

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 12, 2010 – For the Period July 31, 2010 through August 6, 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	2/8/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
5	2/10/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Installer failed to knock	Resolved
6	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Under Investigation	Open
7	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
8	2/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	No time given to power down equipment	Resolved
9	2/10/10	{Redacted}	{Redacted}	San Ramon	Wellington Installer	Installer failed to knock	Resolved
10	2/11/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Installer jumped fence, broke lock	Resolved
11	2/12/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Installer jumped fence, broke lock	Resolved
12	2/12/10	{Redacted}	{Redacted}	San Ramon	Wellington Installer	Under Investigation	Open
13	2/16/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
14	2/16/10	{Redacted}	{Redacted}	Cupertino	Wellington Installer	No time given to power down equipment	Resolved
15	2/16/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
16	2/17/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Installer jumped fence, broke lock	Resolved
17	2/17/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Installer jumped fence, broke lock	Resolved
18	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Installer jumped fence, broke lock	Resolved
19	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
20	2/18/10	{Redacted}	{Redacted}	Madera	Wellington Installer	No time given to power down equipment	Resolved
21	2/18/10	{Redacted}	{Redacted}	Mariposa	Wellington Installer	No time given to power down equipment	Resolved
22	2/18/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
23	2/18/10	{Redacted}	{Redacted}	Somerset	Wellington Installer	Installer jumped fence, broke lock	Resolved
24	2/19/10	{Redacted}	{Redacted}	American Canyon	Wellington Installer	Under Investigation	Open
25	2/22/10	{Redacted}	{Redacted}	Occidental	Customer Denies Access	Under Investigation	Open
26	2/22/10	{Redacted}	{Redacted}	Placerville	Wellington Installer	Installer rude to customer	Resolved
27	2/22/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Installer jumped fence, broke lock	Resolved
28	2/22/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Security concern	Resolved
29	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
30	2/23/10	{Redacted}	{Redacted}	Mariposa	Wellington Installer	Installer failed to knock	Resolved
31	2/23/10	{Redacted}	{Redacted}	San Pablo	Wellington Installer	Other	Resolved
32	2/23/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
33	2/24/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Installer left gate open	Resolved
34	2/24/10	{Redacted}	{Redacted}	Napa	Wellington Installer	No time given to power down equipment	Resolved
35	2/24/10	{Redacted}	{Redacted}	Pollock Pines	Wellington Installer	Installer upset animals	Resolved
36	2/24/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Damaged private property	Resolved
37	2/26/10	{Redacted}	{Redacted}	Auburn	SmartMeter Customer Communication	Under Investigation	Open
38	2/26/10	{Redacted}	{Redacted}	Hercules	Wellington Installer	Installer failed to knock	Resolved
39	2/26/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
40	3/1/10	{Redacted}	{Redacted}	Fresno	Wellington Installer	Under Investigation	Open
41	3/1/10	{Redacted}	{Redacted}	Livermore	Wellington Installer	Other	Resolved

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42	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
43	3/1/10			San Jose	Wellington Installer	Installer jumped fence, broke lock	Resolved
44	3/1/10			Tracy	Wellington Installer	Failed to identify self as PG&E contractor	Resolved
45	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
46	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
47	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
48	3/3/10			San Pablo	Wellington Installer	Other	Resolved
49	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
50	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
51	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
52	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
53	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
54	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
55	3/10/10			Angwin	Wellington Installer	Under Investigation	Open
56	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
57	3/10/10			El Dorado Hills	Wellington Installer	Installer upset animals	Resolved
58	3/10/10			Lemoore	Wellington Installer	No time given to power down equipment	Resolved
59	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
60	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
61	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
62	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
63	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
64	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
65	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
66	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
67	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
68	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
69	3/12/10			Union City	Meter/Module	Under Investigation	Open
70	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
71	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
72	3/12/10			Yuba City	Wellington Installer	Installer upset animals	Resolved
73	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
74	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
75	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
76	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
77	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
78	3/16/10			Tracy	Meter/Module	Under Investigation	Open
79	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
80	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
81	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
82	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open

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83	3/17/10			Vacaville	Wellington Installer	Failed to identify self as PG&E contractor	Resolved
84	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
85	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
86	3/19/10			Santa Rosa	Wellington Installer	Damaged private property	Resolved
87	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
88	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
89	3/22/10			Saint Helena	Other	Under Investigation	Open
90	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
91	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
92	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
93	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
94	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
95	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
96	3/25/10			San Jose	Wellington Installer	Damaged private property	Resolved
97	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
98	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
99	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
100	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
101	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
102	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
103	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
104	3/29/10			San Jose	Wellington Installer	No time given to power down equipment	Resolved
105	3/29/10			Tracy	Meter/Module	Under Investigation	Open
106	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
107	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
108	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
109	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
110	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
111	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
112	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
113	4/5/10			Vacaville	Other	Under Investigation	Open
114	4/6/10			Tracy	Other	Under Investigation	Open
115	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
116	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
117	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
118	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
119	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
120	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
121	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
122	4/14/10			Madera	Wellington Installer	Under Investigation	Open
123	4/14/10			Orinda	Other	Other	Resolved

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124	4/14/10			San Jose	Other	Under Investigation	Open
125	4/14/10			Tracy	Power Interruption	Under Investigation	Open
126	4/15/10			Madera	Other	Under Investigation	Open
127	4/15/10			Pittsburg	Other	Other	Resolved
128	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
129	4/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
130	4/16/10			Healdsburg	Wellington Installer	Under Investigation	Open
131	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
132	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
133	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
134	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
135	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
136	4/20/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
137	4/20/10			Walnut Creek	Other	Other	Resolved
138	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
139	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
140	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
141	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
142	4/22/10			Alamo	Other	Other	Resolved
143	4/23/10			Berkeley	Other	Other	Resolved
144	4/23/10			Berkeley	Other	Under Investigation	Open
145	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
146	4/23/10			Madera	Wellington Installer	Under Investigation	Open
147	4/23/10			Selma	Wellington Installer	Under Investigation	Open
148	4/23/10			Jkiah	Meter/Module	Under Investigation	Open
149	4/26/10			Madera	Wellington Installer	Under Investigation	Open
150	4/26/10			Napa	Wellington Installer	Under Investigation	Open
151	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
152	4/26/10			Orinda	Meter/Module	Under Investigation	Open
153	4/26/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
154	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
155	4/26/10			Rodeo	SmartMeter Customer Communication	Q on SM communication materials	Resolved
156	4/26/10			San Ramon	Wellington Installer	Under Investigation	Open
157	4/27/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
158	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
159	4/28/10			Hayward	SmartMeter Customer Communication	Under Investigation	Open
160	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
161	4/29/10			Madera	Wellington Installer	Under Investigation	Open
162	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
163	4/29/10			Oakland	Wellington Installer	Under Investigation	Open
164	4/30/10			Berkeley	Other	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
165	4/30/10			Berkeley	Other	Under Investigation	Open
166	4/30/10			Concord	Other	Other	Resolved
167	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
168	4/30/10			Richmond	Other	Under Investigation	Open
169	5/4/10			S. San Francisco	Wellington Installer	Under Investigation	Open
170	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
171	5/5/10			San Jose	Wellington Installer	Under Investigation	Open
172	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
173	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
174	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
175	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
176	5/7/10			San Jose	Meter/Module	Under Investigation	Open
177	5/8/10			Placerville	Wellington Installer	Under Investigation	Open
178	5/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
179	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
180	5/10/10			Milpitas	Wellington Installer	Under Investigation	Open
181	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open
182	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
183	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
184	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
185	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
186	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
187	5/10/10			San Jose	Other	Under Investigation	Open
188	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
189	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
190	5/11/10			Alamo	SmartMeter Customer Communication	Under Investigation	Open
191	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
192	5/11/10			Chico	Wellington Installer	Under Investigation	Open
193	5/11/10			Concord	Household items affected by SM installation	Under Investigation	Open
194	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
195	5/11/10			Milpitas	Wellington Installer	Under Investigation	Open
196	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
197	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
198	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
199	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open
200	5/11/10			Richmond	Customer Denies Access	Under Investigation	Open
201	5/11/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
202	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
203	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
204	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
205	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open

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206	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
207	5/11/10			San Jose	Wellington Installer	Under Investigation	Open
208	5/11/10			San Leandro	SmartMeter Customer Communication	Under Investigation	Open
209	5/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
210	5/11/10			Tracy	Wellington Installer	Under Investigation	Open
211	5/11/10			Vallejo	Wellington Installer	Under Investigation	Open
212	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
213	5/12/10			Fresno	Other	Under Investigation	Open
214	5/12/10			Livermore	Wellington Installer	Under Investigation	Open
215	5/12/10			Martinez	Household items affected by SM installation	Under Investigation	Open
216	5/12/10			Marysville	Wellington Installer	Under Investigation	Open
217	5/12/10			Mountain View	Wellington Installer	Under Investigation	Open
218	5/12/10			Napa	Wellington Installer	Under Investigation	Open
219	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
220	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
221	5/12/10			Pinole	Customer Denies Access	Under Investigation	Open
222	5/12/10			Richmond	Other	Under Investigation	Open
223	5/12/10			Richmond	Wellington Installer	Under Investigation	Open
224	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
225	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
226	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
227	5/12/10			San Ramon	Wellington Installer	Under Investigation	Open
228	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open
229	5/12/10			Tracy	Wellington Installer	Under Investigation	Open
230	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
231	5/13/10			Dos Palos	Other	Customer does not want a SmartMeter	Resolved
232	5/13/10			Los Banos	Customer Denies Access	Under Investigation	Open
233	5/13/10			Marysville	Wellington Installer	Under Investigation	Open
234	5/13/10			Redding	Wellington Installer	Under Investigation	Open
235	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
236	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
237	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
238	5/13/10			Tracy	Other	Under Investigation	Open
239	5/14/10			Antioch	Meter/Module	Under Investigation	Open
240	5/14/10			Clayton	Wellington Installer	Under Investigation	Open
241	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
242	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
243	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
244	5/14/10			Pleasanton	Wellington Installer	Under Investigation	Open
245	5/14/10			San Jose	Meter/Module	Under Investigation	Open
246	5/14/10			San Leandro	Customer Denies Access	Under Investigation	Open

