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						
1	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
	1/4/10	{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open
2	1/15/10	(neadeted)		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			Vallejo	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			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

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No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
42	3/1/10			Martinez	Wellington Installer	Under Investigation	Open
43	3/1/10			San Jose	Wellington Installer	Installer jumped fence, broke lock	Resolved
44	3/1/10			Tracy	Wellington Installer	Failed to identify self as PG&E contractor	Resolved
45	3/1/10			√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			Vallejo	Customer Denies Access	Under Investigation	Open
67	3/11/10			San Francisco	Customer Denies Access	Under Investigation	Open
68	3/12/10			San Jose	Customer Denies Access	Under Investigation	Open
69	3/12/10			Union City	Meter/Module	Under Investigation	Open
70	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
71	3/12/10			√allejo	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	Account	Service City	Core Process	Nature of Complaint	Status
83	3/17/10			Vacaville	Wellington Installer	Failed to identify self as PG&E contractor	Resolved
84	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
85	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
86	3/19/10			Santa Rosa	Wellington Installer	Damaged private property	Resolved
87	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
88	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
89	3/22/10			Saint Helena	Other	Under Investigation	Open
90	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
91	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
92	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
93	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
94	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
95	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
96	3/25/10			San Jose	Wellington Installer	Damaged private property	Resolved
97	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
98	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
99	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
100	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
101	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
102	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
103	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
104	3/29/10			San Jose	Wellington Installer	No time given to power down equipment	Resolved
105	3/29/10			Tracy	Meter/Module	Under Investigation	Open
106	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
107	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
108	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
109	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
110	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
111	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
112	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
113	4/5/10			Vacaville	Other	Under Investigation	Open
114	4/6/10			Tracy	Other	Under Investigation	Open
115	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
116	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
117	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
118	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
119	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
120	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
121	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
122	4/14/10			Madera	Wellington Installer	Under Investigation	Open
123	4/14/10			Orinda	Other	Other	Resolved
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	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			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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	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
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	Complaint						
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						
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			Tracy	Customer Denies Access	Under Investigation	Open
251	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
252	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
253	5/15/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
254	5/15/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
255	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
256	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
