# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM 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	

	Complaint						
No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1	1/4/10	{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open
2	1/15/10			Napa	Scheduling Problems	Under Investigation	Open
3	2/1/10			La Honda	Customer Denies Access	Under Investigation	Open
4	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
5	2/10/10			Berkeley	Wellington Installer	Installer failed to knock	Resolved
6	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
7	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
8	2/10/10			San Jose	Wellington Installer	No time given to power down equipment	Resolved
9	2/10/10			San Ramon	Wellington Installer	Installer failed to knock	Resolved
10	2/11/10			√allejo	Wellington Installer	Installer jumped fence, broke lock	Resolved
11	2/12/10			Berkeley	Wellington Installer	Installer jumped fence, broke lock	Resolved
12	2/12/10			San Ramon	Wellington Installer	Under Investigation	Open
13	2/16/10			Berkeley	Wellington Installer	Under Investigation	Open
14	2/16/10			Cupertino	Wellington Installer	No time given to power down equipment	Resolved
15	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
16	2/17/10			Vladera	Wellington Installer	Installer jumped fence, broke lock	Resolved
17	2/17/10			San Jose	Wellington Installer	Installer jumped fence, broke lock	Resolved
18	2/17/10			√allejo	Wellington Installer	Installer jumped fence, broke lock	Resolved
19	2/17/10			√allejo	Wellington Installer	Under Investigation	Open
20	2/18/10			Vladera	Wellington Installer	No time given to power down equipment	Resolved
21	2/18/10			Mariposa	Wellington Installer	No time given to power down equipment	Resolved
22	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
23	2/18/10			Somerset	Wellington Installer	Installer jumped fence, broke lock	Resolved
24	2/19/10			American Canyon	Wellington Installer	Under Investigation	Open
25	2/22/10			Occidental	Customer Denies Access	Under Investigation	Open
26	2/22/10			Placerville	Wellington Installer	Installer rude to customer	Resolved
27	2/22/10			Pleasanton	Wellington Installer	Installer jumped fence, broke lock	Resolved
28	2/22/10			Pleasanton	Wellington Installer	Security concern	Resolved
29	2/22/10			Vallejo	Network Equipment Installation	Under Investigation	Open
30	2/23/10			Mariposa	Wellington Installer	Installer failed to knock	Resolved
31	2/23/10			San Pablo	Wellington Installer	Other	Resolved
32	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
33	2/24/10			Madera	Wellington Installer	Installer left gate open	Resolved
34	2/24/10	- - - - -		Napa	Wellington Installer	No time given to power down equipment	Resolved
35	2/24/10			Pollock Pines	Wellington Installer	Installer upset animals	Resolved
36	2/24/10			San Jose	Wellington Installer	Damaged private property	Resolved
37	2/26/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open
38	2/26/10			Hercules	Wellington Installer	Installer failed to knock	Resolved
39	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
40	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
41	3/1/10			Livermore	Wellington Installer	Other	Resolved
41	3/1/10	I .		Livermore	veilington installer	Otner	K

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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			√allejo	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			√allejo	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.	Date	Customer Name Ac	count Service City	Core Process	Nature of Complaint	Status
83	3/17/10		√acaville	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		√allejo	Customer Denies Access	Under Investigation	Open
104	3/29/10		San Jose	Wellington Installer	No time given to power down equipmen	t 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		√acaville	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
123	4/14/10		Orinda	Other	Other	Reso

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No.	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			Ukiah	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.	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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No.	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
211	5/11/10			√allejo	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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	Complaint			01.7			
No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
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			Ггасу	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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No.	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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# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM 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	

	Complaint						
No.	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	1		Browns Valley	Customer Denies Access	Under Investigation	Open
341	5/21/10	1		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	1		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	1		Grass Valley	Customer Denies Access	Under Investigation	Open
349	5/21/10	1		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	1		Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
352	5/21/10	1		Nevada City	Customer Denies Access	Under Investigation	Open
353	5/21/10	1		Oakland	Customer Denies Access	Under Investigation	Open
354	5/21/10	1		Oakland	Customer Denies Access	Under Investigation	Open
355	5/21/10	1		Oakland	Customer Denies Access	Under Investigation	Open
356	5/21/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
357	5/21/10	1		Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
358	5/21/10	1		Petaluma	Wellington Installer	Under Investigation	Open
359	5/21/10	1		San Jose	Customer Denies Access	Under Investigation	Open
360	5/21/10	1		San Jose	Customer Denies Access	Under Investigation	Open
361	5/21/10	1		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	1		Emeryville	Customer Denies Access	Under Investigation	Open
364	5/22/10	1		Grass Valley	Customer Denies Access	Under Investigation	Open
365	5/22/10	1		Grass Valley	Customer Denies Access	Under Investigation	Open
366	5/22/10	1		Nevada City	Customer Denies Access	Under Investigation	Open
367	5/22/10	1		Oakland	Customer Denies Access	Under Investigation	Open
368	5/22/10	1		Oakland	Customer Denies Access	Under Investigation	Open
369	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
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# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM Installation Complaint Report

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

Color Key	
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	Complaint						
No.	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			√acaville	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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# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM Installation Complaint Report

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

Color Key	
Resolved Since the Last Report	
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	Complaint						
No.	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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# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM Installation Complaint Report