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247	5/14/10			San Leandro	Customer wants SmartMeter Removed	Under Investigation	Open
248	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
249	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
250	5/14/10			Tracy	Customer Denies Access	Under Investigation	Open
251	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
252	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
253	5/15/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
254	5/15/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
255	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
256	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
257	5/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
258	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
259	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
260	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
261	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
262	5/17/10			Alameda	Customer Denies Access	Under Investigation	Open
263	5/17/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
264	5/17/10			Alameda	Wellington Installer	Under Investigation	Open
265	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
266	5/17/10			Benicia	Wellington Installer	Under Investigation	Open
267	5/17/10			Berkeley	Customer Denies Access	Under Investigation	Open
268	5/17/10			Dos Palos	Wellington Installer	Under Investigation	Open
269	5/17/10			El Cerrito	Customer Denies Access	Under Investigation	Open
270	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
271	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
272	5/17/10			Los Gatos	Scheduling Problems	Under Investigation	Open
273	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
274	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
275	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
276	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
277	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
278	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
279	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
280	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
281	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
282	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
283	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
284	5/17/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
285	5/17/10			S. San Francisco	Other	Under Investigation	Open
286	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
287	5/17/10			Santa Rosa	Wellington Installer	Under Investigation	Open

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August 12, 2010 -- For the Period July 31, 2010 through August 6, 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	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
289	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
290	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
291	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
292	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
293	5/18/10			Chowchilla	Customer Denies Access	Under Investigation	Open
294	5/18/10			Dos Palos	Wellington Installer	Under Investigation	Open
295	5/18/10			Dublin	Wellington Installer	Under Investigation	Open
296	5/18/10			Livermore	Customer Denies Access	Under Investigation	Open
297	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
298	5/18/10			Madera	Customer Denies Access	Under Investigation	Open
299	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
300	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
301	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
302	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
303	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
304	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
305	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
306	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
307	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
308	5/18/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
309	5/18/10			Tracy	Customer Denies Access	Under Investigation	Open
310	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
311	5/19/10			Brentwood	Customer wants Smartmeter Removed	Under Investigation	Open
312	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
313	5/19/10			Hayward	Customer Denies Access	Under Investigation	Open
314	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
315	5/19/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
316	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
317	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
318	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
319	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
320	5/20/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
321	5/20/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
322	5/20/10			Fresno	Customer Denies Access	Under Investigation	Open
323	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
324	5/20/10			Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
325	5/20/10			Madera	Customer Denies Access	Under Investigation	Open
326	5/20/10			Manteca	Customer Denies Access	Under Investigation	Open
327	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
328	5/20/10			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
329	5/20/10			Oakley	Customer wants Smartmeter Removed	Under Investigation	Open
330	5/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
331	5/20/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
332	5/20/10			San Jose	Wellington Installer	Under Investigation	Open
333	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
334	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
335	5/20/10			Tracy	Power Interruption	Under Investigation	Open
336	5/20/10			Yuba City	Wellington Installer	Under Investigation	Open
337	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
338	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
339	5/21/10			Berkeley	Wellington Installer	Under Investigation	Open
340	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
341	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
342	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
343	5/21/10			Dublin	Customer wants Smartmeter Removed	Under Investigation	Open
344	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
345	5/21/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
346	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
347	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
348	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
349	5/21/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
350	5/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
351	5/21/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
352	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
353	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
354	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
355	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
356	5/21/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
357	5/21/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
358	5/21/10			Petaluma	Wellington Installer	Under Investigation	Open
359	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
360	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
361	5/21/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
362	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
363	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
364	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
365	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
366	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
367	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
368	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
369	5/22/10			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
370	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
371	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
372	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
373	5/23/10			Emeryville	Customer Denies Access	Under Investigation	Open
374	5/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
375	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
376	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
377	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
378	5/23/10			San Jose	Customer Denies Access	Under Investigation	Open
379	5/23/10			San Pablo	Customer Denies Access	Under Investigation	Open
380	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
381	5/24/10			Concord	Household items affected by SM installation	Under Investigation	Open
382	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
383	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
384	5/24/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
385	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
386	5/24/10			Livermore	Household items affected by SM installation	Under Investigation	Open
387	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
388	5/24/10			Moraga	Customer Denies Access	Under Investigation	Open
389	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
390	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
391	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
392	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
393	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
394	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
395	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
396	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
397	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
398	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
399	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
400	5/24/10			Piedmont	Customer Denies Access	Under Investigation	Open
401	5/24/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
402	5/24/10			Pleasanton	Customer Denies Access	Under Investigation	Open
403	5/24/10			San Jose	Wellington Installer	Under Investigation	Open
404	5/24/10			Yuba City	Wellington Installer	Under Investigation	Open
405	5/25/10			Berkeley	Customer Denies Access	Customer Denies Wellington Access	Resolved
406	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
407	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
408	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
409	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
410	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
411	5/25/10			Wheatland	Wellington Installer	Under Investigation	Open
412	5/26/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
413	5/26/10			El Sobrante	Household items affected by SM installation	Other	Resolved
414	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
415	5/26/10			Oakland	Household items affected by SM installation	Other	Resolved
416	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
417	5/26/10			San Jose	Wellington Installer	Under Investigation	Open
418	5/26/10			San Pablo	Wellington Installer	Under Investigation	Open
419	5/27/10			Berkeley	Power Interruption	Under Investigation	Open
420	5/27/10			Citrus Heights	Wellington Installer	Under Investigation	Open
421	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
422	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
423	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open
424	5/27/10			Richmond	Customer Denies Access	Under Investigation	Open
425	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
426	5/27/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
427	5/28/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
428	5/28/10			Lemoore	Meter/Module Equipment	Under Investigation	Open
429	5/28/10			Port Costa	Customer Denies Access	Under Investigation	Open
430	5/28/10			San Jose	Wellington Installer	Under Investigation	Open
431	5/28/10			Sausalito	Customer wants Smartmeter Removed	No reason provided	Resolved
432	5/29/10			Clayton	Customer wants Smartmeter Removed	Under Investigation	Open
433	5/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
434	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
435	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
436	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
437	5/29/10			Richmond	Customer Denies Access	Under Investigation	Open
438	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
439	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
440	5/31/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
441	6/1/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
442	6/1/10			Concord	Meter/Module	Under Investigation	Open
443	6/1/10			Livermore	Wellington Installer	Under Investigation	Open
444	6/1/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
445	6/1/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
446	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
447	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
448	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
449	6/1/10			Oakland	Potential Wellington Claim	Hand off to Wellington	Resolved
450	6/1/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
451	6/1/10			Wheatland	Power Interruption	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
452	6/2/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
453	6/2/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
454	6/2/10			Cupertino	Wellington Installer	Under Investigation	Open
455	6/2/10			Los Gatos	Wellington Installer	Under Investigation	Open
456	6/2/10			Oakland	Customer Denies Access	Under Investigation	Open
457	6/2/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
458	6/3/10			Berkeley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
459	6/3/10			Concord	Wellington Installer	Under Investigation	Open
460	6/3/10			Oakdale	Household items affected by SM installation	Under Investigation	Open
461	6/4/10			Livermore	Potential Wellington Claim	Under Investigation	Open
462	6/4/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
463	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
464	6/5/10			Emeryville	Customer Denies Access	Under Investigation	Open
465	6/5/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
466	6/6/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
467	6/6/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
468	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
469	6/7/10			Corte Madera	Customer Denies Access	Under Investigation	Open
470	6/7/10			Oakhurst	SmartMeter Customer Communication	Under Investigation	Open
471	6/7/10			Oakland	Customer Denies Access	Under Investigation	Open
472	6/7/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
473	6/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
474	6/8/10			Fresno	Power Interruption	Under Investigation	Open
475	6/8/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
476	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
477	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
478	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
479	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
480	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
481	6/8/10			Oakland	Wellington Installer	Under Investigation	Open
482	6/8/10			Piedmont	Customer Denies Access	Under Investigation	Open
483	6/8/10			Redwood City	Wellington Installer	Under Investigation	Open
484	6/8/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
485	6/8/10			Santa Rosa	Wellington Installer	Under Investigation	Open
486	6/9/10			Alameda	Wellington Installer	Under Investigation	Open
487	6/9/10			Concord	Customer Denies Access	Under Investigation	Open
488	6/9/10			Cupertino	Wellington Installer	Under Investigation	Open
489	6/9/10			Oakland	Customer Denies Access	Under Investigation	Open
490	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
491	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
492	6/9/10			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
493	6/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
494	6/10/10			Monte Rio	Wellington Installer	Under Investigation	Open
495	6/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
496	6/10/10			Oakland	Power Interruption	Partial Power Outage	Resolved
497	6/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
498	6/10/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
499	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
500	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
501	6/10/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
502	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
503	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
504	6/11/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
505	6/11/10			San Jose	Household items affected by SM installation	Damaged Television	Resolved
506	6/11/10			San Jose	Wellington Installer	Under Investigation	Open
507	6/11/10			San Pablo	SmartMeter Customer Communication	Under Investigation	Open
508	6/11/10			San Rafael	Customer Denies Access	Under Investigation	Open
509	6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
510	6/11/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
511	6/12/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
512	6/13/10			San Ramon	Customer Denies Access	Under Investigation	Open
513	6/14/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
514	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
515	6/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
516	6/14/10			San Jose	Wellington Installer	Under Investigation	Open
517	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
518	6/15/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
519	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
520	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
521	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
522	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
523	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
524	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
525	6/15/10			Oakland	Power Interruption	Other	Resolved
526	6/15/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
527	6/15/10			Pittsburg	Household items affected by SM installation	Under Investigation	Open
528	6/15/10			Pleasant Hill	Customer Denies Access	Under Investigation	Open
529	6/15/10			San Jose	Customer Denies Access	Under Investigation	Open
530	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
531	6/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
532	6/15/10			San Jose	Wellington Installer	Under Investigation	Open
533	6/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
534	6/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
535	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
536	6/15/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
537	6/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
538	6/16/10			Dinuba	Customer Denies Access	Under Investigation	Open
539	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
540	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
541	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
542	6/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
543	6/16/10			Pollock Pines	Wellington Installer	Under Investigation	Open
544	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
545	6/16/10			San Jose	Wellington Installer	Under Investigation	Open
546	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
547	6/16/10			Santa Rosa	Wellington Installer	Under Investigation	Open
548	6/17/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
549	6/17/10			Concord	Customer Denies Access	Under Investigation	Open
550	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
551	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
552	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
553	6/17/10			Oakland	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
554	6/17/10			Penryn	Household items affected by SM installation	Under Investigation	Open
555	6/17/10			Pleasanton	Customer Denies Access	Under Investigation	Open
556	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
557	6/17/10			San Francisco	Wellington Installer	Under Investigation	Open
558	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
559	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
560	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
561	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
562	6/17/10			San Jose	Wellington Installer	Under Investigation	Open
563	6/17/10			San Mateo	Wellington Installer	Under Investigation	Open
564	6/17/10			Sausalito	Customer Denies Access	Under Investigation	Open
565	6/17/10			Tracy	SmartMeter Customer Communication	Under Investigation	Open
566	6/17/10			Windsor	Customer Denies Access	Under Investigation	Open
567	6/18/10			Danville	SmartMeter Customer Communication	Under Investigation	Open
568	6/18/10			Danville	Wellington Installer	Under Investigation	Open
569	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
570	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
571	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
572	6/18/10			Oakland	Power Interruption	Breaker keeps tripping	Resolved
573	6/18/10			Petaluma	Customer Denies Access	Under Investigation	Open
574	6/18/10			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
575	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
576	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
577	6/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
578	6/18/10			San Jose	Wellington Installer	Under Investigation	Open
579	6/18/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
580	6/18/10			Saratoga	Customer Denies Access	Under Investigation	Open
581	6/18/10			Tracy	Wellington Installer	Under Investigation	Open
582	6/19/10			Oakland	Customer Denies Access	Under Investigation	Open
583	6/19/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
584	6/20/10			Martinez	Household items affected by SM installation	Under Investigation	Open
585	6/20/10			Milpitas	Power Interruption	Under Investigation	Open
586	6/20/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
587	6/21/10			Berkeley	Customer Denies Access	Under Investigation	Open
588	6/21/10			Hayward	Customer wants Smartmeter Removed	Under Investigation	Open
589	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
590	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
591	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
592	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
593	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
594	6/21/10			Oakland	SmartMeter Customer Communication	Other	Resolved
595	6/21/10			San Jose	Customer Denies Access	under investigation	Open
596	6/21/10			San Jose	Power Interruption	Under Investigation	Open
597	6/21/10			San Jose	Wellington Installer	Under Investigation	Open
598	6/21/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
599	6/21/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
600	6/21/10			Yuba City	Customer Denies Access	Under Investigation	Open
601	6/22/10			Alameda	Household items affected by SM installation	Other	Resolved
602	6/22/10			Dublin	Customer Denies Access	Under Investigation	Open
603	6/22/10			Fair Oaks	Network Equipment Installation	Under Investigation	Open
604	6/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
605	6/22/10			Hayward	Customer wants Smartmeter Removed	Under Investigation	Open
606	6/22/10			Oakland	Customer Denies Access	Under Investigation	Open
607	6/22/10			Olivehurst	Household items affected by SM installation	Under Investigation	Open
608	6/22/10			Point Reyes	Customer Denies Access	Under Investigation	Open
609	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
610	6/22/10			San Jose	Wellington Installer	Under Investigation	Open
611	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
612	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
613	6/23/10			Oakland	Wellington Installer	Under Investigation	Open
614	6/23/10			Piedmont	Customer Denies Access	Under Investigation	Open
615	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open