257	5/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
258	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
259	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
260	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
261	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
262	5/17/10			Alameda	Customer Denies Access	Under Investigation	Open
263	5/17/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
264	5/17/10			Alameda	Wellington Installer	Under Investigation	Open
265	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
266	5/17/10			Benicia	Wellington Installer	Under Investigation	Open
267	5/17/10			Berkeley	Customer Denies Access	Under Investigation	Open
268	5/17/10			Dos Palos	Wellington Installer	Under Investigation	Open
269	5/17/10			El Cerrito	Customer Denies Access	Under Investigation	Open
270	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
271	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
272	5/17/10			Los Gatos	Scheduling Problems	Under Investigation	Open
273	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
274	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
275	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
276	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
277	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
278	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
279	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
280	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
281	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
282	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
283	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
284	5/17/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
285	5/17/10			S. San Francisco	Other	Under Investigation	Open
286	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
287	5/17/10			Santa Rosa	Wellington Installer	Under Investigation	Open
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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

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Color Key	
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	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			Browns Valley	Customer Denies Access	Under Investigation	Open
341	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
342	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
343	5/21/10			Dublin	Customer wants Smartmeter Removed	Under Investigation	Open
344	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
345	5/21/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
346	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
347	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
348	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
349	5/21/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
350	5/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
351	5/21/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
352	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
353	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
354	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
355	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
356	5/21/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
357	5/21/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
358	5/21/10			Petaluma	Wellington Installer	Under Investigation	Open
359	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
360	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
361	5/21/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
362	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
363	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
364	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
365	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
366	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
367	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
368	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
369	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
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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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Color Key	
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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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Complaint Customer Name Account Service City Core Process Nature of Complaint	
Berkeley Customer wants Smartmeter Removed Under Investigation	t Status
