	Other	Resolved
1185	7/16/10			San Jose	Household items affected by SM installation	Other	Resolved
1186	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1187	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1188	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1189	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open

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1190	7/16/10			San Jose	Meter/Module	Under Investigation	Open
1191	7/16/10			San Rafael	Customer Denies Access	Under Investigation	Open
1192	7/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1193	7/16/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1194	7/16/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1195	7/17/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open
1196	7/17/10			Emeryville	Customer Denies Access	Under Investigation	Open
1197	7/17/10			Fremont	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1198	7/17/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
1199	7/17/10			Los Gatos	SmartMeter Customer Communication	Other	Resolved
1200	7/17/10			Paradise	Customer Denies Access	Under Investigation	Open
1201	7/17/10			Paradise	Customer Denies Access	Under Investigation	Open
1202	7/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1203	7/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1204	7/17/10			San Jose	Household items affected by SM installation	Other	Resolved
1205	7/17/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1206	7/17/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1207	7/18/10			Alameda	Household items affected by SM installation	Under Investigation	Open
1208	7/18/10			Half Moon Bay	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1209	7/18/10			Livermore	Customer Denies Access	Under Investigation	Open
1210	7/18/10			Penn Valley	Customer Denies Access	Under Investigation	Open
1211	7/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1212	7/18/10			Saratoga	Household items affected by SM installation	Gas Appliance Not Working	Resolved
1213	7/19/10			Alameda	Wellington Installer	Other	Resolved
1214	7/19/10			Auburn	Customer Denies Access	Under Investigation	Open
1215	7/19/10			Cameron Park	Customer Denies Access	Under Investigation	Open
1216	7/19/10			Cameron Park	SmartMeter Customer Communication	Under Investigation	Open
1217	7/19/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
1218	7/19/10			Concord	Customer Denies Access	Under Investigation	Open
1219	7/19/10			Emeryville	Customer Denies Access	Under Investigation	Open
1220	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1221	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1222	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1223	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1224	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1225	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1226	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1227	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1228	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1229	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1230	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open

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1231	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1232	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
1233	7/19/10			Fairfax	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1234	7/19/10			Felton	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Resolved
1235	7/19/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1236	7/19/10			Guerneville	Wellington Installer	Under Investigation	Open
1237	7/19/10			Guinda	Customer Denies Access	Under Investigation	Open
1238	7/19/10			Inverness	SmartMeter Customer Communication	Under Investigation	Open
1239	7/19/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1240	7/19/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1241	7/19/10			Merced	Customer Denies Access	Other	Resolved
1242	7/19/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1243	7/19/10			Oakdale	Customer Denies Access	Under Investigation	Open
1244	7/19/10			Oakdale	Customer Denies Access	Under Investigation	Open
1245	7/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1246	7/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1247	7/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1248	7/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1249	7/19/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1250	7/19/10			Oakland	Wellington Installer	Under Investigation	Open
1251	7/19/10			Oroville	Customer Denies Access	Under Investigation	Open
1252	7/19/10			Point Reyes	Customer wants Smartmeter Removed	Under Investigation	Open
1253	7/19/10			Redwood Ests	Customer Denies Access	Under Investigation	Open
1254	7/19/10			Rio Oso	Customer Denies Access	Under Investigation	Open
1255	7/19/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1256	7/19/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
1257	7/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1258	7/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1259	7/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1260	7/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1261	7/19/10			San Jose	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1262	7/19/10			San Jose	Wellington Installer	Under Investigation	Open
1263	7/19/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1264	7/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1265	7/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1266	7/19/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1267	7/19/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1268	7/19/10			Vallejo	Customer Denies Access	Under Investigation	Open
1269	7/19/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1270	7/19/10			Vallejo	Wellington Installer	Under Investigation	Open
1271	7/19/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1272	7/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1273	7/20/10			Campbell	Customer Denies Access	Under Investigation	Open
1274	7/20/10			Campbell	Customer wants Smartmeter Removed	Under Investigation	Open
1275	7/20/10			El Dorado Hills	Household items affected by SM installation	Damaged Fans	Resolved
1276	7/20/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1277	7/20/10			Fairfax	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Resolved
1278	7/20/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1279	7/20/10			Larkspur	Customer Denies Access	Under Investigation	Open
1280	7/20/10			Los Gatos	Household items affected by SM installation	Other	Resolved
1281	7/20/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1282	7/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1283	7/20/10			Redwood Ests	Customer Denies Access	Under Investigation	Open
1284	7/20/10			San Carlos	Household items affected by SM installation	Under Investigation	Open
1285	7/20/10			San Geronimo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1286	7/20/10			San Jose	Customer Denies Access	Under Investigation	Open
1287	7/20/10			San Jose	Customer Denies Access	Under Investigation	Open
1288	7/20/10			San Jose	Customer Denies Access	Under Investigation	Open
1289	7/20/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1290	7/20/10			San Rafael	Wellington Installer	Under Investigation	Open
1291	7/20/10			Santa Clara	Wellington Installer	Under Investigation	Open
1292	7/20/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1293	7/20/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1294	7/20/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1295	7/20/10			Sonoma	Household items affected by SM installation	Under Investigation	Open
1296	7/20/10			Tiburon	Customer Denies Access	Under Investigation	Open
1297	7/20/10			Yuba City	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1298	7/21/10			Belvedere	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1299	7/21/10			Belvedere	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1300	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
1301	7/21/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1302	7/21/10			Chico	Customer Denies Access	Under Investigation	Open
1303	7/21/10			Chico	Customer Denies Access	Under Investigation	Open
1304	7/21/10			Concord	Customer Denies Access	Under Investigation	Open
1305	7/21/10			Corte Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1306	7/21/10			Fairfax	Customer Denies Access	Under Investigation	Open
1307	7/21/10			Forest Knolls	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1308	7/21/10			Kentfield	Customer Denies Access	Under Investigation	Open
1309	7/21/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1310	7/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1311	7/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1312	7/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open