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Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
616	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
617	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
618	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
619	6/23/10			San Jose	Wellington Installer	Under Investigation	Open
620	6/23/10			Santa Rosa	Wellington Installer	Under Investigation	Open
621	6/23/10			Saratoga	Customer Denies Access	Under Investigation	Open
622	6/23/10			Shingle Springs	Wellington Installer	Under Investigation	Open
623	6/24/10			Antioch	Household items affected by SM installation	Other	Resolved
624	6/24/10			Antioch	Household items affected by SM installation	Under Investigation	Open
625	6/24/10			Bodega Bay	Wellington Installer	Under Investigation	Open
626	6/24/10			Kensington	Customer Denies Access	Under Investigation	Open
627	6/24/10			Los Gatos	Customer Denies Access	Under Investigation	Open
628	6/24/10			Oakland	Customer Denies Access	Under Investigation	Open
629	6/24/10			Oakland	Customer Denies Access	Under Investigation	Open
630	6/24/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
631	6/24/10			Richmond	Customer Denies Access	Under Investigation	Open
632	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
633	6/24/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
634	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
635	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
636	6/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
637	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
638	6/25/10			Larkspur	Customer wants Smartmeter Removed	Under Investigation	Open
639	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
640	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
641	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
642	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
643	6/25/10			Oakland	Household items affected by SM installation	Other	Resolved
644	6/26/10			Sanger	Customer wants Smartmeter Removed	Under Investigation	Open
645	6/27/10			Orinda	Power Interruption	Hi/Low Voltage	Resolved
646	6/27/10			San Ramon	Household items affected by SM installation	Other	Resolved
647	6/28/10			Concord	Customer wants Smartmeter Removed	Under Investigation	Open
648	6/28/10			Martinez	Customer Denies Access	Under Investigation	Open
649	6/28/10			Moraga	Household items affected by SM installation	Under Investigation	Open
650	6/28/10			Oakland	Customer Denies Access	Under Investigation	Open
651	6/28/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
652	6/28/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
653	6/28/10			Pleasanton	Customer wants Smartmeter Removed	No reason provided	Resolved
654	6/28/10			Plumas Lakes	Wellington Installer	Under Investigation	Open
655	6/28/10			Richmond	Customer Denies Access	Under Investigation	Open
656	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
657	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
658	6/28/10			Santa Clara	Household items affected by SM installation	Under Investigation	Open
659	6/28/10			Union City	Meter/Module	Under Investigation	Open
660	6/28/10			Vacaville	Customer wants Smartmeter Removed	Under Investigation	Open
661	6/29/10			Alamo	Customer Denies Access	Under Investigation	Open
662	6/29/10			Aptos	Customer Denies Access	Under Investigation	Open
663	6/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
664	6/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
665	6/29/10			Chico	Wellington Installer	Under Investigation	Open
666	6/29/10			Corte Madera	SmartMeter Customer Communication	Under Investigation	Open
667	6/29/10			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
668	6/29/10			Hercules	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
669	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
670	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
671	6/29/10			Madera	Customer Denies Access	Under Investigation	Open
672	6/29/10			Moraga	Customer Denies Access	Under Investigation	Open
673	6/29/10			Oakland	Customer Denies Access	Under Investigation	Open
674	6/29/10			Oakland	Customer Denies Access	Under Investigation	Open
675	6/29/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
676	6/29/10			Oakland	Household items affected by SM installation	Under Investigation	Open
677	6/29/10			Pinole	SmartMeter Customer Communication	Under Investigation	Open
678	6/29/10			San Anselmo	Customer Denies Access	Radio Frequency Concerns	Resolved
679	6/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
680	6/29/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
681	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
682	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
683	6/29/10			Twain Harte	Customer Denies Access	Under Investigation	Open
684	6/29/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
685	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
686	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
687	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
688	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
689	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
690	6/30/10			Albany	Household items affected by SM installation	Under Investigation	Open
691	6/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
692	6/30/10			Byron	Customer Denies Access	Under Investigation	Open
693	6/30/10			Dublin	Customer Denies Access	Under Investigation	Open
694	6/30/10			Merced	Customer Denies Access	Under Investigation	Open
695	6/30/10			Mill Valley	Wellington Installer	Under Investigation	Open
696	6/30/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
697	6/30/10			Oakland	Wellington Installer	Under Investigation	Open

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698	6/30/10			Oakland	Wellington Installer	Under Investigation	Open
699	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
700	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
701	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
702	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
703	6/30/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
704	6/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
705	6/30/10			Tracy	Wellington Installer	Under Investigation	Open
706	7/1/10			Modesto	Customer wants Smartmeter Removed	No reason provided	Resolved
707	7/1/10			Oakland	Household items affected by SM installation	Other	Resolved
708	7/1/10			Oakland	Wellington Installer	Under Investigation	Open
709	7/1/10			San Jose	Customer Denies Access	Under Investigation	Open
710	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
711	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
712	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
713	7/1/10			San Jose	Wellington Installer	Under Investigation	Open
714	7/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
715	7/1/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
716	7/1/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
717	7/2/10			Fulton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
718	7/2/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
719	7/2/10			San Jose	Household items affected by SM installation	Under Investigation	Open
720	7/2/10			Union City	Wellington Installer	Under Investigation	Open
721	7/3/10			Arvin	Customer Denies Access	Under Investigation	Open
722	7/3/10			Oakland	Customer Denies Access	Under Investigation	Open
723	7/3/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
724	7/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
725	7/3/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
726	7/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
727	7/5/10			Santa Clara	Meter/Module Equipment	Meter / Module Issues	Resolved
728	7/5/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
729	7/6/10			Berkeley	Wellington Installer	Under Investigation	Open
730	7/6/10			Emeryville	Household items affected by SM installation	Other	Resolved
731	7/6/10			Los Gatos	Household items affected by SM installation	Other	Resolved
732	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
733	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
734	7/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
735	7/6/10			Placerville	Wellington Installer	Under Investigation	Open
736	7/6/10			San Jose	Household items affected by SM installation	Other	Resolved
737	7/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
738	7/6/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved

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739	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
740	7/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
741	7/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
742	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
743	7/6/10			Santa Rosa	Wellington Installer	Under Investigation	Open
744	7/6/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
745	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
746	7/6/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
747	7/6/10			Tomaes	Customer Denies Access	Customer Denies Wellington Access	Resolved
748	7/6/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
749	7/7/10			Bass Lake	Customer Denies Access	Customer does not want a SmartMeter	Resolved
750	7/7/10			Citrus Heights	SmartMeter Customer Communication	Q on SM communication materials	Resolved
751	7/7/10			Los Gatos	Customer Denies Access	Partial Power Outage	Resolved
752	7/7/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
753	7/7/10			Richmond	Household items affected by SM installation	Under Investigation	Open
754	7/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
755	7/7/10			San Jose	Wellington Installer	Under Investigation	Open
756	7/7/10			Sonoma	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
757	7/8/10			Marysville	Wellington Installer	Under Investigation	Open
758	7/8/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
759	7/8/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
760	7/8/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
761	7/8/10			Oakland	Wellington Installer	Under Investigation	Open
762	7/8/10			Pinole	Power Interruption	Partial Power Outage	Resolved
763	7/8/10			Placerville	Household items affected by SM installation	Under Investigation	Open
764	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
765	7/8/10			San Jose	Wellington Installer	Under Investigation	Open
766	7/8/10			San Leandro	Customer Denies Access	Customer does not want a SmartMeter	Resolved
767	7/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
768	7/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
769	7/8/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
770	7/8/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
771	7/8/10			Stinson Beach	Customer Denies Access	Customer does not want a SmartMeter	Resolved
772	7/9/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
773	7/9/10			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Resolved
774	7/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
775	7/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
776	7/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
777	7/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
778	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
779	7/9/10			Oakland	Household items affected by SM installation	Under Investigation	Open