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Color Key	
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No.   Date   D		Complaint						
Earkeley	No.		Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
25/21/10   Dispertino   Wellington Installer   Under Investigation   0.6	452	6/2/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
Los Gatos   Wellington Installer   Under Investigation   Under I	453	6/2/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Dakland   Dakland   Dustomer Denies Access   Under Investigation   Dakland   Dustomer wants Smartmeter Removed   Under Investigation   Dakland   Dustomer wants Smartmeter Removed   Under Investigation   Dakland   Dustomer wants Smartmeter Removed   Radio Frequency Concerns   Red   Dakland   Dustomer wants Smartmeter Removed   Radio Frequency Concerns   Red   Dakland   Dustomer Wallington Installer   Under Investigation   Dakland   Dustomer Version   Dustomer Vers	454	6/2/10			Cupertino	Wellington Installer	Under Investigation	Open
457   6/2/10	455	6/2/10			Los Gatos	Wellington Installer	Under Investigation	Open
459	456	6/2/10			Oakland	Customer Denies Access	Under Investigation	Open
ASS   6/3/10   Concord   Wellington Installer   Under Investigation   Concord   Wellington Iclam   Wellington Iclam   Wellington Iclam   Wellington Iclam   Wellington Iclam   Wellington Iclam   Under Investigation   Wellington Iclam   Wellington Installer   Under Investigation Iclam   Wellington Iclam   Wellington Installer   Under Investigation Iclam   Wellington Installer   Under	457	6/2/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
Dakdale   Household items affected by SM installation   Under investigation   General Religion   General R	458	6/3/10			Berkeley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
	459	6/3/10			Concord	1	Under Investigation	Open
Fleasanton   SmartMeter Customer Communication   Under Investigation   Graph	460	6/3/10			Oakdale	Household items affected by SM installation	Under Investigation	Open
San Jose	461	6/4/10			Livermore	Potential Wellington Claim	Under Investigation	Open
Emeryville	462	6/4/10			Pleasanton	SmartMeter Customer Communication	Under Investigation	Open
A65   6/6/10   Dakland   Customer Denies Access   Customer does not want a SmartMeter   Re	463	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
Berkeley   Customer wants Smartmeter Removed   Under Investigation   General Removed   General Removed   Under Investigation   General Removed   General Removed   Under Investigation   General Removed   General Removed   Under Investigation   General Remove   General Removed   Under Investigation   General Remove   Under I	464	6/5/10			Emeryville	Customer Denies Access	Under Investigation	Open
368/10   3	465	6/5/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Arvin Household items affected by SM installation Under Investigation (Arvin Household items affected by SM installation (Arvin Household items affected by SM	466	6/6/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Affin	467	6/6/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Corte Madera   Customer Denies Access   Under Investigation   Corte Madera   Customer Denies Access   Under Investigation   Customer Den	468	6/7/10			Arvin	Household items affected by SM installation		Open
A70	469	6/7/10			Corte Madera	•		Open
Placerville Customer Denies Access Customer does not want a SmartMeter Resonance of San Jose Household items affected by SM installation Under Investigation (Milipitas Household items affected by SM installation Under Investigation (Milipitas Household items affected by SM installation Under Investigation (Milipitas Household items affected by SM installation Under Investigation (Milipitas Household items affected by SM installation Under Investigation (Milipitas Household items affected by SM installation Under Investigation (Milipitas Household items affected by SM installation Under Investigation (Milipitas Household items affected by SM installation Under Investigation (Milipitas Household items affected by SM installation Under Investigation (Milipitas Household items affected by SM installation Under Investigation (Milipitas Household items affected by SM installation Under Investigation (Milipitas Household items affected by SM installation Under Investigation (Milipitas Household items affected by SM installation Under Investigation (Milipitas Household items affected by SM installation	470	6/7/10			Oakhurst	SmartMeter Customer Communication	-	Open
San Jose	471	6/7/10			Oakland	Customer Denies Access	Under Investigation	Open
474 6/8/10 475 6/8/10 476 6/8/10 477 6/8/10 478 6/8/10 479 6/8/10 479 6/8/10 470 6/8/10 470 6/8/10 470 6/8/10 470 6/8/10 470 6/8/10 470 6/8/10 470 6/8/10 470 6/8/10 470 6/8/10 470 6/8/10 470 6/8/10 470 6/8/10 470 6/8/10 470 6/8/10 470 6/8/10 470 6/8/10 470 6/8/10 470 6/8/10 480 6/8/10 481 6/8/10 482 6/8/10 483 6/8/10 484 6/8/10 485 6/8/10 486 6/8/10 487 6/8/10 488 6/8/10 488 6/9/10 488 6/9/10 488 6/9/10 489 6/9/10 489 6/9/10 489 6/9/10 480 6/8/10 480 6/8/10 481 6/8/10 482 6/8/10 483 6/8/10 484 6/8/10 485 6/8/10 486 6/8/10 487 6/8/10 488 6/9/10 488 6/9/10 488 6/9/10 489 6/9/10 489 6/9/10 489 6/9/10 489 6/9/10 489 6/9/10 480 Customer Denies Access Under Investigation Under Invest	472	6/7/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Fresno Power Interruption Under Investigation  475 6/8/10  476 6/8/10  477 6/8/10  478 6/8/10  479 6/8/10  470 6/8/10  470 6/8/10  470 6/8/10  470 6/8/10  471 6/8/10  472 6/8/10  473 6/8/10  474 6/8/10  475 6/8/10  475 6/8/10  477 6/8/10  478 6/8/10  479 6/8/10  479 6/8/10  480 6/8/10  480 6/8/10  481 6/8/10  482 6/8/10  483 6/8/10  484 6/8/10  485 6/8/10  486 6/9/10  487 6/8/10  488 6/9/10  488 6/9/10  489 6/9/10  489 6/9/10  489 6/9/10  489 6/9/10  489 6/9/10  480 G/8/10	473	6/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
476         6/8/10           477         6/8/10           478         6/8/10           478         6/8/10           479         6/8/10           480         6/8/10           480         6/8/10           481         6/8/10           482         6/8/10           483         6/8/10           484         6/8/10           485         6/8/10           486         6/8/10           487         6/8/10           488         6/8/10           489         6/9/10           480         6/8/10           481         6/8/10           482         6/8/10           483         6/8/10           484         6/8/10           485         6/8/10           486         6/8/10           487         6/8/10           488         6/9/10           489         6/9/10           480         6/9/10           480         6/9/10           480         6/9/10           480         6/9/10           480         6/9/10           480         6/9/10 </td <td>474</td> <td>6/8/10</td> <td></td> <td></td> <td>Fresno</td> <td>•</td> <td>Under Investigation</td> <td>Open</td>	474	6/8/10			Fresno	•	Under Investigation	Open
477 6/8/10 478 6/8/10 479 6/8/10 480 6/8/10 481 6/8/10 481 6/8/10 482 6/8/10 482 6/8/10 483 6/8/10 484 6/8/10 485 6/8/10 486 6/8/10 487 6/8/10 487 6/8/10 488 6/9/10 488 6/9/10 488 6/9/10 489 6/9/10 488 6/9/10 489 6/9/10	475	6/8/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
478 6/8/10 479 6/8/10 480 6/8/10 481 6/8/10 482 6/8/10 483 6/8/10 484 6/8/10 485 6/8/10 486 6/9/10 487 6/9/10 488 6/9/10 488 6/9/10 488 6/9/10 489 6/9/10	476	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
479 6/8/10 480 6/8/10 481 6/8/10 482 6/8/10 483 6/8/10 484 6/8/10 485 6/8/10 486 6/9/10 487 6/9/10 488 6/9/10 488 6/9/10 489 6/9/10	477	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
480 6/8/10  481 6/8/10  482 6/8/10  483 6/8/10  484 6/8/10  485 6/8/10  486 6/9/10  487 6/9/10  488 6/9/10  489 6/9/10  489 6/9/10  Alameda Customer Denies Access Under Investigation (Customer Denies Access (Customer Denies Ac	478	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
4806/8/104816/8/104826/8/104836/8/104846/8/104856/8/104866/9/104876/9/104886/9/104896/9/10	479	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
4816/8/10OaklandWellington InstallerUnder Investigation(a)4826/8/10Redwood CityWellington InstallerUnder Investigation(a)4846/8/10Santa RosaPotential Wellington ClaimUnder Investigation(a)4856/8/10Santa RosaWellington InstallerUnder Investigation(a)4866/9/10AlamedaWellington InstallerUnder Investigation(a)4876/9/10ConcordCustomer Denies AccessUnder Investigation(a)4886/9/10CupertinoWellington InstallerUnder Investigation(a)4896/9/10Customer Denies AccessUnder Investigation(a)4896/9/10Customer Denies AccessUnder Investigation(a)4896/9/10Customer Denies AccessUnder Investigation(a)	480	6/8/10			Oakland	Customer Denies Access	-	Open
4826/8/10PiedmontCustomer Denies AccessUnder Investigation4836/8/104846/8/104856/8/104866/9/104876/9/104886/9/104896/9/10	481	6/8/10			Oakland	Wellington Installer	-	Open
484 6/8/10  485 6/8/10  486 6/9/10  487 6/9/10  488 6/9/10  489 6/9/10  Alameda Wellington Installer Under Investigation (Alameda Wellington Insta	482	6/8/10			Piedmont	Customer Denies Access	Under Investigation	Open
485 6/8/10 486 6/9/10 487 6/9/10 488 6/9/10 488 6/9/10 489 6/9/10 489 6/9/10 480 6/9/10 480 6/9/10 480 6/9/10 480 6/9/10 480 6/9/10 480 6/9/10 480 6/9/10 480 6/9/10 480 6/9/10 480 6/9/10 480 6/9/10 480 6/9/10 480 6/9/10	483	6/8/10			Redwood City	Wellington Installer	Under Investigation	Open
4856/8/10Santa RosaWellington InstallerUnder Investigation04866/9/10AlamedaWellington InstallerUnder Investigation04876/9/10ConcordCustomer Denies AccessUnder Investigation04886/9/10CupertinoWellington InstallerUnder Investigation04896/9/10OaklandCustomer Denies AccessUnder Investigation0	484	6/8/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
487 6/9/10  488 6/9/10  489 6/9/10  Concord Customer Denies Access Under Investigation (489 6/9/10)  Concord Customer Denies Access Under Investigation (489 6/9/10)  Cupertino Wellington Installer Under Investigation (489 6/9/10)	485	6/8/10			Santa Rosa	Wellington Installer	Under Investigation	Open
4876/9/10ConcordCustomer Denies AccessUnder InvestigationConcord4886/9/10CupertinoWellington InstallerUnder InvestigationConcord4896/9/10OaklandCustomer Denies AccessUnder InvestigationConcord	486	6/9/10			Alameda	Wellington Installer	Under Investigation	Open
4886/9/10CupertinoWellington InstallerUnder InvestigationCupertino4896/9/10OaklandCustomer Denies AccessUnder Investigation	487	6/9/10					-	Open
489 6/9/10 Oakland Customer Denies Access Under Investigation	488	6/9/10			Cupertino	Wellington Installer		Open
	489	6/9/10			•	-	· ·	Open
490 6/9/10 San Jose Household items affected by SM installation Under Investigation	490						-	Open
	491					-		Open
400	492					•	•	Open

# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM 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	

	Complaint						
No.	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			√allejo	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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	Complaint						
No.	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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	Complaint						
No.	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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	Complaint						_
<b>No.</b> 616	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
617	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
618	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
619	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
	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 installatio	nOther	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 installatio		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 installatio		Open
	3/20/10	•		54,7 0000	Trouberte de la contra del la contra del la contra del la contra de la contra de la contra del la contra de la contra de la contra del la	nondo myoodgadon	Open

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	Complaint						
No.	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	-	Open
677	6/29/10			Pinole	SmartMeter Customer Communication	Under Investigation	Open
678	6/29/10			San Anselmo		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	<del>-</del>	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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	Complaint						
No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
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 installatio	nUnder 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 installatio	n 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 installatio	nUnder 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 installatio	nUnder 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 installatio	nOther	Resolved
731	7/6/10			Los Gatos	Household items affected by SM installatio	n <mark>Other</mark>	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 installatio	nOther	Resolved
737	7/6/10			San Jose	Household items affected by SM installatio	nUnder Investigation	Open
738	7/6/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved