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1313	7/21/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
1314	7/21/10			Menlo Park	Household items affected by SM installation	Other	Resolved
1315	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
1316	7/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
1317	7/21/10			North San Juan	Customer Denies Access	Under Investigation	Open
1318	7/21/10			Novato	Customer Denies Access	Under Investigation	Open
1319	7/21/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
1320	7/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1321	7/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1322	7/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1323	7/21/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1324	7/21/10			Petaluma	Customer Denies Access	Under Investigation	Open
1325	7/21/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1326	7/21/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1327	7/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1328	7/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1329	7/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1330	7/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1331	7/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1332	7/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1333	7/21/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1334	7/21/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1335	7/21/10			San Jose	Wellington Installer	Under Investigation	Open
1336	7/21/10			San Jose	Wellington Installer	Under Investigation	Open
1337	7/21/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1338	7/21/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1339	7/21/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1340	7/21/10			San Rafael	Customer Denies Access	Under Investigation	Open
1341	7/21/10			San Rafael	Wellington Installer	Under Investigation	Open
1342	7/21/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1343	7/21/10			Santa Clara	SmartMeter Customer Communication	Under Investigation	Open
1344	7/21/10			Santa Clara	SmartMeter Customer Communication	Under Investigation	Open
1345	7/21/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1346	7/21/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1347	7/21/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1348	7/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1349	7/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1350	7/21/10			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Resolved
1351	7/21/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1352	7/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1353	7/21/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved

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1354	7/21/10			Sausalito	Customer Denies Access	Under Investigation	Open
1355	7/21/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1356	7/21/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1357	7/21/10			Sonoma	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1358	7/21/10			Sonoma	Household items affected by SM installation	Damaged Computer	Resolved
1359	7/21/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1360	7/21/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1361	7/21/10			Tiburon	Customer Denies Access	Under Investigation	Open
1362	7/22/10			Auburn	Customer wants Smartmeter Removed	Under Investigation	Open
1363	7/22/10			Belvedere	Customer Denies Access	Under Investigation	Open
1364	7/22/10			Calistoga	SmartMeter Customer Communication	Other	Resolved
1365	7/22/10			Campbell	Household items affected by SM installation	Under Investigation	Open
1366	7/22/10			Capitola	SmartMeter Customer Communication	Under Investigation	Open
1367	7/22/10			Chowchilla	Customer Denies Access	Partial Power Outage	Resolved
1368	7/22/10			Corte Madera	Customer wants Smartmeter Removed	Under Investigation	Open
1369	7/22/10			Emeryville	Customer wants Smartmeter Removed	Under Investigation	Open
1370	7/22/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1371	7/22/10			Fairfax	Customer Denies Access	Under Investigation	Open
1372	7/22/10			Fresno	Household items affected by SM installation	Other	Resolved
1373	7/22/10			Friant	Household items affected by SM installation	Other	Resolved
1374	7/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1375	7/22/10			Grass Valley	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Resolved
1376	7/22/10			Larkspur	Customer Denies Access	Under Investigation	Open
1377	7/22/10			Larkspur	Customer wants Smartmeter Removed	Under Investigation	Open
1378	7/22/10			Los Altos	Customer wants Smartmeter Removed	Under Investigation	Open
1379	7/22/10			Marysville	Power Interruption	Breaker keeps tripping	Resolved
1380	7/22/10			Marysville	Power Interruption	Breaker keeps tripping	Resolved
1381	7/22/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
1382	7/22/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
1383	7/22/10			Millbrae	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1384	7/22/10			Mount Hermon	Customer Denies Access	Under Investigation	Open
1385	7/22/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1386	7/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1387	7/22/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1388	7/22/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1389	7/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1390	7/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1391	7/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1392	7/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1393	7/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1394	7/22/10			San Jose	Customer Denies Access	Under Investigation	Open