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780	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
781	7/9/10			Santa Rosa	Customer Denies Access	Radio Frequency Concerns	Resolved
782	7/9/10			Saratoga	Wellington Installer	Under Investigation	Open
783	7/9/10			Sonora	Customer Denies Access	Customer Denies Wellington Access	Resolved
784	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
785	7/9/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
786	7/10/10			Auburn	SmartMeter Customer Communication	Other	Resolved
787	7/10/10			Chico	Customer Denies Access	Under Investigation	Open
788	7/10/10			Forest Ranch	Household items affected by SM installation	Under Investigation	Open
789	7/10/10			Tracy	SmartMeter Customer Communication	Other	Resolved
790	7/10/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
791	7/10/10			Woodacre	Customer Denies Access	Customer does not want a SmartMeter	Resolved
792	7/11/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
793	7/11/10			San Jose	Household items affected by SM installation	Under Investigation	Open
794	7/12/10			Albany	Household items affected by SM installation	Other	Resolved
795	7/12/10			Byron	Household items affected by SM installation	Under Investigation	Open
796	7/12/10			Campbell	Customer Denies Access	Under Investigation	Open
797	7/12/10			Campbell	Wellington Installer	Under Investigation	Open
798	7/12/10			Chico	SmartMeter Customer Communication	Other	Resolved
799	7/12/10			Concord	Household items affected by SM installation	Other	Resolved
800	7/12/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
801	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
802	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
803	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
804	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
805	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
806	7/12/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
807	7/12/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
808	7/12/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
809	7/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
810	7/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
811	7/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
812	7/12/10			Oakland	SmartMeter Customer Communication	Other	Resolved
813	7/12/10			Oakland	Wellington Installer	Under Investigation	Open
814	7/12/10			Pittsburg	Household items affected by SM installation	Other	Resolved
815	7/12/10			Plumas Lakes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
816	7/12/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
817	7/12/10			San Jose	Customer Denies Access	Under Investigation	Open
818	7/12/10			San Rafael	Customer Denies Access	Under Investigation	Open
819	7/12/10			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
820	7/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
821	7/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
822	7/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
823	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
824	7/12/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
825	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
826	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
827	7/13/10			Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
828	7/13/10			Davis	Customer Denies Access	Customer does not want a SmartMeter	Resolved
829	7/13/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
830	7/13/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
831	7/13/10			Fairfax	Customer Denies Access	Under Investigation	Open
832	7/13/10			Grass Valley	Household items affected by SM installation	Under Investigation	Open
833	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
834	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
835	7/13/10			Hercules	Power Interruption	Under Investigation	Open
836	7/13/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
837	7/13/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
838	7/13/10			Nevada City	Customer Denies Access	Damaged Other Household Appliances	Resolved
839	7/13/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
840	7/13/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
841	7/13/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
842	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
843	7/13/10			Piedmont	Customer Denies Access	Under Investigation	Open
844	7/13/10			Point Reyes	Customer Denies Access	Customer Denies Wellington Access	Resolved
845	7/13/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
846	7/13/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
847	7/13/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
848	7/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
849	7/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
850	7/13/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
851	7/13/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
852	7/14/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
853	7/14/10			Chico	Customer Denies Access	Under Investigation	Open
854	7/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
855	7/14/10			Fairfax	Customer Denies Access	Under Investigation	Open
856	7/14/10			Felton	Customer Denies Access	Under Investigation	Open
857	7/14/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
858	7/14/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
859	7/14/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
860	7/14/10			Oakland	Customer Denies Access	Under Investigation	Open
861	7/14/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open

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Resolved Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
862	7/14/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
863	7/14/10			Petaluma	Wellington Installer	Under Investigation	Open
864	7/14/10			Placerville	Customer Denies Access	Under Investigation	Open
865	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
866	7/14/10			San Rafael	Household items affected by SM installation	Other	Resolved
867	7/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
868	7/14/10			Vallejo	Wellington Installer	Under Investigation	Open
869	7/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
870	7/15/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
871	7/15/10			El Cerrito	Customer wants Smartmeter Removed	Under Investigation	Open
872	7/15/10			El Dorado Hills	Customer wants Smartmeter Removed	No reason provided	Resolved
873	7/15/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
874	7/15/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
875	7/15/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
876	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
877	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
878	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
879	7/15/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
880	7/15/10			Petaluma	Wellington Installer	Under Investigation	Open
881	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
882	7/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
883	7/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
884	7/15/10			Santa Rosa	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
885	7/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
886	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
887	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
888	7/16/10			Biggs	Customer Denies Access	Customer does not want a SmartMeter	Resolved
889	7/16/10			Emeryville	SmartMeter Customer Communication	Under Investigation	Open
890	7/16/10			Kensington	Customer wants Smartmeter Removed	Under Investigation	Open
891	7/16/10			Lafayette	Customer Denies Access	Under Investigation	Open
892	7/16/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
893	7/16/10			Oakland	Customer Denies Access	Under Investigation	Open
894	7/16/10			Oakland	Customer Denies Access	Under Investigation	Open
895	7/16/10			Oakland	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
896	7/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
897	7/16/10			Oroville	Customer Denies Access	Under Investigation	Open
898	7/16/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
899	7/16/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
900	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
901	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
902	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open

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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	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
903	7/16/10			San Jose	Meter/Module	Under Investigation	Open
904	7/16/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
905	7/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
906	7/17/10			Auburn	SmartMeter Customer Communication	Other	Resolved
907	7/17/10			Emeryville	Customer Denies Access	Under Investigation	Open
908	7/17/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
909	7/17/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
910	7/17/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
911	7/17/10			Walnut Creek	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
912	7/18/10			Alameda	Household items affected by SM installation	Other	Resolved
913	7/18/10			Livermore	Customer Denies Access	Under Investigation	Open
914	7/18/10			Penn Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
915	7/19/10			Auburn	Customer Denies Access	Customer does not want a SmartMeter	Resolved
916	7/19/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
917	7/19/10			Cameron Park	SmartMeter Customer Communication	Under Investigation	Open
918	7/19/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
919	7/19/10			Concord	Customer Denies Access	Under Investigation	Open
920	7/19/10			Emeryville	Customer Denies Access	Under Investigation	Open
921	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
922	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
923	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
924	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
925	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
926	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
927	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
928	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
929	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
930	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
931	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
932	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
933	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
934	7/19/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
935	7/19/10			Guerneville	Wellington Installer	Under Investigation	Open
936	7/19/10			Guinda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
937	7/19/10			Inverness	SmartMeter Customer Communication	Under Investigation	Open
938	7/19/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
939	7/19/10			Los Gatos	Customer Denies Access	Under Investigation	Open
940	7/19/10			Oakdale	Customer Denies Access	Customer Denies Wellington Access	Resolved
941	7/19/10			Oakdale	Customer Denies Access	Customer Denies Wellington Access	Resolved
942	7/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
943	7/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
944	7/19/10			Oakland	Customer Denies Access	Under Investigation	Open
945	7/19/10			Oakland	Customer Denies Access	Under Investigation	Open
946	7/19/10			Oakland	Household items affected by SM installation	Under Investigation	Open
947	7/19/10			Oakland	Wellington Installer	Under Investigation	Open
948	7/19/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
949	7/19/10			Point Reyes	Customer wants Smartmeter Removed	Under Investigation	Open
950	7/19/10			Redwood Ests	Customer Denies Access	Under Investigation	Open
951	7/19/10			Rio Oso	Customer Denies Access	Under Investigation	Open
952	7/19/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
953	7/19/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
954	7/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
955	7/19/10			San Jose	Wellington Installer	Under Investigation	Open
956	7/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
957	7/19/10			Scotts Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
958	7/19/10			Tracy	Household items affected by SM installation	Under Investigation	Open
959	7/19/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
960	7/19/10			Vallejo	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
961	7/19/10			Vallejo	Wellington Installer	Under Investigation	Open
962	7/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
963	7/20/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
964	7/20/10			Campbell	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
965	7/20/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
966	7/20/10			Larkspur	Customer Denies Access	Under Investigation	Open
967	7/20/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
968	7/20/10			Redwood Ests	Customer Denies Access	Customer does not want a SmartMeter	Resolved
969	7/20/10			San Carlos	Household items affected by SM installation	Under Investigation	Open
970	7/20/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
971	7/20/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
972	7/20/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
973	7/20/10			San Jose	SmartMeter Customer Communication	Other	Resolved
974	7/20/10			San Rafael	Wellington Installer	Under Investigation	Open
975	7/20/10			Santa Clara	Wellington Installer	Under Investigation	Open
976	7/20/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
977	7/20/10			Sonoma	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
978	7/20/10			Tiburon	Customer Denies Access	Under Investigation	Open
979	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
980	7/21/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
981	7/21/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
982	7/21/10			Concord	Customer Denies Access	Under Investigation	Open
983	7/21/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
984	7/21/10			Kentfield	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
985	7/21/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
986	7/21/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
987	7/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
988	7/21/10			Los Gatos	SmartMeter Customer Communication	Other	Resolved
989	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
990	7/21/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
991	7/21/10			North San Juan	Customer Denies Access	Customer does not want a SmartMeter	Resolved
992	7/21/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
993	7/21/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
994	7/21/10			Oakland	Customer Denies Access	Under Investigation	Open
995	7/21/10			Oakland	Customer Denies Access	Under Investigation	Open
996	7/21/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
997	7/21/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
998	7/21/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
999	7/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1000	7/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1001	7/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1002	7/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1003	7/21/10			San Jose	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1004	7/21/10			San Jose	SmartMeter Customer Communication	Other	Resolved
1005	7/21/10			San Jose	Wellington Installer	Under Investigation	Open
1006	7/21/10			San Jose	Wellington Installer	Under Investigation	Open
1007	7/21/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1008	7/21/10			San Rafael	Wellington Installer	Under Investigation	Open
1009	7/21/10			Santa Clara	SmartMeter Customer Communication	Meter / Module Issues	Resolved
1010	7/21/10			Santa Clara	SmartMeter Customer Communication	Other	Resolved
1011	7/21/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1012	7/21/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1013	7/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1014	7/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1015	7/21/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1016	7/21/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1017	7/21/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1018	7/21/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1019	7/22/10			Auburn	Customer wants Smartmeter Removed	No reason provided	Resolved
1020	7/22/10			Belvedere	Customer Denies Access	Under Investigation	Open
1021	7/22/10			Campbell	Household items affected by SM installation	Under Investigation	Open
1022	7/22/10			Capitola	SmartMeter Customer Communication	Other	Resolved
1023	7/22/10			Corte Madera	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1024	7/22/10			Emeryville	Customer wants Smartmeter Removed	Under Investigation	Open
1025	7/22/10			Fairfax	Customer Denies Access	Under Investigation	Open