Cupertino Wellington Installer Under Investigation Under Investigation Under Investigation Under Investigation Under Investigation Under Investigation Oakland Customer wants Smartmeter Removed Under Investigation Under Investigation Oakland Customer wants Smartmeter Removed Under Investigation Oakland Customer wants Smartmeter Removed Under Investigation Oakland O	Open
Los Gatos Wellington Installer Under Investigation	Open
Dakland Customer Denies Access Under Investigation	Open
Dakland Customer wants Smartmeter Removed Under Investigation	Open
Berkeley Customer wants Smartmeter Removed Radio Frequency Concerns	Open
Concord Wellington Installer Under Investigation	Open
Dakdale	Resolved
Livermore Potential Wellington Claim Under Investigation	Open
Pleasanton SmartMeter Customer Communication Under Investigation A63 6/4/10 A64 6/5/10 A65 6/5/10 A66 6/5/10 A66 6/6/10 A67 6/6/10 Berkeley Customer Denies Access Under Investigation A67 6/6/10 A68 6/7/10 A77 Household Items affected by SM installation A78 6/8/10 A78 6/8/10 A79 6/8/10 A70	Open
San Jose Household items affected by SM installation Under Investigation	Open
### Emeryville	Open
A65 6/6/10 Ackland Customer Denies Access Customer Removed Under Investigation	Open
Berkeley Customer wants Smartmeter Removed Under Investigation	Open
467 6/6/10 468 6/7/10 469 6/7/10 470 6/7/10 471 6/7/10 472 6/7/10 473 6/7/10 474 6/8/10 475 6/8/10 476 6/8/10 477 6/8/10 477 6/8/10 478 6/8/10 479 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 6/8/10 486 6/8/10 487 6/8/10 488 6/8/10 488 6/8/10 488 6/8/10 488 6/8/10 489 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 6/8/10 488 6/8/10 489 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 481 6/8/10 482 6/8/10 483 6/8/10	nartMeter Resolved
468 6/7/10 469 6/7/10 470 6/7/10 471 6/7/10 472 6/7/10 473 6/7/10 474 6/8/10 475 6/8/10 476 6/8/10 477 6/8/10 478 6/8/10 479 6/8/10 470 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 6/8/10 486 6/8/10 487 6/8/10 488 6/8/10 488 6/8/10 488 6/8/10 488 6/8/10 488 6/8/10 488 6/8/10 489 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 6/8/10 488 6/8/10 488 6/8/10 489 6/8/10 480 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 6/8/10 486 6/8/10 487 6/8/10 488 6/8/10 488 6/8/10 489 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 481 6/8/10 482 6/8/10 483 6/8/10	Open
Corte Madera Customer Denies Access Under Investigation	Open
470 6/7/10 471 6/7/10 472 6/7/10 473 6/7/10 474 6/8/10 475 6/8/10 476 6/8/10 477 6/8/10 478 6/8/10 479 6/8/10 470 6/8/10 470 6/8/10 471 6/8/10 472 6/8/10 473 6/8/10 474 6/8/10 475 6/8/10 476 6/8/10 477 6/8/10 478 6/8/10 479 6/8/10 478 6/8/10 479 6/8/10 479 6/8/10 480 6/8/10 481 6/8/10 481 6/8/10 482 6/8/10 483 6/8/10 483 6/8/10 484 6/8/10 484 6/8/10 486 6/8/10 486 6/8/10 487 6/8/10 488 6/8/10 488 6/8/10 489 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 6/8/10 480 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 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 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 6/8/10 480 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 6/8/10 480 6/8/10 480 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 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 481 6/8/10 482 6/8/10 483 6/8/10	Open
471 6/7/10 472 6/7/10 473 6/7/10 474 6/8/10 475 6/8/10 476 6/8/10 477 6/8/10 478 6/8/10 478 6/8/10 479 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 6/8/10 476 6/8/10 477 6/8/10 478 6/8/10 479 6/8/10 479 6/8/10 480 6/8/10 481 6/8/10 481 6/8/10 482 6/8/10 483 6/8/10 483 6/8/10 484 6/8/10 486 6/8/10 486 6/8/10 486 6/8/10 487 6/8/10 488 6/8/10 488 6/8/10 489 6/8/10 480 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 6/8/10 486 6/8/10 487 6/8/10 487 6/8/10 488 6/8/10 488 6/8/10 489 6/8/10 480 6/8/10 480 6/8/10 480 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 6/8/10 486 6/8/10 487 6/8/10 488 6/8/10 488 6/8/10 489 6/8/10 480 6/8/10 480 6/8/10 480 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 6/8/10 488 6/8/10 489 6/8/10 489 6/8/10 480 6/8/10	Open
472 6/7/10 473 6/7/10 474 6/8/10 475 6/8/10 476 6/8/10 477 6/8/10 477 6/8/10 478 6/8/10 479 6/8/10 470 6/8/10 470 6/8/10 471 6/8/10 470 6/8/10 471 6/8/10 471 6/8/10 472 6/8/10 473 6/8/10 474 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 6/8/10 471 6/8/10 471 6/8/10 472 6/8/10 473 6/8/10 474 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 6/8/10 481 6/8/10 482 6/8/10 483 6/8/10 484 6/8/10 485 6/8/10 486 6/8/10 486 6/8/10 487 6/8/10 488 6/8/10 488 6/8/10 489 6/8/10 480 6/8/10	Open
473 6/7/10 474 6/8/10 475 6/8/10 476 6/8/10 477 6/8/10 477 6/8/10 478 6/8/10 479 6/8/10 478 6/8/10 479 6/8/10 479 6/8/10 479 6/8/10 480 6/8/10 481 6/8/10 481 6/8/10 482 6/8/10 483 6/8/10 483 6/8/10 478 6/8/10 484 6/8/10 484 6/8/10 485 6/8/10 486 6/8/10 487 6/8/10 488 6/8/10 488 6/8/10 488 6/8/10 489 6/8/10 480 6/8/10	Open