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1395	7/22/10			San Jose	Customer Denies Access	Under Investigation	Open
1396	7/22/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1397	7/22/10			San Jose	Household items affected by SM installation	Damaged Refrigerator	Resolved
1398	7/22/10			San Jose	Household items affected by SM installation	Other	Resolved
1399	7/22/10			San Rafael	Customer Denies Access	Under Investigation	Open
1400	7/22/10			San Rafael	Customer Denies Access	Under Investigation	Open
1401	7/22/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1402	7/22/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1403	7/22/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1404	7/22/10			Sausalito	Customer Denies Access	Under Investigation	Open
1405	7/22/10			Tracy	Customer wants Smartmeter Removed	Under Investigation	Open
1406	7/23/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1407	7/23/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1408	7/23/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1409	7/23/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1410	7/23/10			Campbell	Power Interruption	Partial Power Outage	Resolved
1411	7/23/10			Challenge	Customer Denies Access	Under Investigation	Open
1412	7/23/10			Challenge	Customer Denies Access	Under Investigation	Open
1413	7/23/10			Chico	Customer Denies Access	Damaged Television	Resolved
1414	7/23/10			Fairfax	Customer Denies Access	Under Investigation	Open
1415	7/23/10			Fairfax	Customer Denies Access	Under Investigation	Open
1416	7/23/10			Fairfax	Customer Denies Access	Under Investigation	Open
1417	7/23/10			Forest Ranch	Power Interruption	Partial Power Outage	Resolved
1418	7/23/10			Fremont	Customer Denies Access	Under Investigation	Open
1419	7/23/10			Grass Valley	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1420	7/23/10			Grass Valley	Power Interruption	Flickering Lights	Resolved
1421	7/23/10			Healdsburg	Customer Denies Access	Under Investigation	Open
1422	7/23/10			Hillsborough	Household items affected by SM installation	Other	Resolved
1423	7/23/10			Knightsen	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1424	7/23/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1425	7/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1426	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1427	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1428	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1429	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1430	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1431	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1432	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1433	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1434	7/23/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1435	7/23/10			Paradise	Household items affected by SM installation	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1436	7/23/10			Petaluma	Household items affected by SM installation	Under Investigation	Open
1437	7/23/10			Reedley	Household items affected by SM installation	Other	Resolved
1438	7/23/10			San Francisco	Household items affected by SM installation	Other	Resolved
1439	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1440	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1441	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1442	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1443	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1444	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1445	7/23/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1446	7/23/10			San Jose	Household items affected by SM installation	Damaged Computer	Resolved
1447	7/23/10			San Jose	Household items affected by SM installation	Other	Resolved
1448	7/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1449	7/23/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1450	7/23/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1451	7/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1452	7/23/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
1453	7/23/10			Sausalito	Customer Denies Access	Under Investigation	Open
1454	7/23/10			Tiburon	Customer Denies Access	Under Investigation	Open
1455	7/23/10			Tiburon	Customer Denies Access	Under Investigation	Open
1456	7/23/10			Tracy	Customer Denies Access	Delayed bill	Resolved
1457	7/23/10			Tracy	Customer Denies Access	Under Investigation	Open
1458	7/24/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1459	7/24/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1460	7/24/10			Corte Madera	Household items affected by SM installation	Under Investigation	Open
1461	7/24/10			Fairfax	Customer Denies Access	Under Investigation	Open
1462	7/24/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1463	7/24/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1464	7/24/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1465	7/24/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1466	7/24/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1467	7/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1468	7/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1469	7/24/10			Penngrove	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1470	7/24/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1471	7/24/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1472	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
1473	7/24/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1474	7/24/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1475	7/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1476	7/24/10			San Jose	Customer Denies Access	Under Investigation	Open

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1477	7/24/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1478	7/24/10			San Rafael	Customer Denies Access	Under Investigation	Open
1479	7/24/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1480	7/24/10			Saratoga	Customer Denies Access	Under Investigation	Open
1481	7/25/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1482	7/25/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1483	7/25/10			Corte Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
1484	7/25/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1485	7/25/10			Fairfax	Customer Denies Access	Under Investigation	Open
1486	7/25/10			Grass Valley	Household items affected by SM installation	Under Investigation	Open
1487	7/25/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1488	7/25/10			Madera	Scheduling Problems	Other	Resolved
1489	7/25/10			Menlo Park	Household items affected by SM installation	Other	Resolved
1490	7/25/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1491	7/25/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1492	7/25/10			San Jose	Customer Denies Access	Under Investigation	Open
1493	7/25/10			San Jose	Power Interruption	Complete Power Outage	Resolved
1494	7/25/10			San Jose	Power Interruption	Partial Power Outage	Resolved
1495	7/25/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
1496	7/26/10			Auburn	Customer Denies Access	Customer Denies Wellington Access	Resolved
1497	7/26/10			Bangor	Customer Denies Access	Customer Denies Wellington Access	Resolved
1498	7/26/10			Ben Lomond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1499	7/26/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1500	7/26/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1501	7/26/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1502	7/26/10			Boulder Creek	SmartMeter Customer Communication	Under Investigation	Open
1503	7/26/10			Brentwood	Customer wants Smartmeter Removed	No reason provided	Resolved
1504	7/26/10			Brownsville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1505	7/26/10			Cameron Park	SmartMeter Customer Communication	Under Investigation	Open
1506	7/26/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1507	7/26/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1508	7/26/10			Carmel	Customer Denies Access	Under Investigation	Open
1509	7/26/10			Cloverdale	Customer Denies Access	Under Investigation	Open
1510	7/26/10			Corte Madera	Customer Denies Access	Under Investigation	Open
1511	7/26/10			Corte Madera	Customer Denies Access	Under Investigation	Open
1512	7/26/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1513	7/26/10			Fairfax	Customer Denies Access	Under Investigation	Open
1514	7/26/10			Fairfax	Customer Denies Access	Under Investigation	Open
1515	7/26/10			Felton	Customer Denies Access	Under Investigation	Open
1516	7/26/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1517	7/26/10			Grass Valley	Customer Denies Access	Under Investigation	Open

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1518	7/26/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1519	7/26/10			Groveland	Household items affected by SM installation	Under Investigation	Open
1520	7/26/10			Hayward	Customer Denies Access	Under Investigation	Open
1521	7/26/10			Hayward	Customer Denies Access	Under Investigation	Open
1522	7/26/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1523	7/26/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1524	7/26/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1525	7/26/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1526	7/26/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1527	7/26/10			Magalia	Customer Denies Access	Customer Denies Wellington Access	Resolved
1528	7/26/10			Magalia	Customer Denies Access	Under Investigation	Open
1529	7/26/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1530	7/26/10			Nevada City	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1531	7/26/10			North San Juan	Customer Denies Access	Under Investigation	Open
1532	7/26/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1533	7/26/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1534	7/26/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1535	7/26/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1536	7/26/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1537	7/26/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1538	7/26/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1539	7/26/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1540	7/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1541	7/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1542	7/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1543	7/26/10			Oakland	Meter/Module	Under Investigation	Open
1544	7/26/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1545	7/26/10			Oakland	Wellington Installer	Under Investigation	Open
1546	7/26/10			Oroville	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1547	7/26/10			Paradise	Customer Denies Access	Customer Denies Wellington Access	Resolved
1548	7/26/10			Penn Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1549	7/26/10			Penngrove	Customer Denies Access	Customer Denies Wellington Access	Resolved
1550	7/26/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1551	7/26/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1552	7/26/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1553	7/26/10			Petaluma	Customer Denies Access	Under Investigation	Open
1554	7/26/10			Petaluma	Customer Denies Access	Under Investigation	Open
1555	7/26/10			Placerville	Customer Denies Access	Under Investigation	Open
1556	7/26/10			Placerville	Household items affected by SM installation	Gas Appliance Not Working	Resolved
1557	7/26/10			Rescue	Customer wants Smartmeter Removed	Under Investigation	Open
1558	7/26/10			Rohnert Park	Customer Denies Access	Customer Denies Wellington Access	Resolved