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Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1026	7/22/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1027	7/22/10			Larkspur	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1028	7/22/10			Larkspur	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1029	7/22/10			Los Altos	Customer wants Smartmeter Removed	No reason provided	Resolved
1030	7/22/10			Mill Valley	SmartMeter Customer Communication	Other	Resolved
1031	7/22/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
1032	7/22/10			Mount Hermon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1033	7/22/10			Oakland	Customer Denies Access	Under Investigation	Open
1034	7/22/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1035	7/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1036	7/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1037	7/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1038	7/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1039	7/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1040	7/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1041	7/22/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Resolved
1042	7/22/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1043	7/22/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1044	7/22/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1045	7/22/10			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1046	7/22/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1047	7/22/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1048	7/22/10			Tracy	Customer wants Smartmeter Removed	No reason provided	Resolved
1049	7/23/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1050	7/23/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1051	7/23/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1052	7/23/10			Challenge	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1053	7/23/10			Challenge	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1054	7/23/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1055	7/23/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1056	7/23/10			Fairfax	Customer Denies Access	Under Investigation	Open
1057	7/23/10			Fremont	Customer Denies Access	Under Investigation	Open
1058	7/23/10			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1059	7/23/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1060	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1061	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1062	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1063	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1064	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1065	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1066	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1067	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1068	7/23/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1069	7/23/10			Paradise	Household items affected by SM installation	Under Investigation	Open
1070	7/23/10			Petaluma	Household items affected by SM installation	Damaged Computer	Resolved
1071	7/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1072	7/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1073	7/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1074	7/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1075	7/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1076	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1077	7/23/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Resolved
1078	7/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1079	7/23/10			San Jose	SmartMeter Customer Communication	Other	Resolved
1080	7/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1081	7/23/10			Saratoga	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Resolved
1082	7/23/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1083	7/23/10			Tiburon	Customer Denies Access	Under Investigation	Open
1084	7/23/10			Tiburon	Customer Denies Access	Under Investigation	Open
1085	7/23/10			Tracy	Customer Denies Access	Customer Denies Wellington Access	Resolved
1086	7/24/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1087	7/24/10			Corte Madera	Household items affected by SM installation	Under Investigation	Open
1088	7/24/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1089	7/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1090	7/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1091	7/24/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1092	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
1093	7/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1094	7/24/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1095	7/24/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1096	7/25/10			Berkeley	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1097	7/25/10			Fairfax	Customer Denies Access	Under Investigation	Open
1098	7/25/10			Grass Valley	Household items affected by SM installation	Other	Resolved
1099	7/25/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1100	7/25/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1101	7/25/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1102	7/25/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
1103	7/26/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1104	7/26/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1105	7/26/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1106	7/26/10			Boulder Creek	SmartMeter Customer Communication	Other	Resolved
1107	7/26/10			Cameron Park	SmartMeter Customer Communication	Other	Resolved

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1108	7/26/10			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1109	7/26/10			Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1110	7/26/10			Corte Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1111	7/26/10			Corte Madera	Customer Denies Access	Under Investigation	Open
1112	7/26/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1113	7/26/10			Fairfax	Customer Denies Access	Under Investigation	Open
1114	7/26/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1115	7/26/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1116	7/26/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1117	7/26/10			Groveland	Household items affected by SM installation	Under Investigation	Open
1118	7/26/10			Hayward	Customer Denies Access	Under Investigation	Open
1119	7/26/10			Hayward	Customer Denies Access	Under Investigation	Open
1120	7/26/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1121	7/26/10			Magalia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1122	7/26/10			North San Juan	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1123	7/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1124	7/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1125	7/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1126	7/26/10			Oakland	Meter/Module	Under Investigation	Open
1127	7/26/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1128	7/26/10			Oakland	Wellington Installer	Under Investigation	Open
1129	7/26/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1130	7/26/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1131	7/26/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1132	7/26/10			Rescue	Customer wants Smartmeter Removed	No reason provided	Resolved
1133	7/26/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1134	7/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1135	7/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1136	7/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1137	7/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1138	7/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1139	7/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1140	7/26/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Resolved
1141	7/26/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Resolved
1142	7/26/10			San Jose	Household items affected by SM installation	Damaged Computer	Resolved
1143	7/26/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1144	7/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1145	7/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1146	7/26/10			San Jose	SmartMeter Customer Communication	Other	Resolved
1147	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
1148	7/26/10			San Jose	Wellington Installer	Under Investigation	Open

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

August 12, 2010 -- For the Period July 31, 2010 through August 6, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1149	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
1150	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
1151	7/26/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1152	7/26/10			San Rafael	Customer Denies Access	Under Investigation	Open
1153	7/26/10			San Rafael	Customer Denies Access	Under Investigation	Open
1154	7/26/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1155	7/26/10			Santa Rosa	SmartMeter Customer Communication	Other	Resolved
1156	7/26/10			Scotts Valley	Customer wants Smartmeter Removed	Customer Denies Wellington Access	Resolved
1157	7/26/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1158	7/26/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1159	7/26/10			Vallejo	Customer Denies Access	Under Investigation	Open
1160	7/27/10			Benicia	Customer Denies Access	Under Investigation	Open
1161	7/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1162	7/27/10			Campbell	Household items affected by SM installation	Other	Resolved
1163	7/27/10			Chico	Wellington Installer	Under Investigation	Open
1164	7/27/10			Fairfax	Customer Denies Access	Under Investigation	Open
1165	7/27/10			Fairfax	Customer Denies Access	Under Investigation	Open
1166	7/27/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1167	7/27/10			Los Altos Hills	Customer Denies Access	Under Investigation	Open
1168	7/27/10			Madera	SmartMeter Customer Communication	Under Investigation	Open
1169	7/27/10			Moss Landing	Customer wants Smartmeter Removed	Under Investigation	Open
1170	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1171	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1172	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1173	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1174	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1175	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1176	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1177	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1178	7/27/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1179	7/27/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1180	7/27/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1181	7/27/10			Oakland	Wellington Installer	Under Investigation	Open
1182	7/27/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1183	7/27/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1184	7/27/10			Penn Valley	Customer Denies Access	Under Investigation	Open
1185	7/27/10			Penngrove	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1186	7/27/10			Petaluma	SmartMeter Customer Communication	Other	Resolved
1187	7/27/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1188	7/27/10			Pleasant Hill	Household items affected by SM installation	Under Investigation	Open
1189	7/27/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1190	7/27/10			San Jose	Customer Denies Access	Under Investigation	Open
1191	7/27/10			San Jose	Household items affected by SM installation	Damaged Computer	Resolved
1192	7/27/10			San Jose	Wellington Installer	Customer Denies Wellington Access	Resolved
1193	7/27/10			San Jose	Wellington Installer	Under Investigation	Open
1194	7/27/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1195	7/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1196	7/27/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1197	7/27/10			Sausalito	Customer Denies Access	Under Investigation	Open
1198	7/27/10			Sausalito	Customer Denies Access	Under Investigation	Open
1199	7/27/10			Sausalito	Customer Denies Access	Under Investigation	Open
1200	7/27/10			Sausalito	Customer Denies Access	Under Investigation	Open
1201	7/27/10			Sausalito	SmartMeter Customer Communication	Other	Resolved
1202	7/27/10			Shingle Springs	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1203	7/27/10			Shingle Springs	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1204	7/27/10			Tracy	Customer Denies Access	Other	Resolved
1205	7/27/10			Vernalis	Customer Denies Access	Other	Resolved
1206	7/28/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
1207	7/28/10			Fairfax	Customer Denies Access	Under Investigation	Open
1208	7/28/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
1209	7/28/10			Madera	Customer Denies Access	Under Investigation	Open
1210	7/28/10			Merced	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1211	7/28/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1212	7/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1213	7/28/10			Oakland	Customer Denies Access	Under Investigation	Open
1214	7/28/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1215	7/28/10			Oakland	Wellington Installer	Under Investigation	Open
1216	7/28/10			Petaluma	Customer Denies Access	Under Investigation	Open
1217	7/28/10			Petaluma	Meter/Module Equipment	Other	Resolved
1218	7/28/10			Placerville	Wellington Installer	Under Investigation	Open
1219	7/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1220	7/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1221	7/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1222	7/28/10			San Jose	Customer wants Smartmeter Removed	Customer Denies Wellington Access	Resolved
1223	7/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1224	7/28/10			San Jose	Network Equipment Installation	Under Investigation	Open
1225	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1226	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1227	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
1228	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
1229	7/28/10			San Rafael	Customer Denies Access	Under Investigation	Open
1230	7/28/10			Santa Rosa	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
1231	7/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1232	7/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1233	7/28/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1234	7/28/10			Smartville	Customer wants Smartmeter Removed	No reason provided	Resolved
1235	7/28/10			Watsonville	Customer Denies Access	Under Investigation	Open
1236	7/29/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1237	7/29/10			Carmel	Customer Denies Access	Under Investigation	Open
1238	7/29/10			Corte Madera	Customer Denies Access	Health Related Issues	Resolved
1239	7/29/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1240	7/29/10			Larkspur	Customer Denies Access	Under Investigation	Open
1241	7/29/10			Larkspur	Customer Denies Access	Under Investigation	Open
1242	7/29/10			Larkspur	Customer Denies Access	Under Investigation	Open
1243	7/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1244	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
1245	7/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1246	7/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1247	7/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1248	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
1249	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
1250	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
1251	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
1252	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
1253	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1254	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1255	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1256	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1257	7/29/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1258	7/29/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1259	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
1260	7/29/10			Pacifica	Household items affected by SM installation	Other	Resolved
1261	7/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1262	7/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1263	7/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1264	7/29/10			Petaluma	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1265	7/29/10			Petaluma	Scheduling Problems	Installer missed appointment	Resolved
1266	7/29/10			Placerville	Household items affected by SM installation	Under Investigation	Open
1267	7/29/10			Placerville	Wellington Installer	Under Investigation	Open
1268	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
1269	7/29/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1270	7/29/10			San Francisco	Household items affected by SM installation	Other	Resolved
1271	7/29/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open