474 6/8/10 475 6/8/10 476 6/8/10 477 6/8/10 477 6/8/10 478 6/8/10 478 6/8/10 479 6/8/10 479 6/8/10 479 6/8/10 479 6/8/10 479 6/8/10 479 6/8/10 470 6/8/10 470 6/8/10 471 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 6/8/10 470 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 6/8/10 481 6/8/10 482 6/8/10 483 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 6/8/10 489 6/8/10 480 6/8/10	nartMeter Resolved
A75 6/8/10 Milipitas Household items affected by SM installation Under Investigation	Open
476 6/8/10 477 6/8/10 478 6/8/10 479 6/8/10 479 6/8/10 479 6/8/10 480 6/8/10 481 6/8/10 481 6/8/10 482 6/8/10 483 6/8/10 Are investigation in this aniected by Silv Installation investigation in the stigation in the stigation in the stigation investigation in the stigation in the stiga	Open
477 6/8/10 478 6/8/10 479 6/8/10 479 6/8/10 480 6/8/10 481 6/8/10 481 6/8/10 482 6/8/10 483 6/8/10 479 6/8/10 479 6/8/10 480 6/8/10 481 6/8/10 482 6/8/10 483 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 6/8/10 480 6/8/10	Open
478 6/8/10 479 6/8/10 480 6/8/10 481 6/8/10 481 6/8/10 482 6/8/10 483 6/8/10 ARIAN Customer Denies Access Under Investigation Dakland Wellington Installer Under Investigation Piedmont Customer Denies Access Under Investigation Redwood City Wellington Installer Under Investigation	Open
479 6/8/10 480 6/8/10 481 6/8/10 482 6/8/10 483 6/8/10 ARRIVATION OF THE STATEMENT OF THE	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 6/8/10 487 6/8/10 488 6/8/10 488 6/8/10 489 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10 480 6/8/10	Open
481 6/8/10 482 6/8/10 483 6/8/10 Access Under Investigation Redwood City Wellington Installer Under Investigation Redwood City Wellington Installer Under Investigation Under Investigation	Open
482 6/8/10 483 6/8/10 Redwood City Wellington Installer Under Investigation Wellington Installer Under Investigation	Open
483 6/8/10 Redwood City Wellington Installer Under Investigation	Open
tedwood only Ivenington installer Shall investigation	Open
84 6/8/10 Santa Rosa Potential Wellington Claim Under Investigation	Open
	Open
485 6/8/10 Santa Rosa Wellington Installer Under Investigation	Open
486 6/9/10 Alameda Wellington Installer Under Investigation	Open
Concord Customer Denies Access Under Investigation	Open
488 6/9/10 Cupertino Wellington Installer Under Investigation	Open
489 6/9/10 Customer Denies Access Under Investigation	Open
490 6/9/10 San Jose Household items affected by SM installation Under Investigation	Open
491 6/9/10 San Jose Household items affected by SM installation Under Investigation	Open
492 6/9/10 San Jose Wellington Installer Under Investigation	Open

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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
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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Color Key	
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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
	5, 25, 10				- 1.0.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1	jenser invodigation	_ CPCII

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Color Key	
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	Complaint						
No. 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
620	6/23/10			San Jose	Wellington Installer	Under Investigation	Open
621	6/23/10			Santa Rosa	Wellington Installer	Under Investigation	Open
622	6/23/10			Saratoga	Customer Denies Access	Under Investigation	Open
623	6/23/10			Shingle Springs	Wellington Installer	Under Investigation Other	Open Resolved
624	6/24/10			Antioch	Household items affected by SM installation		500000000000000000000000000000000000000
625	6/24/10			Antioch	Household items affected by SM installation	Under Investigation	Open
626	6/24/10			Bodega Bay	Wellington Installer	Under Investigation	Open
627	6/24/10			Kensington	Customer Denies Access	Under Investigation	Open
	6/24/10			Los Gatos	Customer Denies Access	Under Investigation	Open
628	6/24/10			Oakland	Customer Denies Access	Under Investigation	Open
629	6/24/10			Oakland	Customer Denies Access	Under Investigation	Open
630	6/24/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
631	6/24/10			Richmond	Customer Denies Access	Under Investigation	Open
632	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
633	6/24/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
634	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