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1559	7/26/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1560	7/26/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1561	7/26/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1562	7/26/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1563	7/26/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1564	7/26/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1565	7/26/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1566	7/26/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1567	7/26/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1568	7/26/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1569	7/26/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1570	7/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1571	7/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1572	7/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1573	7/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1574	7/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1575	7/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1576	7/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1577	7/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1578	7/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1579	7/26/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1580	7/26/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1581	7/26/10			San Jose	Household items affected by SM installation	Other	Resolved
1582	7/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1583	7/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1584	7/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1585	7/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1586	7/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1587	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
1588	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
1589	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
1590	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
1591	7/26/10			San Rafael	Customer Denies Access	Under Investigation	Open
1592	7/26/10			San Rafael	Customer Denies Access	Under Investigation	Open
1593	7/26/10			San Rafael	Customer Denies Access	Under Investigation	Open
1594	7/26/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1595	7/26/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1596	7/26/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1597	7/26/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1598	7/26/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1599	7/26/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved

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1600	7/26/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1601	7/26/10			Sausalito	Customer Denies Access	Customer Denies Wellington Access	Resolved
1602	7/26/10			Sausalito	Customer Denies Access	Customer Denies Wellington Access	Resolved
1603	7/26/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1604	7/26/10			Sausalito	Household items affected by SM installation	Other	Resolved
1605	7/26/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1606	7/26/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1607	7/26/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1608	7/26/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1609	7/26/10			Tiburon	Customer Denies Access	Under Investigation	Open
1610	7/26/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1611	7/26/10			Vallejo	Customer Denies Access	Under Investigation	Open
1612	7/26/10			Vallejo	Customer Denies Access	Under Investigation	Open
1613	7/26/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1614	7/26/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1615	7/26/10			Yuba City	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1616	7/27/10			Ahwahnee	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1617	7/27/10			Benicia	Customer Denies Access	Under Investigation	Open
1618	7/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1619	7/27/10			Bolinas	Customer Denies Access	Customer Denies Wellington Access	Resolved
1620	7/27/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1621	7/27/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1622	7/27/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1623	7/27/10			Camino	Customer Denies Access	Customer Denies Wellington Access	Resolved
1624	7/27/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1625	7/27/10			Campbell	Household items affected by SM installation	Under Investigation	Open
1626	7/27/10			Chico	Household items affected by SM installation	Damaged Computer	Resolved
1627	7/27/10			Chico	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1628	7/27/10			Chico	Wellington Installer	Under Investigation	Open
1629	7/27/10			Corte Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1630	7/27/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1631	7/27/10			Dinuba	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1632	7/27/10			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1633	7/27/10			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1634	7/27/10			El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1635	7/27/10			El Sobrante	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1636	7/27/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1637	7/27/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1638	7/27/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1639	7/27/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1640	7/27/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1641	7/27/10			Fairfax	Customer Denies Access	Under Investigation	Open
1642	7/27/10			Fairfax	Customer Denies Access	Under Investigation	Open
1643	7/27/10			Fresno	Household items affected by SM installation	Other	Resolved
1644	7/27/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1645	7/27/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1646	7/27/10			Los Altos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1647	7/27/10			Los Altos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1648	7/27/10			Los Altos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1649	7/27/10			Los Altos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1650	7/27/10			Los Altos Hills	Customer Denies Access	Under Investigation	Open
1651	7/27/10			Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
1652	7/27/10			Madera	SmartMeter Customer Communication	Under Investigation	Open
1653	7/27/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1654	7/27/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1655	7/27/10			Mill Valley	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1656	7/27/10			Monte Rio	Customer Denies Access	Customer Denies Wellington Access	Resolved
1657	7/27/10			Moss Landing	Customer wants Smartmeter Removed	Under Investigation	Open
1658	7/27/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1659	7/27/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1660	7/27/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1661	7/27/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1662	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1663	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1664	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1665	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1666	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1667	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1668	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1669	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1670	7/27/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1671	7/27/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1672	7/27/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1673	7/27/10			Oakland	Wellington Installer	Under Investigation	Open
1674	7/27/10			Oroville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1675	7/27/10			Oroville	Customer Denies Access	Under Investigation	Open
1676	7/27/10			Oroville	Customer Denies Access	Under Investigation	Open
1677	7/27/10			Penn Valley	Customer Denies Access	Under Investigation	Open
1678	7/27/10			Penngrove	Customer Denies Access	Under Investigation	Open
1679	7/27/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1680	7/27/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1681	7/27/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1682	7/27/10			Petaluma	SmartMeter Customer Communication	Under Investigation	Open
1683	7/27/10			Placerville	Customer Denies Access	Under Investigation	Open
1684	7/27/10			Pleasant Hill	Household items affected by SM installation	Under Investigation	Open
1685	7/27/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1686	7/27/10			Point Reyes	Customer Denies Access	Customer Denies Wellington Access	Resolved
1687	7/27/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1688	7/27/10			Rocklin	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1689	7/27/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1690	7/27/10			San Francisco	Customer Denies Access	Customer Denies Wellington Access	Resolved
1691	7/27/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1692	7/27/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1693	7/27/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1694	7/27/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1695	7/27/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1696	7/27/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1697	7/27/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1698	7/27/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1699	7/27/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1700	7/27/10			San Jose	Customer Denies Access	Under Investigation	Open
1701	7/27/10			San Jose	Customer Denies Access	Under Investigation	Open
1702	7/27/10			San Jose	Household items affected by SM installation	Damaged Television	Resolved
1703	7/27/10			San Jose	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1704	7/27/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1705	7/27/10			San Jose	Wellington Installer	Under Investigation	Open
1706	7/27/10			San Jose	Wellington Installer	Under Investigation	Open
1707	7/27/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1708	7/27/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1709	7/27/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1710	7/27/10			San Rafael	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1711	7/27/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1712	7/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1713	7/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1714	7/27/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1715	7/27/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1716	7/27/10			Sausalito	Customer Denies Access	Under Investigation	Open
1717	7/27/10			Sausalito	Customer Denies Access	Under Investigation	Open
1718	7/27/10			Sausalito	Customer Denies Access	Under Investigation	Open
1719	7/27/10			Sausalito	Customer Denies Access	Under Investigation	Open
1720	7/27/10			Sausalito	SmartMeter Customer Communication	Under Investigation	Open
1721	7/27/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
1722	7/27/10			Shingle Springs	Customer Denies Access	Under Investigation	Open