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1272	7/29/10			San Jose	Household items affected by SM installation	Damaged Computer	Resolved
1273	7/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1274	7/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1275	7/29/10			San Jose	Wellington Installer	Under Investigation	Open
1276	7/29/10			San Pablo	Household items affected by SM installation	Under Investigation	Open
1277	7/29/10			San Rafael	Customer Denies Access	Under Investigation	Open
1278	7/29/10			San Rafael	Customer Denies Access	Under Investigation	Open
1279	7/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1280	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1281	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1282	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1283	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1284	7/29/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
1285	7/29/10			Tiburon	Customer Denies Access	Under Investigation	Open
1286	7/29/10			Tiburon	Customer Denies Access	Under Investigation	Open
1287	7/30/10			Alameda	Customer Denies Access	Under Investigation	Open
1288	7/30/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
1289	7/30/10			American Canyon	Customer Denies Access	Under Investigation	Open
1290	7/30/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
1291	7/30/10			Ben Lomond	Household items affected by SM installation	Under Investigation	Open
1292	7/30/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1293	7/30/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1294	7/30/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1295	7/30/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1296	7/30/10			Boulder Creek	SmartMeter Customer Communication	Under Investigation	Open
1297	7/30/10			Boulder Creek	SmartMeter Customer Communication	Under Investigation	Open
1298	7/30/10			Campbell	Customer Denies Access	Under Investigation	Open
1299	7/30/10			Dobbins	Wellington Installer	Under Investigation	Open
1300	7/30/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1301	7/30/10			El Dorado Hills	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1302	7/30/10			El Sobrante	Customer wants Smartmeter Removed	Under Investigation	Open
1303	7/30/10			Felton	Customer Denies Access	Under Investigation	Open
1304	7/30/10			Fremont	Customer Denies Access	Under Investigation	Open
1305	7/30/10			Guerneville	Household items affected by SM installation	Other	Resolved
1306	7/30/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
1307	7/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1308	7/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1309	7/30/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1310	7/30/10			Mendocino	Customer Denies Access	Under Investigation	Open
1311	7/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1312	7/30/10			Oakland	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1313	7/30/10			Oakland	Household items affected by SM installation	Damaged Television	Resolved
1314	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
1315	7/30/10			Penngrove	Customer Denies Access	Under Investigation	Open
1316	7/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1317	7/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1318	7/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1319	7/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1320	7/30/10			San Rafael	Customer Denies Access	Under Investigation	Open
1321	7/30/10			San Rafael	Customer Denies Access	Under Investigation	Open
1322	7/30/10			San Rafael	Customer Denies Access	Under Investigation	Open
1323	7/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1324	7/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1325	7/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1326	7/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1327	7/30/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1328	7/30/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1329	7/30/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1330	7/30/10			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
1331	7/30/10			Union City	Customer Denies Access	Under Investigation	Open
1332	7/30/10			Vallejo	Customer Denies Access	Under Investigation	Open
1333	7/31/10			Alameda	Customer Denies Access	Under Investigation	Open
1334	7/31/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1335	7/31/10			Chico	Household items affected by SM installation	Other	Resolved
1336	7/31/10			Kentfield	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1337	7/31/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1338	7/31/10			Mill Valley	Household items affected by SM installation	Under Investigation	Open
1339	7/31/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1340	7/31/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1341	7/31/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1342	7/31/10			Oakland	Customer Denies Access	Under Investigation	Open
1343	7/31/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1344	7/31/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1345	7/31/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1346	7/31/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1347	7/31/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1348	7/31/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1349	7/31/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1350	8/1/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1351	8/1/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1352	8/1/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1353	8/1/10			Penn Valley	SmartMeter Customer Communication	Q on SM communication materials	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1354	8/1/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1355	8/2/10			Alameda	Customer Denies Access	Customer Denies Wellington Access	Resolved
1356	8/2/10			Alameda	Household items affected by SM installation	Under Investigation	Open
1357	8/2/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
1358	8/2/10			Avenal	Customer Denies Access	Customer Denies Wellington Access	Resolved
1359	8/2/10			Bakersfield	SmartMeter Customer Communication	Customer does not want a SmartMeter	Resolved
1360	8/2/10			Belvedere	Customer Denies Access	Customer Denies Wellington Access	Resolved
1361	8/2/10			Belvedere	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1362	8/2/10			Ben Lomond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1363	8/2/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
1364	8/2/10			Berry Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1365	8/2/10			Bolinas	Customer Denies Access	Under Investigation	Open
1366	8/2/10			Boulder Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1367	8/2/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1368	8/2/10			Brookdale	Customer Denies Access	Customer Denies Wellington Access	Resolved
1369	8/2/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1370	8/2/10			Cloverdale	SmartMeter Customer Communication	Under Investigation	Open
1371	8/2/10			Crockett	Customer Denies Access	Customer Denies Wellington Access	Resolved
1372	8/2/10			Crockett	Customer Denies Access	Customer Denies Wellington Access	Resolved
1373	8/2/10			Crockett	Customer Denies Access	Customer Denies Wellington Access	Resolved
1374	8/2/10			Durham	Customer wants Smartmeter Removed	No reason provided	Resolved
1375	8/2/10			Emeryville	SmartMeter Customer Communication	Under Investigation	Open
1376	8/2/10			Felton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1377	8/2/10			Felton	Customer Denies Access	Under Investigation	Open
1378	8/2/10			Fresno	Customer Denies Access	Customer Denies Wellington Access	Resolved
1379	8/2/10			Gilroy	Customer Denies Access	Under Investigation	Open
1380	8/2/10			Granite Bay	Household items affected by SM installation	Other	Resolved
1381	8/2/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1382	8/2/10			Grass Valley	Power Interruption	Other	Resolved
1383	8/2/10			Grass Valley	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1384	8/2/10			Healdsburg	Customer Denies Access	Customer Denies Wellington Access	Resolved
1385	8/2/10			Hercules	Customer Denies Access	Customer Denies Wellington Access	Resolved
1386	8/2/10			La Honda	Customer Denies Access	Under Investigation	Open
1387	8/2/10			Lincoln	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1388	8/2/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1389	8/2/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1390	8/2/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
1391	8/2/10			Marshall	Customer Denies Access	Customer Denies Wellington Access	Resolved
1392	8/2/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1393	8/2/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1394	8/2/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1395	8/2/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1396	8/2/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1397	8/2/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1398	8/2/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1399	8/2/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1400	8/2/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1401	8/2/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1402	8/2/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1403	8/2/10			Oakland	Customer Denies Access	Under Investigation	Open
1404	8/2/10			Oakland	Household items affected by SM installation	Damaged Refrigerator	Resolved
1405	8/2/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1406	8/2/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1407	8/2/10			Oroville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1408	8/2/10			Pinole	Customer Denies Access	Under Investigation	Open
1409	8/2/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1410	8/2/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1411	8/2/10			Rescue	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1412	8/2/10			Richmond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1413	8/2/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1414	8/2/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1415	8/2/10			San Francisco	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1416	8/2/10			San Francisco	Household items affected by SM installation	Other	Resolved
1417	8/2/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1418	8/2/10			San Jose	Customer Denies Access	Under Investigation	Open
1419	8/2/10			San Jose	Customer Denies Access	Under Investigation	Open
1420	8/2/10			San Jose	Customer Denies Access	Under Investigation	Open
1421	8/2/10			San Jose	Household items affected by SM installation	Damaged Computer	Resolved
1422	8/2/10			San Jose	Household items affected by SM installation	Other	Resolved
1423	8/2/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1424	8/2/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1425	8/2/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1426	8/2/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1427	8/2/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1428	8/2/10			San Rafael	Household items affected by SM installation	Under Investigation	Open
1429	8/2/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
1430	8/2/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1431	8/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1432	8/2/10			Sausalito	Customer Denies Access	Under Investigation	Open
1433	8/2/10			Sausalito	Customer Denies Access	Under Investigation	Open
1434	8/2/10			Scotts Valley	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1435	8/2/10			Sebastopol	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1436	8/2/10			Sunnyvale	Meter / Module Concerns	Other	Resolved
1437	8/2/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1438	8/2/10			Tracy	Household items affected by SM installation	Other	Resolved
1439	8/2/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1440	8/2/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
1441	8/2/10			Walnut Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1442	8/2/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1443	8/2/10			Watsonville	Customer Denies Access	Under Investigation	Open
1444	8/2/10			Watsonville	Customer Denies Access	Under Investigation	Open
1445	8/2/10			Woodland	Household items affected by SM installation	Other	Resolved
1446	8/3/10			Alameda	Customer Denies Access	Under Investigation	Open
1447	8/3/10			Bangor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1448	8/3/10			Ben Lomond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1449	8/3/10			Ben Lomond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1450	8/3/10			Ben Lomond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1451	8/3/10			Berkeley	Customer Denies Access	Under Investigation	Open
1452	8/3/10			Bodega Bay	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1453	8/3/10			Bodega Bay	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1454	8/3/10			Boulder Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1455	8/3/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1456	8/3/10			Browns Valley	Customer wants Smartmeter Removed	No reason provided	Resolved
1457	8/3/10			Cupertino	Customer Denies Access	Customer Denies Wellington Access	Resolved
1458	8/3/10			Diablo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1459	8/3/10			Dublin	Customer Denies Access	Customer Denies Wellington Access	Resolved
1460	8/3/10			El Sobrante	Customer Denies Access	Customer Denies Wellington Access	Resolved
1461	8/3/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
1462	8/3/10			Emeryville	Customer Denies Access	Under Investigation	Open
1463	8/3/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1464	8/3/10			Granite Bay	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1465	8/3/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Resolved
1466	8/3/10			Los Altos Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1467	8/3/10			Los Banos	Household items affected by SM installation	Other	Resolved
1468	8/3/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1469	8/3/10			Los Gatos	Household items affected by SM installation	Damaged Television	Resolved
1470	8/3/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
1471	8/3/10			Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
1472	8/3/10			Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
1473	8/3/10			Menlo Park	SmartMeter Customer Communication	Under Investigation	Open
1474	8/3/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1475	8/3/10			Milpitas	Customer Denies Access	Under Investigation	Open
1476	8/3/10			Monte Rio	Household items affected by SM installation	Under Investigation	Open

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1477	8/3/10			Mountain View	Household items affected by SM installation	Damaged Computer	Resolved
1478	8/3/10			Napa	Customer Denies Access	Under Investigation	Open
1479	8/3/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1480	8/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1481	8/3/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1482	8/3/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1483	8/3/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1484	8/3/10			Oroville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1485	8/3/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1486	8/3/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1487	8/3/10			Petaluma	Wellington Installer	Under Investigation	Open
1488	8/3/10			Pittsburg	Customer Denies Access	Under Investigation	Open
1489	8/3/10			Reedley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1490	8/3/10			Richmond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1491	8/3/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1492	8/3/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1493	8/3/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1494	8/3/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1495	8/3/10			San Francisco	Customer Denies Access	Customer Denies Wellington Access	Resolved
1496	8/3/10			San Francisco	Customer Denies Access	Under Investigation	Open
1497	8/3/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1498	8/3/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1499	8/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1500	8/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1501	8/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1502	8/3/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1503	8/3/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1504	8/3/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1505	8/3/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1506	8/3/10			San Jose	Power Interruption	Under Investigation	Open
1507	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
1508	8/3/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1509	8/3/10			San Rafael	Customer Denies Access	Under Investigation	Open
1510	8/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1511	8/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1512	8/3/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1513	8/3/10			Santa Rosa	Power Interruption	Partial Power Outage	Resolved
1514	8/3/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1515	8/3/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1516	8/3/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1517	8/3/10			Vacaville	Customer Denies Access	Customer Denies Wellington Access	Resolved