635	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
636	6/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
637	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
638	6/25/10			Larkspur	Customer wants Smartmeter Removed	Under Investigation	Open
639	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
640	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
641	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
642	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
643	6/25/10			Oakland	Household items affected by SM installation	Other	Resolved
644	6/26/10			Sanger	Customer wants Smartmeter Removed	Under Investigation	Open
645	6/27/10			Orinda	Power Interruption	Hi/Low Voltage	Resolved
646	6/27/10			San Ramon	Household items affected by SM installation	on Other	Resolved
647	6/28/10			Concord	Customer wants Smartmeter Removed	Under Investigation	Open
648	6/28/10			Martinez	Customer Denies Access	Under Investigation	Open
649	6/28/10			Moraga	Household items affected by SM installation	onUnder Investigation	Open
650	6/28/10			Oakland	Customer Denies Access	Under Investigation	Open
651	6/28/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
652	6/28/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
653	6/28/10			Pleasanton	Customer wants Smartmeter Removed	No reason provided	Resolved
654	6/28/10			Plumas Lakes	Wellington Installer	Under Investigation	Open
655	6/28/10			Richmond	Customer Denies Access	Under Investigation	Open
656	6/28/10			San Jose	Household items affected by SM installation	ů .	Open
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		Complaint						
Santa Clara Household items affected by SM installation Under Investigation Open 650 6/28/10 Union City Meter/Module Under Investigation Open 661 6/28/10 Vacaville Customer wants Smartmator Romoved Under Investigation Open 662 6/28/10 Agricultural Customer Policies Access Under Investigation Open 663 6/28/10 Agricultural Customer Denies Access Under Investigation Open 663 6/28/10 Agricultural Customer Denies Access Under Investigation Open 663 6/28/10 Agricultural Customer Denies Access Under Investigation Open 664 6/28/10 Agricultural Customer Denies Access Under Investigation Open 665 6/28/10 Agricultural Customer Denies Access Under Investigation Open 666 6/28/10 Agricultural Customer Denies Access Under Investigation Open 667 6/28/10 Agricultural Customer Communication Under Investigation Open 667 6/28/10 Agricultural Customer Communication Under Investigation Open 668 6/28/10 Agricultural Customer Vants Smartmeter Removed Under Investigation Open 667 6/28/10 Agricultural Customer Vants Smartmeter Removed Under Investigation Open 668 6/28/10 Agricultural Customer Denies Access Under Investigation Open 670 6/28/10 Agricultural Customer Denies Access Under Investigation Open 671 6/28/10 Agricultural Customer Denies Access Under Investigation Open 672 6/28/10 Agricultural Customer Denies Access Under Investigation Open 673 6/28/10 Agricultural Customer Denies Access Under Investigation Open 674 6/28/10 Agricultural Customer Denies Access Under Investigation Open 675 6/28/10 Agricultural Customer Denies Access Under Investigation Open 676 6/28/10 Agricultural Customer Denies Access Under Investigation Open 677 6/28/10 Agricultural Customer Denies Access Under Investigation Open 678 6/28/10 Agricultural Customer Denies Access Under Investigation Open 678 6/28/10 Agricultural Customer Communication Under Investigation Open 679 6/28/10 Agricultural Customer Customer Communication Under Investigation Open 678 6/28/10 Agricultural Customer Denies Access Under Investigation Open 679 6/28/10 Agricultural Customer Deni		Date	Customer Name	Account	Service City			Status
Big		6/28/10			San Jose	Household items affected by SM installatio	nUnder Investigation	Open
		6/28/10			Santa Clara	Household items affected by SM installatio	nUnder Investigation	Open
Alamo		6/28/10			Union City	Meter/Module	Under Investigation	Open
Aptos Customer Denies Access Under Investigation Open	660	6/28/10			Vacaville	Customer wants Smartmeter Removed	Under Investigation	Open
Berkeley		6/29/10			Alamo	Customer Denies Access	Under Investigation	Open
Berkeley Customer Denies Access Under Investigation Open		6/29/10			Aptos	Customer Denies Access	Under Investigation	Open
School Content Conte		6/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
Corte Madera		6/29/10			Berkeley	Customer Denies Access	Under Investigation	Open
		6/29/10			Chico	Wellington Installer	Under Investigation	Open
Hercules		6/29/10			Corte Madera	SmartMeter Customer Communication	Under Investigation	Open