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1723	7/27/10			Snelling	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1724	7/27/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1725	7/27/10			Stinson Beach	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1726	7/27/10			Stinson Beach	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1727	7/27/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1728	7/27/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1729	7/27/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1730	7/27/10			Tiburon	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1731	7/27/10			Tracy	Customer Denies Access	Under Investigation	Open
1732	7/27/10			Vacaville	Meter/Module	Meter/Module clearance issues	Resolved
1733	7/27/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1734	7/27/10			Vernalis	Customer Denies Access	Under Investigation	Open
1735	7/27/10			Yuba City	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1736	7/28/10			Belmont	Customer Denies Access	Customer Denies Wellington Access	Resolved
1737	7/28/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
1738	7/28/10			Berkeley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1739	7/28/10			Boulder Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1740	7/28/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1741	7/28/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1742	7/28/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1743	7/28/10			Chico	Household items affected by SM installation	Other	Resolved
1744	7/28/10			Cloverdale	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1745	7/28/10			Corte Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
1746	7/28/10			Daly City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1747	7/28/10			Dinuba	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1748	7/28/10			Dublin	Household items affected by SM installation	Damaged Refrigerator	Resolved
1749	7/28/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1750	7/28/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1751	7/28/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1752	7/28/10			Fairfax	Customer Denies Access	Under Investigation	Open
1753	7/28/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1754	7/28/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1755	7/28/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1756	7/28/10			Hayward	Customer Denies Access	Customer Denies Wellington Access	Resolved
1757	7/28/10			Lafayette	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1758	7/28/10			Le Grand	Customer Denies Access	Customer Denies Wellington Access	Resolved
1759	7/28/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
1760	7/28/10			Madera	Customer Denies Access	Under Investigation	Open
1761	7/28/10			Merced	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1762	7/28/10			Merced	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1763	7/28/10			Merced	Customer Denies Access	Under Investigation	Open