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	Complaint						
No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
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			Tomales	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	-	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		Open
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San Jose   Scheduling Problems   Under Investigation   Crist		Complaint						
Santa Rosa   Customer Denies Access   Radio Frequency Concerns   Ref	nmmercontinuations	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
Saratoga   Wellington Installer   Under Investigation   Commerce   Customer Denies Wellington Access   Rei   Vacaville   Customer Denies Access   Under Investigation   Commerce   Customer Denies Wellington Access   Rei   Vacaville   Customer Denies Access   Under Investigation   Commerce   Customer Denies Access   Under Investigation   Company		7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
Sonora   Customer Denies Access   Customer Denies Wellington Access   Rei		7/9/10			Santa Rosa	Customer Denies Access	Radio Frequency Concerns	Resolved
Vacaville   Customer Denies Access   Under Investigation   Company		7/9/10			Saratoga	Wellington Installer		Open
Wainut Creek	783	7/9/10			Sonora	Customer Denies Access	Customer Denies Wellington Access	Resolved
Aubum   SmartMeter Customer Communication   Other   Nei	784	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
Triorion	785	7/9/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
788 7/10/10 789 7/11/10 789 7/11/10 789 7/11/10 789 7/11/10 789 7/11/10 789 7/11/10 789 7/11/10 789 7/11/10 789 7/11/10 789 7/11/10 789 7/11/10 780 7/	786	7/10/10			Auburn	SmartMeter Customer Communication	Other	Resolved
789 7/10/10 770/	787	7/10/10			Chico	Customer Denies Access	Under Investigation	Open
Wainut Creek   Customer Denies Access   Customer does not want a SmartMeter   Ret	788	7/10/10			Forest Ranch	Household items affected by SM installation	Under Investigation	Open
Walnut Creek	789	7/10/10			Tracy	SmartMeter Customer Communication	Other	Resolved
Tritifion   San Anselmo   Customer Denies Access   Customer does not want a SmartMeter   Res   San Jose   Household items affected by SM installation   Under Investigation   Critical Part   Trizifion   Trizif	790	7/10/10				Customer Denies Access	Customer does not want a SmartMeter	Resolved
Tritifun	791	7/10/10			Woodacre	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Albany Household items affected by SM installation Other Ret 3 yron Household items affected by SM installation Under Investigation Campbell Customer Denies Access Under Investigation Campbell Wellington Installer Under Investigation Chico SmartMeter Customer Communication Other Ret 3 yriz/10 Chico SmartMeter Customer Denies Wellington Access Ret 3 yriz/10 Customer Denies Access Customer Denies Wellington Access Ret 4 yriz/10 Customer Denies Access Customer does not want a SmartMeter Ret 4 yriz/10 Customer Denies Access Customer does not want a SmartMeter Ret 4 yriz/10 Customer Denies Access Customer does not want a SmartMeter Ret 5 yriz/10 Customer Denies Access Customer Coes not want a SmartMeter Ret 5 yriz/10 Customer Denies Access Customer Coes not want a SmartMeter Ret 5 yriz/10 Customer Denies Access Customer Coes not want a SmartMeter Ret 5 yriz/10 Customer Denies Access Customer Coes not want a SmartMeter Ret 5 yriz/10 Customer Denies Access Customer does not want a SmartMeter Ret 6 yriz/10 Customer Denies Access Customer does not want a SmartMeter Ret 6 yriz/10 Customer Denies Access Customer does not want a SmartMeter Ret 6 yriz/10 Customer Denies Access Customer does not want a SmartMeter Ret 6 yriz/10 Customer Denies Access Customer does not want a SmartMeter Ret 6 yriz/10 Customer Denies Access Customer does not want a SmartMeter Ret 6 yriz/10 Customer Denies Access Customer does not want a SmartMeter Ret 6 yriz/10 Customer Denies Access Customer does not want a SmartMeter Ret 6 yriz/10 Customer Denies Access Customer	792	7/11/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Tright   Syron   Household Items affected by SM installation   Under Investigation   Compbell   Customer Denies Access	793	7/11/10			San Jose	Household items affected by SM installation	Under Investigation	Open
Campbell   Customer Denies Access   Under Investigation   Campbell   Customer Denies Access   Customer Denies Wellington Installer   Under Investigation   Concord   Household items affected by SM installation   Other   Retains   Customer Denies Access   Customer Denies Wellington Access   Retains   Customer Denies Access   Customer Denies	794	7/12/10			Albany	Household items affected by SM installation	Other	Resolved
Campbell   Customer Denies Access   Under Investigation   Composition	795	7/12/10			Byron	Household items affected by SM installation	Under Investigation	Open
798 7/12/10  Chico SmartMeter Customer Communication Other Res 799 7/12/10  Chico SmartMeter Customer Communication Other 799 7/12/10  Chico SmartMeter Customer Communication Other Res	796	7/12/10			Campbell		Under Investigation	Open
799 7/12/10 800 7/12/10 801 7/12/10 802 7/12/10 803 7/12/10 803 7/12/10 804 7/12/10 805 7/12/10 806 7/12/10 807 7/12/10 807 7/12/10 808 7/12/10 808 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 800 7/12/10 800 7/12/10 800 7/12/10 800 7/12/10 800 7/12/10 800 7/12/10 801 7/12/10 802 7/12/10 803 7/12/10 803 7/12/10 804 7/12/10 805 7/12/10 805 7/12/10 806 7/12/10 807 7/12/10 808 7/12/10 809 809 809 809 809 809 809 809 809 809	797	7/12/10			Campbell	Wellington Installer	Under Investigation	Open
Concord	798	7/12/10			Chico	SmartMeter Customer Communication	Other	Resolved
Fairfax   Customer Denies Access   Customer does not want a SmartMeter   Res	799	7/12/10			Concord		Other	Resolved
Rec   Filipho   Fairfax   Customer Denies Access   Customer does not want a SmartMeter   Rec	800	7/12/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
803 7/12/10 804 7/12/10 805 7/12/10 806 7/12/10 807 7/12/10 808 7/12/10 808 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 800 80 80 80 80 80 80 80 80 80 80 80 80	801	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
804 7/12/10 805 7/12/10 806 7/12/10 807 7/12/10 808 7/12/10 808 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 809 7/12/10 809 809 7/12/10 809 809 7/12/10 809 809 809 809 809 809 809 809 809 809	802	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
805 7/12/10 806 7/12/10 807 7/12/10 808 7/12/10 808 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 809 7/12/10 809 809 7/12/10 809 809 809 7/12/10 809 809 809 809 809 809 809 809 809 809	803	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
806 7/12/10 807 7/12/10 808 7/12/10 808 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 809 809 7/12/10 809 809 7/12/10 809 809 7/12/10 809 809 7/12/10 809 809 7/12/10 809 809 7/12/10 809 809 809 809 809 809 809 809 809 809	804	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
807 7/12/10 808 7/12/10 809 7/12/10 809 7/12/10 809 7/12/10 810 7/12/10 811 7/12/10 812 7/12/10 813 7/12/10 814 7/12/10 815 7/12/10 816 7/12/10 817 7/12/10 817 7/12/10 818 7/12/10 818 7/12/10 819 7/12/10 810 7/12/10 811 7/12/10 812 7/12/10 813 7/12/10 814 7/12/10 815 7/12/10 816 7/12/10 817 7/12/10 818 7/12/10 819 7/12/10 810 7/12/10 811 7/12/10 812 7/12/10 813 7/12/10 814 7/12/10 815 7/12/10 816 7/12/10 817 7/12/10 818 7/12/10 819 7/12/10 810 7/12/10 811 7/12/10 812 7/12/10 813 7/12/10 814 7/12/10 815 7/12/10 816 7/12/10 817 7/12/10 818 7/12/10 819 7/12/10 82 7/12/10 83 7/12/10 84 7/12/10 85 85 7/12/10	805	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
808 7/12/10 809 7/12/10 809 7/12/10 810 7/12/10 811 7/12/10 812 7/12/10 813 7/12/10 814 7/12/10 815 7/12/10 816 7/12/10 817 7/12/10 818 7/12/10 818 7/12/10 819 7/12/10 819 7/12/10 810 7/12/10 810 7/12/10 811 7/12/10 812 7/12/10 813 7/12/10 814 7/12/10 815 7/12/10 816 7/12/10 817 7/12/10 818 7/12/10 819 7/12/10 819 7/12/10 810 7/12/10 811 7/12/10 812 7/12/10 813 7/12/10 814 7/12/10 815 7/12/10 816 7/12/10 817 7/12/10 818 7/12/10 819 7/12/10 819 7/12/10 810 7/12/10 811 7/12/10 812 7/12/10 813 7/12/10 814 7/12/10 815 7/12/10 816 7/12/10 817 7/12/10 818 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 82 7/12/10 83 83 80 80 80 80 80 80 80 80 80 80 80 80 80	806	7/12/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
809 7/12/10 810 7/12/10 811 7/12/10 812 7/12/10 813 7/12/10 814 7/12/10 815 7/12/10 816 7/12/10 817 7/12/10 818 7/12/10 818 7/12/10 819 7/12/10 810 7/12/10 811 7/12/10 812 7/12/10 813 7/12/10 814 7/12/10 815 7/12/10 816 7/12/10 817 7/12/10 818 7/12/10 819 7/12/10 819 7/12/10 810 7/12/10 811 7/12/10 812 7/12/10 813 7/12/10 814 7/12/10 815 7/12/10 816 7/12/10 817 7/12/10 818 7/12/10 819 7/12/10 810 7/12/10 811 7/12/10 812 7/12/10 813 7/12/10 814 7/12/10 815 7/12/10 816 7/12/10 817 7/12/10 818 7/12/10 819 7/12/10 82 7/12/10 83 7/12/10 84 7/12/10 85 85 85 85 85 85 85 85 85 85 85 85 85 8	807	7/12/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
810 7/12/10 811 7/12/10 812 7/12/10 813 7/12/10 814 7/12/10 815 7/12/10 816 7/12/10 817 7/12/10 818 7/12/10 818 7/12/10 819 7/12/10 819 7/12/10 810 7/12/10 811 7/12/10 812 813 813 7/12/10 813 7/12/10 814 7/12/10 815 7/12/10 816 7/12/10 817 7/12/10 818 7/12/10 819 7/12/10 810 7/12/10 811 812 813 813 813 813 813 813 813 813 813 813	808	7/12/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
811 7/12/10 812 7/12/10 813 7/12/10 814 7/12/10 815 7/12/10 816 7/12/10 817 7/12/10 818 7/12/10 818 7/12/10 818 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 810 7/12/10 810 7/12/10 8110 7/12/10 8110 7/12/10 8110 7/12/10 8111 7/12/10 8111 7/12/10 8111 7/12/10 8111 7/12/10 8111 7/12/10 812	809	7/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
812 7/12/10 813 7/12/10 814 7/12/10 815 7/12/10 816 7/12/10 817 7/12/10 818 7/12/10 818 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 819 7/12/10 820 820 820 820 820 820 820 820 820 820	810	7/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
8127/12/10OaklandSmartMeter Customer CommunicationOtherRes8137/12/10OaklandWellington InstallerUnder InvestigationOakland8147/12/10PittsburgHousehold items affected by SM installationOtherRes8157/12/10Plumas LakesCustomer Denies AccessCustomer does not want a SmartMeterRes8167/12/10San AnselmoCustomer Denies AccessCustomer Denies Wellington Access8177/12/10San JoseCustomer Denies AccessUnder InvestigationOakland	811	7/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
8137/12/108147/12/108157/12/108167/12/108177/12/108187/12/108197/12/108107/12/108117/12/108127/12/108137/12/108147/12/108157/12/108167/12/108177/12/108187/12/108197/12/108197/12/108197/12/108197/12/108197/12/108207/12/108317/12/108417/12/108417/12/108417/12/108427/12/108417/12/108427/12/108437/12/108447/12/108457/12/108477/12/108477/12/108477/12/108487/12/108497/12/108497/12/108407/12/108417/12/108417/12/108427/12/108437/12/108437/12/108447/12/108457/12/108477/12/108477/12/108477/12/108477/12/108487/12/108497/12/108497/12/108407/12/108407/12/10 <tr< td=""><td>812</td><td>7/12/10</td><td></td><td></td><td>Oakland</td><td></td><td>Other</td><td>Resolved</td></tr<>	812	7/12/10			Oakland		Other	Resolved
8147/12/10PittsburgHousehold items affected by SM installationOtherRes8157/12/10Plumas LakesCustomer Denies AccessCustomer does not want a SmartMeterRes8167/12/10San AnselmoCustomer Denies AccessCustomer Denies Wellington AccessRes8177/12/10San JoseCustomer Denies AccessUnder InvestigationCostomer Denies Access	813	7/12/10			Oakland		Under Investigation	Open
8157/12/10Plumas LakesCustomer Denies AccessCustomer does not want a SmartMeterRes8167/12/10San AnselmoCustomer Denies AccessCustomer Denies Wellington Access8177/12/10San JoseCustomer Denies AccessUnder Investigation	814	7/12/10			Pittsburg			Resolved
816 7/12/10 San Anselmo Customer Denies Access Customer Denies Wellington Access Res 817 7/12/10 San Jose Customer Denies Access Under Investigation	815					*	Customer does not want a SmartMeter	Resolved
817 7/12/10 San Jose Customer Denies Access Under Investigation C	816						Customer Denies Wellington Access	Resolved
	817						Under Investigation	Open
	818						•	Open
	819							Open
Carta craz Catomer warte emarkine con removed Carta investigation							<u> </u>	Resolved

# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM 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.   Date   Oustomer Name   Account   Service City   Core Process   Customer of does not want a SmartMeter   Santa Rosa   Customer Denies Access   Customer does not want a SmartMeter   Agency   Agen		Complaint						
Sarta Rosa  Customer Denies Access  Customer does not want a SmartMeter  Sarta Rosa  Customer Denies Access  Under investigation  Den Customer Denies Access  Customer does not want a SmartMeter Resolved  7/12/10  Sonoma  Customer Denies Access  Customer does not want a SmartMeter Resolved  Surnyvale  Surnyvale household tems affected by SM installation  Der investigation  Depen  Grass Valley  Wellington Installer  Judger investigation  Deen  Judger investiga		Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
Santa Rosa   Sustomer Denies Access   Under Investigation   Open		7/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
224 77/210   Summy Paris Access   Customer Genes Access   Customer does not want a SmartMeter   Resolved		7/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Surnyvale   Household Items affected by SM installation   Under Investigation   Open		7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
Content   Cont		7/12/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Diversale   Customer Denies Access   Customer does not want a SmartMeter   Resolved   Part		7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Davis   Customer Denies Access   Customer does not want a SmartMeter		7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
B   Dorado Hills   Customer Denies Access   Under Investigation   Open		7/13/10			Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Partiax   Part	828	7/13/10			Davis	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Sair   17/13/10   Sair   Sai		7/13/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
Srass Valley   Household items affected by SM installation   Under Investigation   Open	830	7/13/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Srass Valley   Wellington Installer   Under Investigation   Open	831	7/13/10			Fairfax	Customer Denies Access	Under Investigation	Open
Sass Valley   Wellington Installer   Under Investigation   Open	832	7/13/10			Grass Valley	Household items affected by SM installation	Under Investigation	Open
Hercules Power Interruption Under Investigation Open Mill Valley Customer Denies Access Customer does not want a SmartMeter Resolved Nevada City Customer Denies Access Customer does not want a SmartMeter Resolved Nevada City Customer Denies Access Customer does not want a SmartMeter Resolved Nevada City Customer Denies Access Customer does not want a SmartMeter Resolved Novato Customer Denies Access Customer does not want a SmartMeter Resolved Novato Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Resolved Novato Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer Denies Novator Denies Access Customer Denies Novator Denies N	833	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
Mill Valley   Customer Denies Access   Customer does not want a SmartMeter   Resolved	834	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
No. 17.13.710   Nevada City   Customer Denies Access   Customer does not want a SmartMeter   Resolved   Nevada City   Customer Denies Access   Damaged Other Household Appliances   Resolved   Nevada City   Customer Denies Access   Damaged Other Household Appliances   Resolved   Nevada City   Customer Denies Access   Customer does not want a SmartMeter   Resolved   Customer Denies Access   Customer does not want a SmartMeter   Resolved   Dakland   Customer Denies Access   Customer does not want a SmartMeter   Resolved   Customer Denies Access   Customer does not want a SmartMeter   Resolved   Customer Denies Access   Customer does not want a SmartMeter   Resolved   Customer Denies Access   Customer Denies Note   Customer Denies Access   Customer Denies Note   Customer Denies Access   Customer Denies Note   Customer Denies Access   Customer Denies	835	7/13/10			Hercules	Power Interruption	Under Investigation	Open
Nevada City Customer Denies Access Damaged Other Household Appliances Resolved Customer Jenies Access Customer does not want a SmartMeter Resolved Customer Denies Access Customer does not want a SmartMeter Resolved Dakland Customer Denies Access Customer does not want a SmartMeter Resolved Dakland Customer Denies Access Customer does not want a SmartMeter Resolved Dakland Household items affected by SM installation Under Investigation Open Denies Access Customer Denies Wellington Access Resolved Dakland Household items affected by SM installation Under Investigation Open Denies Access Customer Denies Wellington Access Resolved Dakland Under Investigation Open Denies Access Customer Denies Wellington Access Resolved Dakland Dakland Denies Access Customer Denies Wellington Access Das Ansalmo Customer Denies Access Customer Denies Wellington Access Resolved Das Ansalmo Customer Denies Access Customer Denies Wellington Access Resolved Das Ansalmo Customer Denies Access Customer Denies Wellington Access Resolved Das Ansalmo Customer Denies Access Customer Denies Wellington Access Resolved Das Das Ansalmo Customer Denies Access Customer Denies Wellington Access Resolved Das	836	7/13/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Novato Customer Denies Access Customer does not want a SmartMeter Resolved Dakland Customer Denies Access Customer does not want a SmartMeter Resolved Customer Denies Access Customer does not want a SmartMeter Resolved Customer Denies Access Customer does not want a SmartMeter Resolved Reso	837	7/13/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Dakland Customer Denies Access Customer does not want a SmartMeter Resolved Dakland Customer Denies Access Customer does not want a SmartMeter Resolved Dakland Customer Denies Access Customer does not want a SmartMeter Resolved Dakland Household items affected by SM installation Under Investigation Open Piedmont Customer Denies Access Under Investigation Open Resolved R	838	7/13/10			Nevada City	Customer Denies Access	Damaged Other Household Appliances	Resolved
Dakland Customer Denies Access Customer does not want a SmartMeter Resolved Dakland Household items affected by SM installation Under Investigation Open Denies Access Ocustomer Denies Access Customer Denies Note Investigation Open Denies Access Under Investigation Open Denies Access Customer Denies Access Under Investigation Open Denies Access Under Investigation Open Denies Access Customer Denies Access Under Investigation Open Denies Access Customer Denies Access Under Investigation Open Denies Access Customer Denies Access Cust	839	7/13/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
B42 7/13/10 B43 7/13/10 B44 7/13/10 B45 7/13/10 B46 7/13/10 B47 7/13/10 B48 7/13/10 B49 7/13/10 B49 7/13/10 B40 7/13/10 B41 7/13/10 B42 7/13/10 B43 7/13/10 B44 7/13/10 B44 7/13/10 B47 7/13/10 B48 7/13/10 B48 7/13/10 B49 7/	840	7/13/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Piedmont   Customer Denies Access   Under Investigation   Open	841	7/13/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Resolved	842	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
Richmond Customer Denies Access Customer does not want a SmartMeter Resolved San Anselmo Customer Denies Access Customer Denies Wellington Access Resolved San Rafael Customer Denies Access Customer Denies Wellington Access Resolved Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved Sarta Rosa Customer Denies Access Customer does not want a SmartMeter Resolved Customer Denies Access Customer does not want a SmartMeter Resolved Chico Customer Denies Access Customer does not want a SmartMeter Resolved Chico Customer Denies Access Customer does not want a SmartMeter Resolved Chico Customer Denies Access Under Investigation Open Emeryville Customer Denies Access Under Investigation Open Sistematical Customer Denies Access Under Investigation Open General Customer Denies Access Customer does not want a SmartMeter Resolved Customer Denies Access Customer does not want a SmartMeter Resolved Mill Valley Customer Denies Access Customer does not want a SmartMeter Resolved Mill Valley Customer Denies Access Customer does not want a SmartMeter Resolved Mill Valley Customer Denies Access Under Investigation Open Denies Access Customer does not want a SmartMeter Resolved Mill Valley Customer Denies Access Under Investigation Open Denies Access Denies Access Under Investigation Op	843	7/13/10			Piedmont	Customer Denies Access	Under Investigation	Open
846 7/13/10 8an Anselmo Customer Denies Access Customer Denies Wellington Access Resolved 847 7/13/10 8an Rafael Customer Denies Access Customer Denies Wellington Access Resolved 848 7/13/10 8an Rafael Customer Denies Access Customer does not want a SmartMeter Resolved 849 7/13/10 8anta Rosa Customer Denies Access Customer does not want a SmartMeter Resolved 850 7/13/10 8aratoga Household items affected by SM installation Under Investigation Open 851 7/13/10 852 7/14/10 853 7/14/10 854 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 859 7/14/10 859 7/14/10 850 7/14/10 850 7/14/10 851 7/14/10 852 7/14/10 853 7/14/10 854 7/14/10 855 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 859 7/14/10 860 7/14/10 878 Valley Customer Denies Access Under Investigation Open 857 7/14/10 878 Valley Customer Denies Access Customer does not want a SmartMeter Resolved 858 7/14/10 878 Valley Customer Denies Access Under Investigation Open 879 7/14/10 879 Customer Denies Access Under Investigation Open 870 7/14/10 879 Customer Denies Access Under Investigation Open 870 7/14/10 879 Customer Denies Access Under Investigation Open 870 7/14/10 879 Customer Denies Access Under Investigation Open 870 7/14/10 879 Customer Denies Access Under Investigation Open 870 7/14/10 870 Customer Denies Access Under Investigation Open 870 7/14/10 870 Customer Denies Access Under Investigation Open 870 7/14/10 870 Customer Denies Access Under Investigation Open 870 7/14/10 870 Customer Denies Access Under Investigation Open 870 7/14/10 870 Customer Denies Access Under Investigation Open 871 7/14/10 87	844	7/13/10			Point Reyes	Customer Denies Access	Customer Denies Wellington Access	Resolved
San Rafael Customer Denies Access Customer Denies Wellington Access Resolved  848 7/13/10 849 7/13/10 850 7/13/10 851 7/13/10 852 7/13/10 853 7/13/10 854 7/13/10 855 7/14/10 855 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 858 7/14/10 859 7/14/10 859 7/14/10 850 7/14/10 850 7/14/10 851 7/14/10 852 7/14/10 853 7/14/10 855 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 859 7/14/10 850 7/14/10 850 7/14/10 850 7/14/10 851 7/14/10 852 7/14/10 853 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 859 7/14/10 850 7/14/10 860 7/14/10 870 7/14/10	845	7/13/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
848 7/13/10 848 7/13/10 849 7/13/10 850 7/13/10 851 7/13/10 852 7/14/10 852 7/14/10 853 7/14/10 854 7/14/10 855 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 858 7/14/10 859 7/14/10 859 7/14/10 850 7/14/10 850 7/14/10 851 7/14/10 852 7/14/10 853 7/14/10 855 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 859 7/14/10 859 7/14/10 850 7/14/10 850 7/14/10 850 7/14/10 851 7/14/10 852 7/14/10 853 7/14/10 855 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 859 7/14/10 850 7/14/10 850 7/14/10 850 7/14/10 850 7/14/10 851 7/14/10 852 7/14/10 853 7/14/10 854 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 859 7/14/10 850 7/14/10 850 7/14/10 850 7/14/10 851 7/14/10 852 7/14/10 853 7/14/10 854 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 859 7/14/10 850 7/14/10 850 7/14/10 850 7/14/10 850 7/14/10 850 7/14/10 851 7/14/10 852 7/14/10 853 7/14/10 854 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 859 7/14/10 850 7/14/10 850 7/14/10 850 7/14/10 850 7/14/10 851 7/14/10 852 7/14/10 853 7/14/10 854 7/14/10 855 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 859 7/14/10 859 7/14/10 850 7/14/10 850 7/14/10 850 7/14/10 851 7/14/10 852 7/14/10 853 7/14/10 854 7/14/10 855 7/14/10 855 7/14/10 855 7/14/10 855 7/14/10 855 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 857 7/14/10 858 7/14/10 859 7/14/10 850 7/14/10 850 7/14/10 850 7/14/10 850 7/14/10 850 7/14/10 850 7/14/10 851 7/14/10 851 7/14/10 852 7/14/10 853 7/14/10 854 7/14/10 855 7/14/10 855 7/14/10 855 7/14/10 855 7/14/10 855 7/14/10 855 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 857 7/14/10 857 7/14/10 857 7/14/10 857 7/14/10 857 7/14/10 857 7/14/10 857 7/14/10 857 7/14/10 858 7/14/10 859 7/14/10 859 7/14/10 850 7/	846	7/13/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
849 7/13/10 85anta Rosa Customer Denies Access Customer does not want a SmartMeter Resolved 850 7/13/10 851 7/13/10 851 7/13/10 852 7/14/10 853 7/14/10 853 7/14/10 854 7/14/10 855 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 Customer Denies Access Customer does not want a SmartMeter Resolved 850 7/14/10 858 Customer Denies Access Customer does not want a SmartMeter Resolved 850 7/14/10 857 7/14/10 858 Customer Denies Access Customer does not want a SmartMeter Resolved 858 7/14/10 858 Customer Denies Access Under Investigation Open 859 7/14/10 850 Customer Denies Access Under Investigation Open 850 7/14/10 851 Customer Denies Access Under Investigation Open 852 Customer Denies Access Under Investigation Open 853 Customer Denies Access Under Investigation Open 854 Customer Denies Access Customer does not want a SmartMeter Resolved 857 7/14/10 858 Customer Denies Access Customer does not want a SmartMeter Resolved 858 7/14/10 859 7/14/10 860 7/14/10 860 7/14/10 860 7/14/10 860 Customer Denies Access Under Investigation Open 860 7/14/10 860 Customer Denies Access Under Investigation Open 860 7/14/10 860 Customer Denies Access Under Investigation Open 860 7/14/10 860 Customer Denies Access Under Investigation Open 860 7/14/10	847	7/13/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
850 7/14/10 851 7/13/10 852 7/14/10 853 7/14/10 854 7/14/10 855 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 858 7/14/10 859 7/14/10 859 7/14/10 850 7/14/10 850 7/14/10 851 7/14/10 852 7/14/10 853 7/14/10 853 7/14/10 854 7/14/10 855 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 858 7/14/10 859 7/14/10 859 7/14/10 850 7/14/10 850 7/14/10 850 7/14/10 851 7/14/10 852 7/14/10 853 7/14/10 853 7/14/10 854 7/14/10 855 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 858 7/14/10 859 7/14/10 859 7/14/10 850 7/14/10 850 7/14/10 850 7/14/10 851 7/14/10 852 7/14/10 853 7/14/10 854 7/14/10 855 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 858 7/14/10 859 7/14/10 859 7/14/10 850 7/14/10 850 7/14/10 851 7/14/10 852 7/14/10 853 7/14/10 854 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 859 7/14/10 860 7/14/10	848	7/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Solution	849	7/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Stock	850	7/13/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
Statement Defined Access   Under Investigation   Open	851	7/13/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
854 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 858 7/14/10 859 7/14/10 859 7/14/10 850 7/14/10 850 7/14/10 850 7/14/10 851 7/14/10 852 7/14/10 853 7/14/10 854 7/14/10 855 7/14/10 855 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 859 7/14/10 859 7/14/10 859 7/14/10 850 7/14/10	852	7/14/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
854 7/14/10 855 7/14/10 856 7/14/10 857 7/14/10 858 7/14/10 858 7/14/10 859 7/14/10 859 7/14/10 850 7/14/10	853	7/14/10			Chico	Customer Denies Access	Under Investigation	Open
8557/14/10FairfaxCustomer Denies AccessUnder InvestigationOpen8567/14/10FeltonCustomer Denies AccessUnder InvestigationOpen8577/14/10Grass ValleyCustomer Denies AccessCustomer does not want a SmartMeterResolved8587/14/10Will ValleyCustomer Denies AccessCustomer does not want a SmartMeterResolved8597/14/10Will ValleyCustomer wants Smartmeter RemovedUnder InvestigationOpen8607/14/10OaklandCustomer Denies AccessUnder InvestigationOpen	854	7/14/10			Emeryville			Open
Secondary   Seco	855	7/14/10				Customer Denies Access	-	
857 7/14/10 858 7/14/10 859 7/14/10 859 7/14/10 859 7/14/10 860 7/14/10 860 7/14/10 870 Service State of Ser	856	7/14/10				Customer Denies Access	-	
858 7/14/10 859 7/14/10 860 7/14/10 860 7/14/10 87/14/10 880 7/14/10 880 7/14/10 880 7/14/10 880 7/14/10 880 7/14/10 880 7/14/10	857							POWER COMPANY OF THE PROPERTY
859 7/14/10 Mill Valley Customer wants Smartmeter Removed Under Investigation Open 860 7/14/10 Oakland Customer Denies Access Under Investigation Open	858						Customer does not want a SmartMeter	Resolved
860 7/14/10 Oakland Customer Denies Access Under Investigation Open	859						Under Investigation	Open
	860						-	
	861	7/14/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open

# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM Installation Complaint Report

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Color Key	
Resolved Since the Last Report	
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	Complaint						
No.	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			√allejo	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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Color Key	
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	Complaint						
No.	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 installatio	nUnder 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 installatio	n 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			nverness	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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# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM Installation Complaint Report

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Color Key	
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	Complaint						
No.	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		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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# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM Installation Complaint Report

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Color Key	
Resolved Since the Last Report	
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	Complaint						
No.	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		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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# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM Installation Complaint Report

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

Color Key	
Resolved Since the Last Report	
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	Complaint						
No.	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			_arkspur	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 Oakland	Customer Denies Access	Under Investigation	Open
1066	7/23/10			Oakland Oakland	Customer Denies Access	Under Investigation	Open
	1720/10	ı	•	Canana	Cuctoffici Doffico / 100033	phasi iiivooligatioii	Open

# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM Installation Complaint Report

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

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No.DateCustomer NameAccountService CityCore ProcessNature of Customer Denies Access10677/23/10DaklandCustomer Denies AccessUnder Investigation10687/23/10DaklandCustomer wants Smartmeter RemovedUnder Investigation10707/23/10Household items affected by SM installation Under Investigation10717/23/10PetalumaHousehold items affected by SM installation Damaged ComputerSan JoseCustomer Denies AccessCustomer does not well10727/23/10San JoseCustomer Denies AccessCustomer does not well10747/23/10San JoseCustomer Denies AccessCustomer does not well10757/23/10San JoseCustomer Denies AccessCustomer does not well10757/23/10San JoseCustomer Denies AccessCustomer does not well10757/23/10San JoseCustomer Denies AccessCustomer does not well	Open Open Open Resolved vant a SmartMeter Resolved vant a SmartMeter Resolved
1068 7/23/10 1069 7/23/10 1070 7/23/10 1071 7/23/10 1072 7/23/10 1073 7/23/10 1074 7/23/10 1075 7/23/10 1075 7/23/10 1076 7/23/10 1077 7/23/10 1078 7/23/10 1079 7/23/10 1070 7/23/10 1070 7/23/10 1071 7/23/10 1071 7/23/10 1072 7/23/10 1073 7/23/10 1074 7/23/10 1075 7/23/10 1075 7/23/10 1076 7/23/10 1077 7/23/10 1078 7/23/10 1079 7/23/10 1070 7/23/10 1071 7/23/10 1071 7/23/10 1072 7/23/10 1073 7/23/10 1074 7/23/10 1075 7/23/10 1076 7/23/10 1077 7/23/10 1078 7/23/10 1079 7/23/10 1070 7/23/10 1070 7/23/10 1070 7/23/10 1071 7/23/10 1071 7/23/10 1072 7/23/10 1073 7/23/10 1074 7/23/10 1075 7/23/10	Open Open Resolved vant a SmartMeter Resolved vant a SmartMeter Resolved
1069   7/23/10   Paradise   Household items affected by SM installation Under Investigation	Open Resolved vant a SmartMeter Resolved vant a SmartMeter Resolved
1070 7/23/10 1071 7/23/10 1072 7/23/10 1073 7/23/10 1074 7/23/10 1075 7/23/10 1075 7/23/10 1077 7/23/10 1078 Petaluma Household items affected by SM installation Damaged Computer San Jose Customer Denies Access Customer does not was San Jose Customer Denies Access Customer Denies Ac	Resolved vant a SmartMeter Resolved vant a SmartMeter Resolved
1071 7/23/10  San Jose Customer Denies Access Customer does not w 1072 7/23/10  San Jose Customer Denies Access Customer does not w 1073 7/23/10  San Jose Customer Denies Access Customer does not w 1074 7/23/10  San Jose Customer Denies Access Customer does not w 1075 7/23/10  San Jose Customer Denies Access Customer does not w 1075 7/23/10  San Jose Customer Denies Access Customer does not w	vant a SmartMeter Resolved vant a SmartMeter Resolved
10727/23/10San JoseCustomer Denies AccessCustomer does not w10737/23/10San JoseCustomer Denies AccessCustomer does not w10747/23/107/23/10Customer Denies AccessCustomer does not w10757/23/10Customer Denies AccessCustomer does not w1076Customer Denies AccessCustomer does not w10771078Customer Denies AccessCustomer does not w	vant a SmartMeter Resolved
1073 7/23/10 San Jose Customer Denies Access Customer does not w 1074 7/23/10 San Jose Customer Denies Access Customer does not w 1075 7/23/10 San Jose Customer Denies Access Customer does not w	
1074 7/23/10  San Jose Customer Denies Access Customer does not w San Jose Customer Denies Access Customer does not w	vant a SmartMeter Resolved
1075 7/23/10 San Jose Customer Denies Access Customer does not w	
Dan dose Odstoffier Defiles Access	
	vant 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	f 5 minute outage Resolved
1082 7/23/10 Sausalito Customer Denies Access Customer does not w	vant a SmartMeter Resolved
Tiburon Customer Denies Access Under Investigation	Open
Tiburon Customer Denies Access Under Investigation	Open
1085 7/23/10 Tracy Customer Denies Access Customer Denies We	ellington Access Resolved
1086 7/24/10 Boulder Creek Customer Denies Access Customer does not w	vant 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 w	vant 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 w	vant 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 w	vant a SmartMeter Resolved
1094 7/24/10 San Rafael Customer Denies Access Customer does not w	vant a SmartMeter Resolved
1095 7/24/10 Saratoga Customer Denies Access Customer does not w	
1096 7/25/10 Berkeley Household items affected by SM installation Damaged Other Household	sehold 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 w	vant 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 We	ellington 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 w	vant a SmartMeter Resolved
1104 7/26/10 Boulder Creek Customer Denies Access Customer does not w	vant a SmartMeter Resolved
1105 7/26/10 Boulder Creek Customer Denies Access Customer does not w	vant 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

# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM Installation Complaint Report

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	Complaint						
No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
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 installatio	nUnder 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 installatio	nDamaged Computer	Resolved
1143	7/26/10			San Jose	Household items affected by SM installatio	nMotion/Sensor Appliance Malfunctioning	Resolved
1144	7/26/10			San Jose	Household items affected by SM installatio		Open
1145	7/26/10			San Jose	Household items affected by SM installatio	nUnder 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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Color Key	
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	Complaint						
No.	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 installatio	n 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 installatio	•	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 installatio		Open
1189	7/27/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
	1121110	•		-an 0036	Dustonici Denies Access		