Los Gatos Customer Denies Access Under Investigation Open	667	6/29/10			Guerneville			Open
Los Gatos Customer Denies Access Under Investigation Open	668	6/29/10			Hercules	Household items affected by SM installatio	nDamaged Other Household Appliances	Resolved
672 6729/10 Madera Customer Denies Access Under Investigation Open	669	6/29/10			Los Gatos			Open
Moraga 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
Dakland Customer Denies Access Under Investigation Open	672	6/29/10			Moraga	Customer Denies Access	Under Investigation	Open
Dakland Customer Denies Access Under Investigation Open	673	6/29/10				Customer Denies Access	Under Investigation	Open
Dakland	674	6/29/10			Oakland	Customer Denies Access	-	Open
Pincle SmartMeter Customer Denies Access Radio Frequency Concerns Resolved	675	6/29/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
678 6/29/10 680 6/29/10 681 6/29/10 682 6/29/10 683 6/29/10 684 6/29/10 685 6/30/10 686 6/30/10 686 6/30/10 687 6/30/10 688 6/30/10 688 6/30/10 688 6/30/10 689 6/30/10 689 6/30/10 689 6/30/10 689 6/30/10 689 6/30/10 689 6/30/10 689 6/30/10 689 6/30/10 689 6/30/10 689 6/30/10 680 6/30/10 681 6/29/10 682 6/30/10 683 6/29/10 684 6/30/10 685 6/30/10 686 6/30/10 687 6/30/10 688 6/30/10 689 6/30/10 689 6/30/10 690 6/30/10 690 6/30/10 691 6/30/10 693 6/30/10 694 6/30/10 695 6/30/10 696 6/30/10 697 6/30/10 698 6/30/10 699 6/30/10 699 6/30/10 699 6/30/10 690 6/	676	6/29/10			Oakland	Household items affected by SM installatio	nUnder Investigation	Open
679 6/29/10 680 6/29/10 681 6/29/10 682 6/29/10 683 6/29/10 684 6/29/10 685 6/29/10 686 6/29/10 686 6/29/10 687 6/29/10 688 6/29/10 688 6/30/10 688 6/30/10 689 6/30/10 699 6/30/10	677	6/29/10			Pinole	SmartMeter Customer Communication	Under Investigation	Open
680 6/29/10 681 6/29/10 682 6/29/10 683 6/29/10 684 6/29/10 685 6/30/10 686 6/30/10 687 6/30/10 688 6/30/10 689 6/30/10 689 6/30/10 689 6/30/10 689 6/30/10 689 6/30/10 680 6/30/10 681 6/29/10 682 6/30/10 683 6/30/10 684 6/30/10 685 6/30/10 686 6/30/10 687 6/30/10 688 6/30/10 689 6/30/10	678	6/29/10			San Anselmo	Customer Denies Access	Radio Frequency Concerns	Resolved
681 6/29/10 682 6/29/10 683 6/29/10 684 6/29/10 685 6/30/10 686 6/30/10 686 6/30/10 687 6/30/10 689 6/30/10 689 6/30/10 690 6/30/10 691 6/30/10 692 6/30/10 693 6/30/10 693 6/30/10 694 6/30/10 694 6/30/10 695 6/30/10 696 6/30/10 696 6/30/10 696 6/30/10 697 6/30/10 698 6/30/10 698 6/30/10 698 6/30/10 699 6/30/10 699 6/30/10 699 6/30/10 699 6/30/10 699 6/30/10 699 6/30/10 699 6/30/10 699 6/30/10 699 6/30/10 690 6/	679	6/29/10			San Jose	Household items affected by SM installatio	nUnder Investigation	Open
682 6/29/10 683 6/29/10 684 6/29/10 685 6/30/10 686 6/30/10 687 6/30/10 688 6/30/10 688 6/30/10 689 6/30/10	680	6/29/10			San Jose	-	-	Open
San Jose Wellington Installer Under Investigation Open	681	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
Walnut Creek Customer Denies Access Under Investigation Open	682	6/29/10			San Jose	-	-	Open
685 6/30/10 686 6/30/10 687 6/30/10 688 6/30/10 688 6/30/10 689 6/30/10 689 6/30/10 690 6/30/10 691 6/30/10 692 6/30/10 693 6/30/10 693 6/30/10 694 6/30/10 695 6/30/10 696 6/30/10 697 6/30/10 698 6/30/10 698 6/30/10 699 6/30/10 690 6/30/10	683	6/29/10			Twain Harte	Customer Denies Access	Under Investigation	Open
Albany Customer Denies Access Under Investigation Open Albany Household items affected by SM installation Albany Household items affected by SM installation Albany Under Investigation Open Berkeley Customer Denies Access Under Investigation Open Albany Open Albany Household items affected by SM installation Albany Under Investigation Open Customer Denies Access Under Investigation Open Albany Household items affected by SM installation Albany Under Investigation Open Customer Denies Access Under Investigation Open Albany Under Investigation Open Albany Customer Denies Access Under Investigation Open Albany Cu	684	6/29/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
Albany Customer Denies Access Under Investigation Open Albany Household items affected by SM installation Under Investigation Open Albany Household items affected by SM installation Under Investigation Open Berkeley Customer Denies Access Under Investigation Open Merced Customer Denies Access Under Investigation Open Mill Valley Wellington Installer Under Investigation Open Customer Communication Under Investigation Open Dakland SmartMeter Customer Communication Under Investigation Open	685	6/30/10			Albany	Customer Denies Access		