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1764	7/28/10			Moccasin	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1765	7/28/10			Nevada City	Customer Denies Access	Under Investigation	Open
1766	7/28/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1767	7/28/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1768	7/28/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1769	7/28/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1770	7/28/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1771	7/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1772	7/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1773	7/28/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1774	7/28/10			Oakland	Wellington Installer	Under Investigation	Open
1775	7/28/10			Orosi	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1776	7/28/10			Oroville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1777	7/28/10			Paradise	Customer Denies Access	Customer Denies Wellington Access	Resolved
1778	7/28/10			Penngrove	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1779	7/28/10			Petaluma	Meter/Module Equipment	Under Investigation	Open
1780	7/28/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1781	7/28/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1782	7/28/10			Petaluma	Customer Denies Access	Under Investigation	Open
1783	7/28/10			Placerville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1784	7/28/10			Placerville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1785	7/28/10			Placerville	Wellington Installer	Under Investigation	Open
1786	7/28/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1787	7/28/10			Portola Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1788	7/28/10			Rio Vista	Customer Denies Access	Customer Denies Wellington Access	Resolved
1789	7/28/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1790	7/28/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1791	7/28/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1792	7/28/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1793	7/28/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1794	7/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1795	7/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1796	7/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1797	7/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1798	7/28/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1799	7/28/10			San Jose	Household items affected by SM installation	Other	Resolved
1800	7/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1801	7/28/10			San Jose	Network Equipment Installation	Under Investigation	Open
1802	7/28/10			San Jose	Power Interruption	Complete Power Outage	Resolved
1803	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1804	7/28/10			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
1805	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
1806	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
1807	7/28/10			San Rafael	Customer Denies Access	Under Investigation	Open
1808	7/28/10			Sanger	Customer Denies Access	Customer Denies Wellington Access	Resolved
1809	7/28/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1810	7/28/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1811	7/28/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1812	7/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1813	7/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1814	7/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1815	7/28/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1816	7/28/10			Sausalito	Customer Denies Access	Customer Denies Wellington Access	Resolved
1817	7/28/10			Sausalito	Customer Denies Access	Customer Denies Wellington Access	Resolved
1818	7/28/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1819	7/28/10			Smartville	Customer wants Smartmeter Removed	Under Investigation	Open
1820	7/28/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1821	7/28/10			Tracy	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1822	7/28/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1823	7/28/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1824	7/28/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1825	7/28/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1826	7/28/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1827	7/28/10			Watsonville	Customer Denies Access	Under Investigation	Open
1828	7/28/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1829	7/29/10			Bakersfield	Household items affected by SM installation	Other	Resolved
1830	7/29/10			Berkeley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1831	7/29/10			Bolinas	Customer Denies Access	Under Investigation	Open
1832	7/29/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1833	7/29/10			Carmel	Customer Denies Access	Under Investigation	Open
1834	7/29/10			Corte Madera	Customer Denies Access	Under Investigation	Open
1835	7/29/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1836	7/29/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1837	7/29/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1838	7/29/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1839	7/29/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1840	7/29/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1841	7/29/10			Healdsburg	Customer Denies Access	Customer Denies Wellington Access	Resolved
1842	7/29/10			Larkspur	Customer Denies Access	Under Investigation	Open
1843	7/29/10			Larkspur	Customer Denies Access	Under Investigation	Open
1844	7/29/10			Larkspur	Customer Denies Access	Under Investigation	Open
1845	7/29/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1846	7/29/10			Los Altos Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1847	7/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1848	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
1849	7/29/10			Marysville	Power Interruption	Breaker keeps tripping	Resolved
1850	7/29/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1851	7/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1852	7/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1853	7/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1854	7/29/10			Mountain View	Customer Denies Access	Customer Denies Wellington Access	Resolved
1855	7/29/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1856	7/29/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1857	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
1858	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
1859	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
1860	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
1861	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
1862	7/29/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1863	7/29/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1864	7/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1865	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1866	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1867	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1868	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1869	7/29/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1870	7/29/10			Oakland	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1871	7/29/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1872	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
1873	7/29/10			Oroville	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1874	7/29/10			Pacifica	Household items affected by SM installation	Under Investigation	Open
1875	7/29/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1876	7/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1877	7/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1878	7/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1879	7/29/10			Petaluma	Household items affected by SM installation	Under Investigation	Open
1880	7/29/10			Petaluma	Scheduling Problems	Under Investigation	Open
1881	7/29/10			Placerville	Household items affected by SM installation	Under Investigation	Open
1882	7/29/10			Placerville	Wellington Installer	Under Investigation	Open
1883	7/29/10			Portola Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1884	7/29/10			Portola Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1885	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
1886	7/29/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1887	7/29/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1888	7/29/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1889	7/29/10			San Francisco	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1890	7/29/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
1891	7/29/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1892	7/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1893	7/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1894	7/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1895	7/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1896	7/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1897	7/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1898	7/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1899	7/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1900	7/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1901	7/29/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1902	7/29/10			San Jose	Household items affected by SM installation	Other	Resolved
1903	7/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1904	7/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1905	7/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1906	7/29/10			San Jose	Wellington Installer	Under Investigation	Open
1907	7/29/10			San Pablo	Household items affected by SM installation	Under Investigation	Open
1908	7/29/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1909	7/29/10			San Rafael	Customer Denies Access	Under Investigation	Open
1910	7/29/10			San Rafael	Customer Denies Access	Under Investigation	Open
1911	7/29/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1912	7/29/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Open
1913	7/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1914	7/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1915	7/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1916	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1917	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1918	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1919	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1920	7/29/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1921	7/29/10			Sonora	Household items affected by SM installation	Other	Resolved
1922	7/29/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1923	7/29/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
1924	7/29/10			Sunnyvale	Power Interruption	Other	Resolved
1925	7/29/10			Tiburon	Customer Denies Access	Under Investigation	Open
1926	7/29/10			Tiburon	Customer Denies Access	Under Investigation	Open
1927	7/29/10			Vacaville	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
1928	7/30/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1929	7/30/10			Alameda	Customer Denies Access	Under Investigation	Open
1930	7/30/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
1931	7/30/10			American Canyon	Customer Denies Access	Under Investigation	Open
1932	7/30/10			Ben Lomond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1933	7/30/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1934	7/30/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1935	7/30/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
1936	7/30/10			Ben Lomond	Household items affected by SM installation	Under Investigation	Open
1937	7/30/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1938	7/30/10			Boulder Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1939	7/30/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1940	7/30/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1941	7/30/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1942	7/30/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1943	7/30/10			Boulder Creek	SmartMeter Customer Communication	Under Investigation	Open
1944	7/30/10			Boulder Creek	SmartMeter Customer Communication	Under Investigation	Open
1945	7/30/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1946	7/30/10			Campbell	Customer Denies Access	Under Investigation	Open
1947	7/30/10			Chico	Household items affected by SM installation	Other	Resolved
1948	7/30/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1949	7/30/10			Dobbins	Wellington Installer	Under Investigation	Open
1950	7/30/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1951	7/30/10			El Dorado Hills	Household items affected by SM installation	Under Investigation	Open
1952	7/30/10			El Sobrante	Customer Denies Access	Customer Denies Wellington Access	Resolved
1953	7/30/10			El Sobrante	Customer wants Smartmeter Removed	Under Investigation	Open
1954	7/30/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1955	7/30/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1956	7/30/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1957	7/30/10			Felton	Customer Denies Access	Under Investigation	Open
1958	7/30/10			Fremont	Customer Denies Access	Under Investigation	Open
1959	7/30/10			Geyserville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1960	7/30/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1961	7/30/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1962	7/30/10			Guerneville	Household items affected by SM installation	Under Investigation	Open
1963	7/30/10			Inverness	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1964	7/30/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1965	7/30/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
1966	7/30/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1967	7/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1968	7/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1969	7/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1970	7/30/10			Mendocino	Customer Denies Access	Under Investigation	Open
1971	7/30/10			Merced	Customer Denies Access	Customer Denies Wellington Access	Resolved
1972	7/30/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1973	7/30/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1974	7/30/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Open
1975	7/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1976	7/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1977	7/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1978	7/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1979	7/30/10			Oakland	Household items affected by SM installation	Other	Resolved
1980	7/30/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1981	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
1982	7/30/10			Penngrove	Customer Denies Access	Under Investigation	Open
1983	7/30/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1984	7/30/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1985	7/30/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1986	7/30/10			Saint Helena	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1987	7/30/10			Saint Helena	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1988	7/30/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1989	7/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1990	7/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1991	7/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1992	7/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1993	7/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1994	7/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1995	7/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1996	7/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1997	7/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1998	7/30/10			San Jose	Power Interruption	Partial Power Outage	Resolved
1999	7/30/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Resolved
2000	7/30/10			San Pablo	Customer Denies Access	Customer Denies Wellington Access	Resolved
2001	7/30/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2002	7/30/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
2003	7/30/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2004	7/30/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2005	7/30/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2006	7/30/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2007	7/30/10			San Rafael	Customer Denies Access	Under Investigation	Open
2008	7/30/10			San Rafael	Customer Denies Access	Under Investigation	Open
2009	7/30/10			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
2010	7/30/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
2011	7/30/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2012	7/30/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2013	7/30/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2014	7/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
2015	7/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
2016	7/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
2017	7/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
2018	7/30/10			Santa Rosa	SmartMeter Customer Communication	Q on SM communication materials	Resolved
2019	7/30/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
2020	7/30/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
2021	7/30/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2022	7/30/10			Sebastopol	Customer Denies Access	Under Investigation	Open
2023	7/30/10			Sebastopol	Customer Denies Access	Under Investigation	Open
2024	7/30/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2025	7/30/10			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
2026	7/30/10			Sunnyvale	Customer Denies Access	Customer Denies Wellington Access	Resolved
2027	7/30/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2028	7/30/10			Tracy	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
2029	7/30/10			Union City	Customer Denies Access	Under Investigation	Open
2030	7/30/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2031	7/30/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
2032	7/30/10			Vallejo	Customer Denies Access	Under Investigation	Open