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1518	8/3/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1519	8/3/10			Watsonville	Customer Denies Access	Under Investigation	Open
1520	8/4/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1521	8/4/10			Alameda	Customer Denies Access	Under Investigation	Open
1522	8/4/10			Alamo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1523	8/4/10			Alamo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1524	8/4/10			Angwin	Customer Denies Access	Customer Denies Wellington Access	Resolved
1525	8/4/10			Angwin	Customer Denies Access	Customer Denies Wellington Access	Resolved
1526	8/4/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
1527	8/4/10			Benicia	Network Equipment Installation	Under Investigation	Open
1528	8/4/10			Berkeley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1529	8/4/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1530	8/4/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1531	8/4/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1532	8/4/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Resolved
1533	8/4/10			Chico	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1534	8/4/10			Coarsegold	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1535	8/4/10			Concord	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1536	8/4/10			Crockett	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1537	8/4/10			Dublin	Customer Denies Access	Customer Denies Wellington Access	Resolved
1538	8/4/10			Felton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1539	8/4/10			Fresno	Household items affected by SM installation	Other	Resolved
1540	8/4/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1541	8/4/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1542	8/4/10			Jenner	Customer Denies Access	Under Investigation	Open
1543	8/4/10			Jenner	Customer wants Smartmeter Removed	Under Investigation	Open
1544	8/4/10			Kentfield	Customer Denies Access	Customer Denies Wellington Access	Resolved
1545	8/4/10			Le Grand	Customer Denies Access	Customer Denies Wellington Access	Resolved
1546	8/4/10			Lincoln	SmartMeter Customer Communication	Under Investigation	Open
1547	8/4/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Resolved
1548	8/4/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Resolved
1549	8/4/10			Los Altos Hills	Customer Denies Access	Customer Denies Wellington Access	Resolved
1550	8/4/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1551	8/4/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1552	8/4/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1553	8/4/10			Milpitas	Household items affected by SM installation	Other	Resolved
1554	8/4/10			Mountain View	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1555	8/4/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1556	8/4/10			Napa	SmartMeter Customer Communication	Under Investigation	Open
1557	8/4/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1558	8/4/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved

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1559	8/4/10			Oakland	Customer Denies Access	Under Investigation	Open
1560	8/4/10			Oakland	Household items affected by SM installation	Other	Resolved
1561	8/4/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1562	8/4/10			Oakland	Power Interruption	Under Investigation	Open
1563	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
1564	8/4/10			Paradise	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1565	8/4/10			Paradise	Household items affected by SM installation	Other	Resolved
1566	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
1567	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
1568	8/4/10			Penn Valley	Wellington Installer	Under Investigation	Open
1569	8/4/10			Penngrove	Customer Denies Access	Under Investigation	Open
1570	8/4/10			Placerville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1571	8/4/10			Placerville	Household items affected by SM installation	Under Investigation	Open
1572	8/4/10			Rescue	SmartMeter Customer Communication	Other	Resolved
1573	8/4/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1574	8/4/10			Saint Helena	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1575	8/4/10			San Francisco	Customer Denies Access	Customer Denies Wellington Access	Resolved
1576	8/4/10			San Francisco	Customer Denies Access	Customer Denies Wellington Access	Resolved
1577	8/4/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
1578	8/4/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1579	8/4/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1580	8/4/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1581	8/4/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1582	8/4/10			San Jose	Customer Denies Access	Under Investigation	Open
1583	8/4/10			San Jose	Customer Denies Access	Under Investigation	Open
1584	8/4/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1585	8/4/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1586	8/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
1587	8/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
1588	8/4/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1589	8/4/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1590	8/4/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1591	8/4/10			Sausalito	Customer Denies Access	Under Investigation	Open
1592	8/4/10			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
1593	8/4/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1594	8/4/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1595	8/4/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1596	8/4/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1597	8/4/10			Walnut Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1598	8/4/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1599	8/4/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved

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1600	8/4/10			Watsonville	Household items affected by SM installation	Under Investigation	Open
1601	8/4/10			Woodside	Customer Denies Access	Customer Denies Wellington Access	Resolved
1602	8/5/10			Ben Lomond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1603	8/5/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1604	8/5/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1605	8/5/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
1606	8/5/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
1607	8/5/10			Benicia	Customer Denies Access	Customer Denies Wellington Access	Resolved
1608	8/5/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1609	8/5/10			Boulder Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1610	8/5/10			Cameron Park	Household items affected by SM installation	Under Investigation	Open
1611	8/5/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Resolved
1612	8/5/10			Chowchilla	Customer Denies Access	Customer Denies Wellington Access	Resolved
1613	8/5/10			Chowchilla	Customer Denies Access	Customer Denies Wellington Access	Resolved
1614	8/5/10			Crockett	Customer Denies Access	Customer Denies Wellington Access	Resolved
1615	8/5/10			Crockett	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1616	8/5/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1617	8/5/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1618	8/5/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1619	8/5/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1620	8/5/10			Forestville	Other	Under Investigation	Open
1621	8/5/10			Foster City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1622	8/5/10			Fremont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1623	8/5/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1624	8/5/10			Fresno	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1625	8/5/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1626	8/5/10			Grass Valley	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1627	8/5/10			Guerneville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1628	8/5/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1629	8/5/10			Los Gatos	Household items affected by SM installation	Other	Resolved
1630	8/5/10			Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
1631	8/5/10			Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
1632	8/5/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1633	8/5/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1634	8/5/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1635	8/5/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1636	8/5/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1637	8/5/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1638	8/5/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1639	8/5/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1640	8/5/10			Novato	Customer Denies Access	Under Investigation	Open

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1641	8/5/10			Novato	Customer Denies Access	Under Investigation	Open
1642	8/5/10			Novato	Customer Denies Access	Under Investigation	Open
1643	8/5/10			Novato	Household items affected by SM installation	Under Investigation	Open
1644	8/5/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1645	8/5/10			Oakland	Customer Denies Access	Under Investigation	Open
1646	8/5/10			Oakland	Customer Denies Access	Under Investigation	Open
1647	8/5/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1648	8/5/10			Pinole	Customer Denies Access	Customer Denies Wellington Access	Resolved
1649	8/5/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1650	8/5/10			Richmond	Power Interruption	Under Investigation	Open
1651	8/5/10			Riverdale	Customer Denies Access	Customer Denies Wellington Access	Resolved
1652	8/5/10			Rohnert Park	Household items affected by SM installation	Other	Resolved
1653	8/5/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1654	8/5/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1655	8/5/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1656	8/5/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1657	8/5/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1658	8/5/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1659	8/5/10			San Jose	Power Interruption	Partial Power Outage	Resolved
1660	8/5/10			San Jose	Power Interruption	Under Investigation	Open
1661	8/5/10			San Jose	Wellington Installer	Under Investigation	Open
1662	8/5/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1663	8/5/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1664	8/5/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1665	8/5/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1666	8/5/10			Vacaville	Power Interruption	Partial Power Outage	Resolved
1667	8/5/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1668	8/5/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1669	8/5/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1670	8/5/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1671	8/5/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1672	8/5/10			Watsonville	Customer Denies Access	Under Investigation	Open
1673	8/5/10			Watsonville	Household items affected by SM installation	Under Investigation	Open
1674	8/5/10			Windsor	Customer Denies Access	Under Investigation	Open
1675	8/6/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1676	8/6/10			Alameda	Customer Denies Access	Under Investigation	Open
1677	8/6/10			Alameda	Customer Denies Access	Under Investigation	Open
1678	8/6/10			Alameda	Household items affected by SM installation	Under Investigation	Open
1679	8/6/10			Atherton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1680	8/6/10			Benicia	Household items affected by SM installation	Under Investigation	Open
1681	8/6/10			Boulder Creek	Household items affected by SM installation	Under Investigation	Open

{Redacted}

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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
1682	8/6/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
1683	8/6/10			Chico	Household items affected by SM installation	Under Investigation	Open
1684	8/6/10			Coulterville	Wellington Installer	Under Investigation	Open
1685	8/6/10			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1686	8/6/10			Dublin	Household items affected by SM installation	Under Investigation	Open
1687	8/6/10			Dublin	Household items affected by SM installation	Under Investigation	Open
1688	8/6/10			Emeryville	Household items affected by SM installation	Under Investigation	Open
1689	8/6/10			Felton	Customer Denies Access	Under Investigation	Open
1690	8/6/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1691	8/6/10			Grass Valley	Power Interruption	Under Investigation	Open
1692	8/6/10			Greenbrae	Customer Denies Access	Customer Denies Wellington Access	Resolved
1693	8/6/10			Hillsborough	Customer wants Smartmeter Removed	Under Investigation	Open
1694	8/6/10			Kelsey	Household items affected by SM installation	Under Investigation	Open
1695	8/6/10			Lagunitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1696	8/6/10			Livermore	Customer Denies Access	Under Investigation	Open
1697	8/6/10			Los Altos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1698	8/6/10			Los Altos	Customer wants Smartmeter Removed	Under Investigation	Open
1699	8/6/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1700	8/6/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1701	8/6/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1702	8/6/10			Los Gatos	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1703	8/6/10			Mariposa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1704	8/6/10			Mariposa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1705	8/6/10			Milpitas	Customer Denies Access	Under Investigation	Open
1706	8/6/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1707	8/6/10			Napa	Customer Denies Access	Under Investigation	Open
1708	8/6/10			Nevada City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1709	8/6/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1710	8/6/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1711	8/6/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1712	8/6/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1713	8/6/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1714	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1715	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1716	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1717	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1718	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1719	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1720	8/6/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1721	8/6/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1722	8/6/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved

{Redacted}

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1723	8/6/10			Oroville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1724	8/6/10			Pinole	Customer Denies Access	Customer Denies Wellington Access	Resolved
1725	8/6/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1726	8/6/10			Redwood Ests	Household items affected by SM installation	Under Investigation	Open
1727	8/6/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1728	8/6/10			Richmond	Customer Denies Access	Under Investigation	Open
1729	8/6/10			Richmond	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1730	8/6/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1731	8/6/10			San Francisco	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1732	8/6/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1733	8/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1734	8/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1735	8/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1736	8/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1737	8/6/10			San Jose	Customer Denies Access	Under Investigation	Open
1738	8/6/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1739	8/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1740	8/6/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1741	8/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1742	8/6/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1743	8/6/10			Santa Clara	Customer Denies Access	Customer Denies Wellington Access	Resolved
1744	8/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1745	8/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1746	8/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1747	8/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1748	8/6/10			Santa Rosa	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1749	8/6/10			Saratoga	Customer Denies Access	Under Investigation	Open
1750	8/6/10			Saratoga	Power Interruption	Under Investigation	Open
1751	8/6/10			Sutter	Customer Denies Access	Under Investigation	Open
1752	8/6/10			Tracy	Household items affected by SM installation	Other	Resolved
1753	8/6/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1754	8/6/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1755	8/6/10			Yuba City	Customer wants Smartmeter Removed	No reason provided	Resolved

1,332 Open Complaints on Last Report
 364 Open Complaints Resolved Since the Last Report
 423 New Complaints Since the Last Report
 270 New Complaints Resolved Since the Last Report
 153 New Complaints Open