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	Complaint						
No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1190	7/27/10			San Jose	Customer Denies Access	Under Investigation	Open
1191	7/27/10			San Jose	Household items affected by SM installation		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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	Complaint						
No.	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		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		Resolved
1271	7/29/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM 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	

	Complaint			190			
No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1272	7/29/10			San Jose	Household items affected by SM installation		Resolved
1273	7/29/10			San Jose	Household items affected by SM installation	-	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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# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM Installation Complaint Report

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Color Key	
Resolved Since the Last Report	
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	Complaint			27.10			
No.	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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	Complaint						
No.	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	nUnder 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	on 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	nUnder 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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# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM Installation Complaint Report

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No.   Date   D		Complaint						
Mill Valley   Customer Denies Access   Under Investigation   Appa   Customer Denies Access   Customer Denies Wellington Access   Re   1398   82/10   Novato   Customer Denies Access   Customer Denies Wellington Access   Re   1398   82/10   Novato   Customer Denies Access   Customer Denies Wellington Access   Re   1400   82/10   Dakland   Customer Denies Access   Customer Denies Wellington Access   Re   1400   82/10   Dakland   Customer Denies Access   Customer Denies Wellington Access   Re   1402   82/10   Dakland   Customer Denies Access   Customer Denies Wellington Access   Re   1402   82/10   Dakland   Customer Denies Access   Customer Denies Wellington Access   Re   1403   82/10   Dakland   Customer Denies Access   Customer Denies Wellington Access   Re   1404   82/10   Dakland   Customer Denies Access   Under Investigation   Customer Denies Access   Under Investigation   Customer Denies Access   Customer Denies Wellington Access   Re   1410   82/10   Re   1412   82/10   Re   1412   82/10   Re   1414			Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
Novato Customer Denies Access Customer Denies Wellington Access Re Novato Customer Denies Access Customer Denies Wellington Access Re Novato Customer Denies Access Customer Denies Wellington Access Re Novato Customer Denies Access Customer Denies Wellington Access Re Novato Customer Denies Access Customer Denies Wellington Access Re Novato Customer Denies Access Customer Denies Wellington Access Re Novato Customer Denies Access Customer Denies Wellington Access Re Novato Customer Denies Access Customer Denies Wellington Access Re Novator Review Revi		8/2/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Novato   Customer Denies Access   Customer Denies Wellington Access   Re		8/2/10			Mill Valley	Customer Denies Access	Under Investigation	Open
Novato   Customer Denies Access   Customer does not want a SmarfMeter   Re		8/2/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
Section   Sect		8/2/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
Second   S	1399	8/2/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Dakland   Customer Denies Access   Customer Denies Wellington Access   Re	1400	8/2/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
Dakland   Customer Denies Access   Under Investigation   Customer Denies Access   Under Investigation   Customer Denies Access   Customer does not want a SmartMeter   Re		8/2/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
Sal/210   Dakland   Household Items affected by SM installation Damaged Refrigerator   Re   Dakland   Household Items affected by SM installation Under Investigation   Orroville   Orroville   Customer Denies Access   Customer does not want a SmartMeter   Re   Re   Re   Re   Re   Re   Re		8/2/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
Salidar		8/2/10			Oakland	Customer Denies Access	Under Investigation	Open
Droville   Customer Denies Access   Customer does not want a SmartMeter   Re   Droville   Household Items affected by SM installation Damaged Other Household Appliances   Pinole   Pinole   Customer Denies Access   Under Investigation   Customer Denies Access   Under Investigation   Customer Denies Access   Customer Denies Wellington Access   Re   Rescue   Household items affected by SM installation Damaged Other Household Appliances   Re   Rescue   Household items affected by SM installation Damaged Other Household Appliances   Re   Rescue   Household items affected by SM installation Damaged Other Household Appliances   Re   Rescue   Rescue   Household Appliances   Re   Rescue   Household Appliances   Re   Rescue   Household Appliances   Re   Rescue   Household Appliances   Rescue   Household		8/2/10			Oakland	Household items affected by SM installation	nDamaged Refrigerator	Resolved
Droville		8/2/10			Oakland	Household items affected by SM installation	nUnder Investigation	Open
Pinole   Customer Denies Access   Under Investigation   Customer Denies Access   Customer Denies Wellington Access   Re		8/2/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Pleasanton Customer Denies Access Customer Denies Wellington Access Re Pleasanton Customer Denies Access Customer Denies Wellington Access Re Pleasanton Customer Denies Access Customer Denies Wellington Access Re Rescue Household items affected by SM installation Damaged Other Household Appliances Re Richmond Customer Denies Access Customer Denies Wellington Access Re Richmond Customer Denies Access Customer Denies Wellington Access Re Richmond Customer Denies Access Customer Denies Wellington Access Re Richmond Customer Denies Access Under Investigation Customer Denies Access Under Investigation Customer Denies Access Customer Denies Wellington Access Re Access Customer Denies Access Customer Denies Wellington Access Re Access Customer Denies Access Customer Den	1407	8/2/10			Oroville	Household items affected by SM installation	nDamaged Other Household Appliances	Resolved
Pleasanton Customer Denies Access Customer does not want a SmartMeter Rescue Household items affected by SM installation Damaged Other Household Appliances Rescue Household Tems affected by SM installation Damaged Other Household Appliances Rescue Household Tems affected by SM installation Damaged Other Household Appliances Residence Rescue Household Tems affected by SM installation Damaged Other Household Appliances Rescue Household Tems affected by SM installation Damaged Other Household Appliances Resource Residence R	1408	8/2/10			Pinole	Customer Denies Access	Under Investigation	Open
Rescue Household items affected by SM installation Damaged Other Household Appliances Re Richmond Customer Denies Access Customer Denies Wellington Access Re Rohnert Park Customer Denies Access Customer Denies Wellington Access Re Rohnert Park Customer Denies Access Customer Denies Wellington Access Re Rohnert Park Customer Denies Access Customer Denies Wellington Access Re Rohnert Park Customer Denies Access Under Investigation Customer Denies Access Customer Denies Wellington Access Re Rohnert Park Review Park Customer Denies Wellington Access Re Rohnert Park Review Park Park Customer Denies Wellington Access Re Rohnert Park Review Park Park Park Park Park Park Park Park	1409	8/2/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Resolved
Richmond Customer Denies Access Customer Denies Wellington Access Re Rohnert Park Customer Denies Access Under Investigation Comparison of the San Francisco Customer Wants Smartmeter Removed Under Investigation Comparison of the San Francisco Customer Wants Smartmeter Removed Under Investigation Comparison of the San Francisco Customer Wants Smartmeter Removed Under Investigation Comparison of the San Francisco Customer Wants Smartmeter Removed Under Investigation Comparison of the San Francisco Household items affected by SM installation Damaged Other Household Appliances Resonal Francisco Household items affected by SM installation Other Resonal Jose Customer Denies Access Customer Denies Wellington Access Resonal Jose Customer Denies Access Under Investigation Comparison of Customer Denies Access Customer Denies Wellington Access Resonal Resonal Customer Denies Access Customer Denies Wellington Access Resonal Resonal Customer Denies Access Customer Denies Wellington Access Resonal Resonal Customer Denies Access Customer Denies Wellington Access Resonal Resonal Customer Denies Access Customer Denies Wellington Access Resonal Resonal Customer Denies Access Customer Denies Wellington Access Resonal Resonal Customer Denies Access Customer Denies Wellington Access Resonal Resonal Customer Denies Access Customer Denies Wellington Access Resonal Resonal Customer Denies Access Customer Denies Wellington Access Resonal Resonal Customer Denies Access Customer Denies Wellington Access Resonal Resonal Customer Denies Access Customer Denies Wellington Access Resonal Resonal Customer Denies Access Customer Denies Wellington Access Resonal Resonal Customer Denies Access Under Investigati	1410	8/2/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Rohnert Park   Customer Denies Access   Under Investigation   Customer Denies Access   Customer Denies Wellington Access   Results   Result		8/2/10			Rescue	Household items affected by SM installation	nDamaged Other Household Appliances	Resolved
San Francisco   Customer wants Smartmeter Removed   Under Investigation   Costomer Wants		8/2/10			Richmond	Customer Denies Access	Customer Denies Wellington Access	Resolved
San Francisco Household items affected by SM installation Damaged Other Household Appliances Re San Francisco Household items affected by SM installation Other Re San Jose Customer Denies Access Customer Denies Wellington Access Re San Jose Customer Denies Access Under Investigation Customer Denies Access Customer Denies Wellington Access Re San Jose Household items affected by SM installation Under Investigation Customer Denies Access Customer Denies Wellington Access Re San Rafael Customer Denies Access Customer Denies Wellington Access Re San Rafael Customer Denies Access Customer Denies Wellington Access Re San Rafael Customer Denies Access Customer Denies Wellington Access Re San Rafael Customer Denies Access Customer Denies Wellington Access Re San Rafael Customer Denies Access Customer Denies Wellington Access Re San Rafael Customer Denies Access Customer Denies Wellington Access Re San Rafael Customer Denies Access Customer Denies Wellington Access Re San Rafael Household items affected by SM installation Under Investigation Customer Denies Access Customer Denies Wellington Access Re San Rafael Customer Denies Access Customer Denies Wellington Access Re San Rafael Customer Denies Access Under Investigation Customer Denies Wellington Access Re Santa Rosa Customer Denies Access Under Investigation Customer Denies Access Under Inve	1413	8/2/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
San Francisco   Household items affected by SM installation Other   Re		8/2/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose Customer Denies Access Customer Denies Wellington Access Re San Jose Customer Denies Access Under Investigation Co San Jose Household items affected by SM installation Damaged Computer Re San Jose Household items affected by SM installation Other Re San Jose Household items affected by SM installation Under Investigation Co San Rafael Customer Denies Access Customer Denies Wellington Access Re San Rafael Customer Denies Access Customer Denies Wellington Access Re San Rafael Customer Denies Access Customer Denies Wellington Access Re San Rafael Customer Denies Access Customer Denies Wellington Access Re San Rafael Customer Denies Access Customer Denies Morant a SmartMeter Re San Rafael Household items affected by SM installation Under Investigation Customer Denies Access Re San Rafael Household items affected by SM installation Under Investigation Customer Denies Access Under Investigation Customer Denies A		8/2/10			San Francisco	Household items affected by SM installation	nDamaged Other Household Appliances	Resolved
San Jose   Customer Denies Access   Under Investigation   Costomer Denies Access   Customer Denies Wellington Access   Responsible Access   Customer Denies Access   Customer Denies Wellington Access   Customer Denies Access   Cust		8/2/10			San Francisco	Household items affected by SM installation	on <mark>Other</mark>	Resolved
1419 8/2/10 1420 8/2/10 1421 8/2/10 1422 8/2/10 1423 8/2/10 1424 8/2/10 1425 8/2/10 1426 8/2/10 1427 8/2/10 1428 8/2/10 1429 8/2/10 1429 8/2/10 1420 8/2/10 1421 8/2/10 1422 8/2/10 1423 8/2/10 1424 8/2/10 1425 8/2/10 1426 8/2/10 1427 8/2/10 1428 8/2/10 1429 8/2/10 1429 8/2/10 1429 8/2/10 1430 8/2/10 1430 8/2/10 1431 8/2/10 1431 8/2/10 1432 8/2/10 1431 8/2/10 1432 8/2/10 1433 8/2/10 1433 8/2/10 1443 8/2/10 1443 8/2/10 1443 8/2/10 1443 8/2/10 1443 8/2/10 1444 8/2/10 1445 8/2/10 1446 8/2/10 1447 8/2/10 1448 8/2/10 1449 8/2/10 1449 8/2/10 1449 8/2/10 1440 8/2/10 1441 8/2/10 1442 8/2/10 1443 8/2/10 1444 8/2/10 1445 8/2/10 1446 8/2/10 1447 8/2/10 1448 8/2/10 1449 8/2/10 1449 8/2/10 1440 8/2/10 1441 8/2/10 1442 8/2/10 1443 8/2/10 1443 8/2/10 1443 8/2/10 1443 8/2/10 1444 8/2/10 1445 8/2/10 1446 8/2/10 1447 8/2/10 1448 8/2/10 1448 8/2/10 1449 8/2/10 1449 8/2/10 1440 8/2/10 1441 8/2/10 1441 8/2/10 1442 8/2/10 1443 8/2/10 1444 8/2/10 1445 8/2/10 1446 8/2/10 1447 8/2/10 1448 8/2/10 1448 8/2/10 1449 8/2/10 1449 8/2/10 1440 8/2/10 1441 8/2/10 1441 8/2/10 1442 8/2/10 1443 8/2/10 1444 8/2/10 1445 8/2/10 1446 8/2/10 1447 8/2/10 1448 8/2/10 1448 8/2/10 1449 8/2/10 1449 8/2/10 1440 8/2/10 1440 8/2/10 1440 8/2/10 1441 8/2/10 1441 8/2/10 1442 8/2/10 1443 8/2/10 1444 8/2/10 1445 8/2/10 1446 8/2/10 1447 8/2/10 1448 8/2/10 1448 8/2/10 1448 8/2/10 1449 8/2/10 1449 8/2/10 1440 8	1417	8/2/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
San Jose   Customer Denies Access   Under Investigation   Costomer Denies Access   Customer Denies Wellington Access   Customer Denies Wellington Access   Customer Denies Access	1418	8/2/10			San Jose	Customer Denies Access	Under Investigation	Open
1421 8/2/10 1422 8/2/10 1423 8/2/10 1424 8/2/10 1425 8/2/10 1426 8/2/10 1427 8/2/10 1428 8/2/10 1428 8/2/10 1429 8/2/10 1430 8/2/10 1430 8/2/10 1431 8/2/10 1431 8/2/10 1432 8/2/10 1432 8/2/10 1433 8/2/10 1433 8/2/10 1433 8/2/10 1434 8/2/10 1435 8/2/10 1448 8/2/10 145  8/2/10 145  8/2/10 146  8/2/10 147  8/2/10 148  8/2/10 148  8/2/10 148  8/2/10 149  8/2/10 140  80  8/2/10 140  80  8/2/10 141  80  8/2/10 142  8/2/10 143  8/2/10 144  8/2/10 145  8/2/10 146  8/2/10 147  8/2/10 148  8/2/10 149  8/2/10 140  80  8/2/10 141  8/2/10 142  8/2/10 143  8/2/10 144  8/2/10 145  8/2/10 146  8/2/10 147  8/2/10 148  8/2/10 149  8/2/10 140  80  8/2/10 140  80  8/2/10 141  8/2/10 142  8/2/10 143  8/2/10 144  8/2/10 144  8/2/10 144  8/2/10 145  8/2/10 146  80  8/2/10 147  8/2/10 148  8/2/10 149  8/2/10 140  80  8/2/10 140  80  8/2/10 141  8/2/10 142  8/2/10 143  8/2/10 144  8/2/10 144  8/2/10 144  8/2/10 145  8/2/10 146  80  80  80  80  80  80  80  80  80  8	1419	8/2/10			San Jose	Customer Denies Access	Under Investigation	Open
San Jose   Household items affected by SM installation Other   Research	1420	8/2/10			San Jose	Customer Denies Access	Under Investigation	Open
San Jose   Household items affected by SM installation Under Investigation   San Rafael   Customer Denies Access   Customer Denies Wellington Access   Responsible of the control of the		8/2/10			San Jose	Household items affected by SM installation	nDamaged Computer	Resolved
14248/2/10San RafaelCustomer Denies AccessCustomer Denies Wellington AccessRe14258/2/10San RafaelCustomer Denies AccessCustomer Denies Wellington AccessRe14268/2/10San RafaelCustomer Denies AccessCustomer does not want a SmartMeterRe14278/2/10San RafaelCustomer Denies AccessCustomer does not want a SmartMeterRe14288/2/10San RafaelHousehold items affected by SM installation Under InvestigationCostomer Denies Access14308/2/10Santa RosaCustomer Denies AccessCustomer Denies Wellington AccessRe14318/2/10Santa RosaCustomer Denies AccessUnder InvestigationCostomer Denies Wellington Access14328/2/10SausalitoCustomer Denies AccessUnder InvestigationCostomer Denies Access		8/2/10			San Jose	Household items affected by SM installation	on Other	Resolved
San Rafael   Customer Denies Access   Customer Denies Wellington Access   Research		8/2/10			San Jose	Household items affected by SM installation	nUnder Investigation	Open
14268/2/10San RafaelCustomer Denies AccessCustomer does not want a SmartMeterRe14278/2/10San RafaelCustomer Denies AccessCustomer does not want a SmartMeterRe14288/2/10San RafaelHousehold items affected by SM installation Under InvestigationCompared to the same of the sam		8/2/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
14278/2/10San RafaelCustomer Denies AccessCustomer does not want a SmartMeterRe14288/2/10San RafaelHousehold items affected by SM installation Under InvestigationComparison14298/2/10San RamonHousehold items affected by SM installation Under InvestigationComparison14308/2/10Santa RosaCustomer Denies AccessCustomer Denies Wellington Access14318/2/10Santa RosaCustomer Denies AccessUnder Investigation14328/2/10SausalitoCustomer Denies AccessUnder Investigation		8/2/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
14288/2/10San RafaelHousehold items affected by SM installation Under InvestigationCompany of the property					San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
14298/2/10San RamonHousehold items affected by SM installation Under InvestigationCondemne Investigation14308/2/10Santa RosaCustomer Denies AccessCustomer Denies Wellington Access14318/2/10Santa RosaCustomer Denies AccessUnder Investigation14328/2/10SausalitoCustomer Denies AccessUnder Investigation	1427	8/2/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
14308/2/10Santa RosaCustomer Denies AccessCustomer Denies Wellington AccessRe14318/2/10Santa RosaCustomer Denies AccessUnder InvestigationCustomer Denies Access14328/2/10SausalitoCustomer Denies AccessUnder InvestigationCustomer Denies Access		8/2/10			San Rafael	Household items affected by SM installation	nUnder Investigation	Open
14318/2/10Santa RosaCustomer Denies AccessUnder InvestigationCustomer Denies Access14328/2/10SausalitoCustomer Denies AccessUnder Investigation		8/2/10			San Ramon	Household items affected by SM installation	nUnder Investigation	Open
1432 8/2/10 Sausalito Customer Denies Access Under Investigation C		8/2/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
Gasante Gasante Gasante Benes 7,00055		8/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
		8/2/10			Sausalito	Customer Denies Access	Under Investigation	Open
		8/2/10			Sausalito	Customer Denies Access	Under Investigation	Open
		8/2/10			Scotts Valley	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1435 8/2/10 Sebastopol Customer Denies Access Under Investigation C	1435	8/2/10			Sebastopol	Customer Denies Access	Under Investigation	Open