1,457 Open Complaints on Last Report
 372 Open Complaints Resolved Since the Last Report
 575 New Complaints Since the Last Report
 328 New Complaints Resolved Since the Last Report
 247 New Complaints Open

{Redacted}

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
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	Installer upset animals	Resolved
5	2/8/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
6	2/9/10	{Redacted}	{Redacted}	Cupertino	Wellington Installer	Failed to identify self as PG&E contractor	Resolved
7	2/10/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
8	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Under Investigation	Open
9	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
10	2/10/10	{Redacted}	{Redacted}	NORTH FOLK	Wellington Installer	Failed to identify self as PG&E contractor	Resolved
11	2/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
12	2/10/10	{Redacted}	{Redacted}	San Ramon	Wellington Installer	Under Investigation	Open
13	2/11/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
14	2/12/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
15	2/12/10	{Redacted}	{Redacted}	San Ramon	Wellington Installer	Under Investigation	Open
16	2/16/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
17	2/16/10	{Redacted}	{Redacted}	Cupertino	Wellington Installer	Under Investigation	Open
18	2/16/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
19	2/17/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Under Investigation	Open
20	2/17/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
21	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
22	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
23	2/18/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Under Investigation	Open
24	2/18/10	{Redacted}	{Redacted}	Mariposa	Wellington Installer	Under Investigation	Open
25	2/18/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
26	2/18/10	{Redacted}	{Redacted}	Somerset	Wellington Installer	Under Investigation	Open
27	2/19/10	{Redacted}	{Redacted}	American Canyon	Wellington Installer	Under Investigation	Open
28	2/22/10	{Redacted}	{Redacted}	Occidental	Customer Denies Access	Under Investigation	Open
29	2/22/10	{Redacted}	{Redacted}	Placerville	Wellington Installer	Under Investigation	Open
30	2/22/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
31	2/22/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
32	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
33	2/23/10	{Redacted}	{Redacted}	Mariposa	Wellington Installer	Under Investigation	Open
34	2/23/10	{Redacted}	{Redacted}	San Pablo	Wellington Installer	Under Investigation	Open
35	2/23/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
36	2/24/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Under Investigation	Open
37	2/24/10	{Redacted}	{Redacted}	Napa	Wellington Installer	Under Investigation	Open
38	2/24/10	{Redacted}	{Redacted}	Pollock Pines	Wellington Installer	Under Investigation	Open
39	2/24/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
40	2/26/10	{Redacted}	{Redacted}	Auburn	SmartMeter Customer Communication	Under Investigation	Open
41	2/26/10	{Redacted}	{Redacted}	Hercules	Wellington Installer	Under Investigation	Open