{Redacted}

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Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
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	2/8/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
5	2/10/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Installer failed to knock	Resolved
6	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Under Investigation	Open
7	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
8	2/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	No time given to power down equipment	Resolved
9	2/10/10	{Redacted}	{Redacted}	San Ramon	Wellington Installer	Installer failed to knock	Resolved
10	2/11/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Installer jumped fence, broke lock	Resolved
11	2/12/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Installer jumped fence, broke lock	Resolved
12	2/12/10	{Redacted}	{Redacted}	San Ramon	Wellington Installer	Under Investigation	Open
13	2/16/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
14	2/16/10	{Redacted}	{Redacted}	Cupertino	Wellington Installer	No time given to power down equipment	Resolved
15	2/16/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
16	2/17/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Installer jumped fence, broke lock	Resolved
17	2/17/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Installer jumped fence, broke lock	Resolved
18	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Installer jumped fence, broke lock	Resolved
19	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
20	2/18/10	{Redacted}	{Redacted}	Madera	Wellington Installer	No time given to power down equipment	Resolved
21	2/18/10	{Redacted}	{Redacted}	Mariposa	Wellington Installer	No time given to power down equipment	Resolved
22	2/18/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
23	2/18/10	{Redacted}	{Redacted}	Somerset	Wellington Installer	Installer jumped fence, broke lock	Resolved
24	2/19/10	{Redacted}	{Redacted}	American Canyon	Wellington Installer	Under Investigation	Open
25	2/22/10	{Redacted}	{Redacted}	Occidental	Customer Denies Access	Under Investigation	Open
26	2/22/10	{Redacted}	{Redacted}	Placerville	Wellington Installer	Installer rude to customer	Resolved
27	2/22/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Installer jumped fence, broke lock	Resolved
28	2/22/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Security concern	Resolved
29	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
30	2/23/10	{Redacted}	{Redacted}	Mariposa	Wellington Installer	Installer failed to knock	Resolved
31	2/23/10	{Redacted}	{Redacted}	San Pablo	Wellington Installer	Other	Resolved
32	2/23/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
33	2/24/10	{Redacted}	{Redacted}	Madera	Wellington Installer	Installer left gate open	Resolved
34	2/24/10	{Redacted}	{Redacted}	Napa	Wellington Installer	No time given to power down equipment	Resolved
35	2/24/10	{Redacted}	{Redacted}	Pollock Pines	Wellington Installer	Installer upset animals	Resolved
36	2/24/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Damaged private property	Resolved
37	2/26/10	{Redacted}	{Redacted}	Auburn	SmartMeter Customer Communication	Under Investigation	Open
38	2/26/10	{Redacted}	{Redacted}	Hercules	Wellington Installer	Installer failed to knock	Resolved
39	2/26/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
40	3/1/10	{Redacted}	{Redacted}	Fresno	Wellington Installer	Under Investigation	Open
41	3/1/10	{Redacted}	{Redacted}	Livermore	Wellington Installer	Other	Resolved

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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	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
43	3/1/10			San Jose	Wellington Installer	Installer jumped fence, broke lock	Resolved
44	3/1/10			Tracy	Wellington Installer	Failed to identify self as PG&E contractor	Resolved
45	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
46	3/2/10			Richmond	Wellington Installer	Under Investigation	Open
47	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
48	3/3/10			San Pablo	Wellington Installer	Other	Resolved
49	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
50	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
51	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
52	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
53	3/8/10			San Jose	Customer Denies Access	Under Investigation	Open
54	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
55	3/10/10			Angwin	Wellington Installer	Under Investigation	Open
56	3/10/10			Berkeley	Wellington Installer	Under Investigation	Open
57	3/10/10			El Dorado Hills	Wellington Installer	Installer upset animals	Resolved
58	3/10/10			Lemoore	Wellington Installer	No time given to power down equipment	Resolved
59	3/10/10			Mountain View	Customer Denies Access	Under Investigation	Open
60	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
61	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
62	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
63	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
64	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
65	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
66	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
67	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
68	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
69	3/12/10			Union City	Meter/Module	Under Investigation	Open
70	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
71	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
72	3/12/10			Yuba City	Wellington Installer	Installer upset animals	Resolved
73	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
74	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
75	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
76	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
77	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
78	3/16/10			Tracy	Meter/Module	Under Investigation	Open
79	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
80	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
81	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
82	3/17/10			Tracy	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	3/17/10			Vacaville	Wellington Installer	Failed to identify self as PG&E contractor	Resolved
84	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
85	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
86	3/19/10			Santa Rosa	Wellington Installer	Damaged private property	Resolved
87	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
88	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
89	3/22/10			Saint Helena	Other	Under Investigation	Open
90	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
91	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
92	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
93	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
94	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
95	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
96	3/25/10			San Jose	Wellington Installer	Damaged private property	Resolved
97	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
98	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
99	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
100	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
101	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
102	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
103	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
104	3/29/10			San Jose	Wellington Installer	No time given to power down equipment	Resolved
105	3/29/10			Tracy	Meter/Module	Under Investigation	Open
106	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
107	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
108	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
109	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
110	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
111	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
112	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
113	4/5/10			Vacaville	Other	Under Investigation	Open
114	4/6/10			Tracy	Other	Under Investigation	Open
115	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
116	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
117	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
118	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
119	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
120	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
121	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
122	4/14/10			Madera	Wellington Installer	Under Investigation	Open
123	4/14/10			Orinda	Other	Other	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
124	4/14/10			San Jose	Other	Under Investigation	Open
125	4/14/10			Tracy	Power Interruption	Under Investigation	Open
126	4/15/10			Madera	Other	Under Investigation	Open
127	4/15/10			Pittsburg	Other	Other	Resolved
128	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
129	4/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
130	4/16/10			Healdsburg	Wellington Installer	Under Investigation	Open
131	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
132	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
133	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
134	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
135	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
136	4/20/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
137	4/20/10			Walnut Creek	Other	Other	Resolved
138	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
139	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
140	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
141	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
142	4/22/10			Alamo	Other	Other	Resolved
143	4/23/10			Berkeley	Other	Other	Resolved
144	4/23/10			Berkeley	Other	Under Investigation	Open
145	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
146	4/23/10			Madera	Wellington Installer	Under Investigation	Open
147	4/23/10			Selma	Wellington Installer	Under Investigation	Open
148	4/23/10			Jkiah	Meter/Module	Under Investigation	Open
149	4/26/10			Madera	Wellington Installer	Under Investigation	Open
150	4/26/10			Napa	Wellington Installer	Under Investigation	Open
151	4/26/10			Oakland	Customer Denies Access	Under Investigation	Open
152	4/26/10			Orinda	Meter/Module	Under Investigation	Open
153	4/26/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
154	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
155	4/26/10			Rodeo	SmartMeter Customer Communication	Q on SM communication materials	Resolved
156	4/26/10			San Ramon	Wellington Installer	Under Investigation	Open
157	4/27/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
158	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
159	4/28/10			Hayward	SmartMeter Customer Communication	Under Investigation	Open
160	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
161	4/29/10			Madera	Wellington Installer	Under Investigation	Open
162	4/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
163	4/29/10			Oakland	Wellington Installer	Under Investigation	Open
164	4/30/10			Berkeley	Other	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
165	4/30/10			Berkeley	Other	Under Investigation	Open
166	4/30/10			Concord	Other	Other	Resolved
167	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
168	4/30/10			Richmond	Other	Under Investigation	Open
169	5/4/10			S. San Francisco	Wellington Installer	Under Investigation	Open
170	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
171	5/5/10			San Jose	Wellington Installer	Under Investigation	Open
172	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
173	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
174	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
175	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
176	5/7/10			San Jose	Meter/Module	Under Investigation	Open
177	5/8/10			Placerville	Wellington Installer	Under Investigation	Open
178	5/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
179	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
180	5/10/10			Milpitas	Wellington Installer	Under Investigation	Open
181	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open
182	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
183	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
184	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
185	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
186	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
187	5/10/10			San Jose	Other	Under Investigation	Open
188	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
189	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
190	5/11/10			Alamo	SmartMeter Customer Communication	Under Investigation	Open
191	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
192	5/11/10			Chico	Wellington Installer	Under Investigation	Open
193	5/11/10			Concord	Household items affected by SM installation	Under Investigation	Open
194	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
195	5/11/10			Milpitas	Wellington Installer	Under Investigation	Open
196	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
197	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
198	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
199	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open
200	5/11/10			Richmond	Customer Denies Access	Under Investigation	Open
201	5/11/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
202	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
203	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
204	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
205	5/11/10			San Jose	Customer Denies Access	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 12, 2010 -- For the Period July 31, 2010 through August 6, 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	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
207	5/11/10			San Jose	Wellington Installer	Under Investigation	Open
208	5/11/10			San Leandro	SmartMeter Customer Communication	Under Investigation	Open
209	5/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
210	5/11/10			Tracy	Wellington Installer	Under Investigation	Open

{Redacted}

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 August 12, 2010 -- For the Period July 31, 2010 through August 6, 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	Resolved	
5	7/14/10			SAN JOSE	Resolved	
6	7/26/10			UNION CITY	Resolved	
7	7/27/10			BELMONT	Resolved	

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 August 12, 2010 -- For the Period July 31, 2010 through August 6, 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
8	7/27/10			FRESNO	Resolved	
9	7/28/10			YOSEMITE (WEST)	Resolved	
10	7/28/10			OAKLAND	Resolved	
11	7/29/10			MURPHYS	Resolved	
12	8/6/10			HAYWARD	Open	
13	8/6/10			SAN LEANDRO	Open	
14	8/6/10			FRESNO	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.

11 Open Complaints on Last Report
 8 Open Complaints Resolved Since the Last Report
 3 New Complaints Since the Last Report

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

Pacific Gas and Electric Company
SmartMeter™ Complaint Report
High-Bill Complaint Report For Customers With SmartMeter™ Devices*
August 12, 2010 -- For the Period July 31, 2010 through August 6, 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
					0	New Complaints Resolved Since the Last Report
					3	New Complaints Open

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 August 12, 2010 -- For the Period July 31, 2010 through August 6, 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	Resolved	
5	7/14/10			SAN JOSE	Resolved	
6	7/26/10			UNION CITY	Resolved	
7	7/27/10			BELMONT	Resolved	

Pacific Gas and Electric Company
 SmartMeter™ Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 August 12, 2010 -- For the Period July 31, 2010 through August 6, 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
8	7/27/10			FRESNO	Resolved	
9	7/28/10			YOSEMITE (WEST)	Resolved	
10	7/28/10			OAKLAND	Resolved	
11	7/29/10			MURPHYS	Resolved	
12	8/6/10			HAYWARD	Open	
13	8/6/10			SAN LEANDRO	Open	
14	8/6/10			FRESNO	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.

11 Open Complaints on Last Report
 8 Open Complaints Resolved Since the Last Report
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Pacific Gas and Electric Company
SmartMeter™ Complaint Report
High-Bill Complaint Report For Customers With SmartMeter™ Devices*
August 12, 2010 -- For the Period July 31, 2010 through August 6, 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
					0	New Complaints Resolved Since the Last Report
					3	New Complaints Open