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	Complaint						
No.	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		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		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		Open
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1477	8/3/10			Mountain View	Household items affected by SM installation	•	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	-	Open
1482	8/3/10			Oakland	Household items affected by SM installation	<u> </u>	Open
1483	8/3/10			Oakland	Household items affected by SM installation	-	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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	Complaint						
No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
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 installatio		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 installatio	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 installatio	n 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 installatio	nOther	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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	Complaint						
No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1559	8/4/10			Oakland	Customer Denies Access	Under Investigation	Open
1560	8/4/10			Oakland	Household items affected by SM installation	on Other	Resolved
1561	8/4/10			Oakland	Household items affected by SM installation	onUnder 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	on Damaged Other Household Appliances	Resolved
1565	8/4/10			Paradise	Household items affected by SM installation	on 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	onUnder 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		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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	Complaint						
No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
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 Vallev	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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	Complaint						
No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
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 installatio		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 installatio	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 installatio		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 installatio	•	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 installatio		Open
1681	8/6/10			Boulder Creek	Household items affected by SM installation	-	Open
	0/0/10		•	Podiaci Cicck	Production terms and oled by Own installatio	nonder investigation	Open

# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM 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	

	Complaint						
No.	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 installatio	nUnder 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 installatio	nUnder Investigation	Open
1687	8/6/10			Dublin	Household items affected by SM installatio	nUnder Investigation	Open
1688	8/6/10			Emeryville	Household items affected by SM installatio	nUnder 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 installatio	nUnder 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 installatio	nDamaged 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
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# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM 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	

	Complaint	Contain an Nama		6		N. A. C.	C1-4
<b>No.</b> 1723	<b>Date</b> 8/6/10	Customer Name	Account	Service City Oroville	Core Process  Household items affected by SM installation	Nature of Complaint	Status Resolved
1724	8/6/10			Pinole	-	-	Resolved
1725						Customer Denies Wellington Access	
1726	8/6/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1727	8/6/10			Redwood Ests	Household items affected by SM installation	Under investigation Customer does not want a SmartMeter	Open
1728	8/6/10			Richmond	Cuctoffic, Defined ficedes		Resolved
1729	8/6/10			Richmond	Customer Denies Access	Under Investigation Q on SM communication materials	Open
	8/6/10			Richmond	Official Control Continuation		Resolved
1730	8/6/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1731	8/6/10			San Francisco	emaraneter Gastomer Communication	Q on SM communication materials	Resolved
1732	8/6/10			San Jose		Customer Denies Wellington Access	Resolved
1733	8/6/10			San Jose	Sustainer Beines / (cosss	Customer does not want a SmartMeter	Resolved
1734	8/6/10			San Jose	Customer Bemies / (cosss	Customer does not want a SmartMeter	Resolved
1735	8/6/10			San Jose	Cuctoffic, Beffice / tesese	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		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

# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM Installation Complaint Report

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

	Complaint												
No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status						
1	1/4/10	{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open						
2	1/15/10			Napa	Scheduling Problems	Under Investigation	Open						
3	2/1/10			La Honda	Customer Denies Access	Under Investigation	Open						
4	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open						
5	2/10/10			Berkeley	Wellington Installer	Installer failed to knock	Resolved						
6	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open						
7	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open						
8	2/10/10			San Jose	Wellington Installer	No time given to power down equipment	Resolved						
9	2/10/10			San Ramon	Wellington Installer	Installer failed to knock	Resolved						
10	2/11/10			√allejo	Wellington Installer	Installer jumped fence, broke lock	Resolved						
11	2/12/10			Berkeley	Wellington Installer	Installer jumped fence, broke lock	Resolved						
12	2/12/10			San Ramon	Wellington Installer	Under Investigation	Open						
13	2/16/10			Berkeley	Wellington Installer	Under Investigation	Open						
14	2/16/10			Cupertino	Wellington Installer	No time given to power down equipment	Resolved						
15	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open						
16	2/17/10			Madera	Wellington Installer	Installer jumped fence, broke lock	Resolved						
17	2/17/10			San Jose	Wellington Installer	Installer jumped fence, broke lock	Resolved						
18	2/17/10			√allejo	Wellington Installer	Installer jumped fence, broke lock	Resolved						
19	2/17/10			√allejo	Wellington Installer	Under Investigation	Open						
20	2/18/10			Madera	Wellington Installer	No time given to power down equipment	Resolved						
21	2/18/10			Mariposa	Wellington Installer	No time given to power down equipment	Resolved						
22	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open						
23	2/18/10			Somerset	Wellington Installer	Installer jumped fence, broke lock	Resolved						
24	2/19/10			American Canyon	Wellington Installer	Under Investigation	Open						
25	2/22/10			Occidental	Customer Denies Access	Under Investigation	Open						
26	2/22/10			Placerville	Wellington Installer	Installer rude to customer	Resolved						
27	2/22/10			Pleasanton	Wellington Installer	Installer jumped fence, broke lock	Resolved						
28	2/22/10									Pleasanton	Wellington Installer	Security concern	Resolved
29	2/22/10									√allejo	Network Equipment Installation	Under Investigation	Open
30	2/23/10			Mariposa	Wellington Installer	Installer failed to knock	Resolved						
31	2/23/10			San Pablo	Wellington Installer	Other	Resolved						
32	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open						
33	2/24/10			Vladera	Wellington Installer	Installer left gate open	Resolved						
34	2/24/10			Napa	Wellington Installer	No time given to power down equipment	Resolved						
35	2/24/10			Pollock Pines	Wellington Installer	Installer upset animals	Resolved						
36	2/24/10			San Jose	Wellington Installer	Damaged private property	Resolved						
37	2/26/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open						
38	2/26/10			Hercules	Wellington Installer	Installer failed to knock	Resolved						
39	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open						
40	3/1/10			Fresno	Wellington Installer	Under Investigation	Open						
41	3/1/10			Livermore	Wellington Installer	Other	Resolved						

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Color Key	
Resolved Since the Last Report	
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	Complaint					
No.	Date	Customer Name A	ccount 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		√allejo	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		√allejo	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		√allejo	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	<b>l</b>	Angels Camp	Customer Denies Access	Under Investigation	Open
77	3/16/10	<b>l</b>	Sunnyvale	Customer Denies Access	Under Investigation	Open
78	3/16/10	<b>l</b>	Tracy	Meter/Module	Under Investigation	Open
79	3/17/10	<b>l</b>	Napa	Customer Denies Access	Under Investigation	Open
80	3/17/10	<b>l</b>	Richmond	Customer Denies Access	Under Investigation	Open
81	3/17/10	<b>l</b>	Tracy	Customer Denies Access	Under Investigation	Open
82	3/17/10	<b>l</b>	Tracy	Customer Denies Access	Under Investigation	Open
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# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM 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
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			√allejo	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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Color Key	
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	Complaint						
No.	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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# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM Installation Complaint Report

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

	Complaint						
No.	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
	3/11/10		•	Cai 1 003C	Customer Defiles Access	Officer investigation	

# Pacific Gas and Electric Company SmartMeterTM Complaint Report SmartMeterTM 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

Color Key	
	Resolved Since the Last Report
	New Since the Last Report
	No SmartMeterTM Device Installed

	Complaint					
No.	Date	Customer Name	Account	Service City	Status	Explanation of Complaint
1	5/14/10	{Redacted}	{Redacted}	ARNOLD	Open	{Redacted}
2	5/21/10	7		SAN MATEO	Open	
3	6/17/10			SACRAMENTO	Open	
4	7/7/10	1		HALF MOON BAY	Resolved	
5	7/14/10			SAN JOSE	Resolved	
6	7/26/10			JNION CITY	Resolved	
7	7/27/10			BELMONT	Resolved	

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Pacific Gas and Electric Company
SmartMeterTM Complaint Report
High-Bill Complaint Report For Customers With SmartMeterTM 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 SmartMeterTM Device Installed

No.   Date   Customer Name   Account   Service City   Status   Resolved							
8 7/27/10 FRESNO Resolved  9 7/28/10  DAKLAND Resolved  10 7/28/10  MURPHYS Resolved  11 7/29/10  HAYWARD Open SAN LEANDRO Open	No	Complaint Date	Customer Name	Account	Service City	Status	Eynlanati
10 7/28/10  DAKLAND Resolved  WURPHYS Resolved  11 7/29/10  HAYWARD Open SAN LEANDRO Open	8	7/27/10	- Castomer Hame		FRESNO		<b>E</b> APIGITUS -
10 7/28/10  DAKLAND Resolved  MURPHYS Resolved  11 7/29/10  HAYWARD Open SAN LEANDRO Open							
10 7/28/10  DAKLAND Resolved  11 7/29/10  MURPHYS Resolved  12 8/6/10 13 8/6/10 13 8/6/10 DAKLAND Open SAN LEANDRO Open							
10 7/28/10  DAKLAND Resolved  11 7/29/10  WURPHYS Resolved  12 8/6/10 13 8/6/10 DAKLAND Open SAN LEANDRO Open							
10 7/28/10  DAKLAND Resolved  MURPHYS Resolved  11 7/29/10  HAYWARD Open SAN LEANDRO Open							
11 7/29/10  MURPHYS Resolved  12 8/6/10  13 8/6/10  ANNUARD Open  SAN LEANDRO Open	9	7/28/10			YOSEMITE (WEST)	Resolved	
11 7/29/10  MURPHYS Resolved  12 8/6/10  13 8/6/10  HAYWARD Open SAN LEANDRO Open							
11 7/29/10  MURPHYS Resolved  12 8/6/10  13 8/6/10  AAYWARD Open SAN LEANDRO Open							
11 7/29/10  MURPHYS Resolved  12 8/6/10  HAYWARD Open  13 8/6/10  SAN LEANDRO Open							
11 7/29/10  MURPHYS Resolved  12 8/6/10  13 8/6/10  AAYWARD Open  SAN LEANDRO Open							
11 7/29/10  MURPHYS Resolved  12 8/6/10  13 8/6/10  HAYWARD Open SAN LEANDRO Open							
11 7/29/10  MURPHYS Resolved  12 8/6/10  13 8/6/10  AAYWARD Open  SAN LEANDRO Open							
11 7/29/10  MURPHYS Resolved  12 8/6/10  13 8/6/10  AAYWARD Open  SAN LEANDRO Open							
12 8/6/10 13 8/6/10 SAN LEANDRO Open	10	7/28/10			OAKLAND	Resolved	
12 8/6/10 13 8/6/10 SAN LEANDRO Open							
12 8/6/10 13 8/6/10 SAN LEANDRO Open							
12 8/6/10 13 8/6/10 SAN LEANDRO Open							
12 8/6/10 HAYWARD Open 13 8/6/10 SAN LEANDRO Open	11	7/29/10			MURPHYS	Resolved	
13 8/6/10 SAN LEANDRO Open							
13 8/6/10 SAN LEANDRO Open							
13 8/6/10 SAN LEANDRO Open							
13 8/6/10 SAN LEANDRO Open							
13 8/6/10 SAN LEANDRO Open							
13 8/6/10 SAN LEANDRO Open	40	0/0/40				0	
14 8/6/10 Deen Deep Open Deep Deep Deep Deep Deep Deep Deep D	14	8/6/10			FRESNO	Open	

<sup>\*</sup>This Report tracks high-bill complaints from customers who state that their high bill is related in some way to the installation of a SmartMeterTM device.

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

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Color Key	
	Resolved Since the Last Report
	New Since the Last Report
	No SmartMeterTM Device Installed

Complaint No. Date Customer Name Account Service City Status Explanation of Complaint Resolution
--

- 0 New Complaints Resolved Since the Last Report
- New Complaints Open

Color Key	
	Resolved Since the Last Report
	New Since the Last Report
	No SmartMeterTM Device Installed

	Complaint					
No.	Date	Customer Name	Account	Service City	Status	Explanation of Complaint
1	5/14/10	{Redacted}	{Redacted}	ARNOLD	Open	{Redacted}
2	5/21/10	7		SAN MATEO	Open	
3	6/17/10			SACRAMENTO	Open	
4	7/7/10	1		HALF MOON BAY	Resolved	
5	7/14/10			SAN JOSE	Resolved	
6	7/26/10			JNION CITY	Resolved	
7	7/27/10			BELMONT	Resolved	

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Pacific Gas and Electric Company
SmartMeterTM Complaint Report
High-Bill Complaint Report For Customers With SmartMeterTM 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 SmartMeterTM Device Installed

1					
о.	Complaint Date	Customer Name	Account	Service City	Status
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 14	8/6/10 8/6/10			SAN LEANDRO FRESNO	Open Open

<sup>\*</sup>This Report tracks high-bill complaints from customers who state that their high bill is related in some way to the installation of a SmartMeterTM device.

- 11 Open Complaints on Last Report
- 8 Open Complaints Resolved Since the Last Report
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Page 2 of 2

Color Key	
	Resolved Since the Last Report
	New Since the Last Report
	No SmartMeterTM Device Installed

Complaint No. Date Customer Name Account Service City Status Explanation of Complaint Resolution
--

- 0 New Complaints Resolved Since the Last Report
- 3 New Complaints Open