{Redacted}

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
42	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
43	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
44	3/1/10			Livermore	Wellington Installer	Under Investigation	Open
45	3/1/10			Madera	Other	Other	Resolved
46	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
47	3/1/10			San Jose	Wellington Installer	Under Investigation	Open
48	3/1/10			Tracy	Wellington Installer	Under Investigation	Open
49	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
50	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
51	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
52	3/3/10			LIVINGSTON	Scheduling Problems	Installer missed appointment	Resolved
53	3/3/10			San Pablo	Wellington Installer	Under Investigation	Open
54	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
55	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
56	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
57	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
58	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
59	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
60	3/10/10			Angwin	Wellington Installer	Under Investigation	Open
61	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
62	3/10/10			El Dorado Hills	Wellington Installer	Under Investigation	Open
63	3/10/10			Lemoore	Wellington Installer	Under Investigation	Open
64	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
65	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
66	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
67	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
68	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
69	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
70	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
71	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
72	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
73	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
74	3/12/10			Union City	Meter/Module	Under Investigation	Open
75	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
76	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
77	3/12/10			Yuba City	Wellington Installer	Under Investigation	Open
78	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
79	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
80	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
81	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
82	3/16/10			Sunnyvale	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	3/16/10			Tracy	Meter/Module	Under Investigation	Open
84	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
85	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
86	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
87	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
88	3/17/10			Vacaville	Wellington Installer	Under Investigation	Open
89	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
90	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
91	3/19/10			Santa Rosa	Wellington Installer	Under Investigation	Open
92	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
93	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
94	3/22/10			Saint Helena	Other	Under Investigation	Open
95	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
96	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
97	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
98	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
99	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
100	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
101	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
102	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
103	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
104	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
105	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
106	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
107	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
108	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
109	3/29/10			San Jose	Wellington Installer	Under Investigation	Open
110	3/29/10			Tracy	Meter/Module	Under Investigation	Open
111	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
112	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
113	3/31/10			Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Resolved
114	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
115	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
116	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
117	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
118	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
119	4/5/10			Vacaville	Other	Under Investigation	Open
120	4/6/10			Tracy	Other	Under Investigation	Open
121	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
122	4/7/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
123	4/7/10			San Jose	Wellington Installer	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
124	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
125	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
126	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
127	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
128	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
129	4/14/10			Madera	Wellington Installer	Under Investigation	Open
130	4/14/10			Orinda	Other	Under Investigation	Open
131	4/14/10			San Jose	Other	Under Investigation	Open
132	4/14/10			Tracy	Power Interruption	Under Investigation	Open
133	4/15/10			Madera	Other	Under Investigation	Open
134	4/15/10			Pittsburg	Other	Under Investigation	Open
135	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
136	4/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
137	4/16/10			Healdsburg	Wellington Installer	Under Investigation	Open
138	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
139	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
140	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
141	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
142	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
143	4/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
144	4/20/10			Walnut Creek	Other	Under Investigation	Open
145	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
146	4/21/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
147	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
148	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
149	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
150	4/22/10			Alamo	Other	Under Investigation	Open
151	4/22/10			Vallejo	Other	Other	Resolved
152	4/23/10			Berkeley	Other	Other	Resolved
153	4/23/10			Berkeley	Other	Under Investigation	Open
154	4/23/10			Berkeley	Other	Under Investigation	Open
155	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
156	4/23/10			El Cerrito	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
157	4/23/10			Madera	Wellington Installer	Under Investigation	Open
158	4/23/10			Selma	Wellington Installer	Under Investigation	Open
159	4/23/10			Jkiah	Meter/Module	Under Investigation	Open
160	4/26/10			Madera	Wellington Installer	Under Investigation	Open
161	4/26/10			Napa	Wellington Installer	Under Investigation	Open
162	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
163	4/26/10			Orinda	Meter/Module	Under Investigation	Open
164	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
165	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
166	4/26/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
167	4/26/10			San Ramon	Wellington Installer	Under Investigation	Open
168	4/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
169	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
170	4/27/10			Pittsburg	Other	Other	Resolved
171	4/27/10			Pleasanton	Other	High bill inquiry	Resolved
172	4/28/10			Hayward	SmartMeter Customer Communication	Under Investigation	Open
173	4/28/10			Lafayette	SmartMeter Customer Communication	Other	Resolved
174	4/28/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
175	4/28/10			Pinole	Customer Denies Access	Customer does not want a SmartMeter	Resolved
176	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
177	4/29/10			Livermore	Other	Other	Resolved
178	4/29/10			Madera	Wellington Installer	Under Investigation	Open
179	4/29/10			Oakland	Customer Denies Access	Under Investigation	Open
180	4/29/10			Oakland	Wellington Installer	Under Investigation	Open
181	4/29/10			Pinole	Household items affected by SM installation	Damaged Computer	Resolved
182	4/29/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
183	4/30/10			Berkeley	Other	Under Investigation	Open
184	4/30/10			Berkeley	Other	Under Investigation	Open
185	4/30/10			Concord	Other	Under Investigation	Open
186	4/30/10			Oakland	Customer Denies Access	Under Investigation	Open
187	4/30/10			Richmond	Other	Under Investigation	Open
188	5/3/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
189	5/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
190	5/4/10			S. San Francisco	Wellington Installer	Under Investigation	Open
191	5/4/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
192	5/4/10			San Ramon	Other	Other	Resolved
193	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
194	5/5/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
195	5/5/10			San Jose	Wellington Installer	Under Investigation	Open
196	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
197	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
198	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
199	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
200	5/7/10			San Jose	Meter/Module	Under Investigation	Open
201	5/8/10			Placerville	Wellington Installer	Under Investigation	Open
202	5/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
203	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
204	5/10/10			Milpitas	Wellington Installer	Under Investigation	Open
205	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open

{Redacted}

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**

August 5, 2010 – For the Period July 24, 2010 through July 30, 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	5/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
207	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
208	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
209	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
210	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open

{Redacted}

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 August 5, 2010 -- For the Period July 24, 2010 through July 30, 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	Resolved	
6	7/14/10			SAN JOSE	Open	
7	7/22/10			SAN PABLO	Resolved	
8	7/26/10			UNION CITY	Open	
9	7/27/10			BELMONT	Open	
10	7/27/10			FRESNO	Open	
11	7/28/10			YOSEMITE (WEST)	Open	
12	7/28/10			OAKLAND	Open	
13	7/29/10			MURPHYS	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
- 6 New Complaints Since the Last Report
- 0 New Complaints Resolved Since the Last Report
- 6 New Complaints Open