688 6/30/10 689 6/30/10 690 6/30/10 691 6/30/10 692 6/30/10 693 6/30/10 694 6/30/10 695 6/30/10 696 6/30/10 697 6/30/10 698 6/30/10 698 6/30/10 699 6/30/10 699 6/30/10 690 6/30/10 690 6/30/10 691 6/30/10 692 6/30/10 693 6/30/10 694 6/30/10 695 6/30/10 696 6/30/10 697 6/30/10 698 6/30/10 699 6/30/10 699 6/30/10 690 6/30/10	686	6/30/10			Albany	Customer Denies Access	Under Investigation	
688 6/30/10 689 6/30/10 690 6/30/10 691 6/30/10 692 6/30/10 692 6/30/10 693 6/30/10 694 6/30/10 695 6/30/10 696 6/30/10 697 698 6/30/10 698 6/30/10 699 6/30/10 699 6/30/10 690 6/30/10	687	6/30/10			Albany	Customer Denies Access	Under Investigation	Open
689 6/30/10 690 6/30/10 691 6/30/10 692 6/30/10 693 6/30/10 694 6/30/10 695 6/30/10 696 6/30/10 697 6/30/10 698 6/30/10 698 6/30/10 699 6/30/10 699 6/30/10 690 6/30/10	688	6/30/10			Albany	Customer Denies Access		Open
690 6/30/10 691 6/30/10 692 6/30/10 693 6/30/10 694 6/30/10 695 6/30/10 696 6/30/10 697 6/30/10 698 6/30/10 699 6/30/10 699 6/30/10 699 6/30/10 690 6/30/10	689	6/30/10			Albany	Customer Denies Access		Open
6916/30/10BerkeleyCustomer Denies AccessUnder InvestigationOpen6926/30/10ByronCustomer Denies AccessUnder InvestigationOpen6936/30/10Customer Denies AccessUnder InvestigationOpen6946/30/10MercedCustomer Denies AccessUnder InvestigationOpen6956/30/10Mill ValleyWellington InstallerUnder InvestigationOpen6966/30/10OaklandSmartMeter Customer CommunicationUnder InvestigationOpen	690	6/30/10				Household items affected by SM installatio		Open
6926/30/10ByronCustomer Denies AccessUnder InvestigationOpen6936/30/10DublinCustomer Denies AccessUnder InvestigationOpen6946/30/10MercedCustomer Denies AccessUnder InvestigationOpen6956/30/10Mill ValleyWellington InstallerUnder InvestigationOpen6966/30/10OpenOpen	691	6/30/10			Berkelev	•	-	Open
6936/30/10DublinCustomer Denies AccessUnder InvestigationOpen6946/30/10MercedCustomer Denies AccessUnder InvestigationOpen6956/30/10Mill ValleyWellington InstallerUnder InvestigationOpen6966/30/10OaklandSmartMeter Customer CommunicationUnder InvestigationOpen	692	6/30/10					-	
6946/30/10MercedCustomer Denies AccessUnder InvestigationOpen6956/30/10Mill ValleyWellington InstallerUnder InvestigationOpen6966/30/10OaklandSmartMeter Customer CommunicationUnder InvestigationOpen	693							
695 6/30/10 Mill Valley Wellington Installer Under Investigation Open 696 6/30/10 Oakland SmartMeter Customer Communication Under Investigation Open	694							
696 6/30/10 Oakland SmartMeter Customer Communication Under Investigation Open	695	6/30/10			Mill Vallev	Wellington Installer		
	696					-	-	
Pariatiu (volto) I Dariatiu (volto) I Duett	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 installation	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 installation	nOther	Resolved
708	7/1/10			Oakland	Wellington Installer	Under Investigation	Open
709	7/1/10			San Jose	Customer Denies Access	Under Investigation	Open
710	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
711	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
712	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
713	7/1/10			San Jose	Wellington Installer	Under Investigation	Open
714	7/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
715	7/1/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
716	7/1/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
717	7/2/10			Fulton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
718	7/2/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
719	7/2/10			San Jose	Household items affected by SM installation	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 installation	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 installation	nOther	Resolved
731	7/6/10			Los Gatos	Household items affected by SM installation	nOther	Resolved
732	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
733	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
734	7/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
735	7/6/10			Placerville	Wellington Installer	Under Investigation	Open
736	7/6/10			San Jose	Household items affected by SM installation		Resolved
737	7/6/10			San Jose	Household items affected by SM installation Under Investigation		Open
738	7/6/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
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	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	*	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 Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
777	7/9/10			Oakland Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
778	7/9/10			Oakland Oakland	Customer Denies Access	Under Investigation	Open
779	7/9/10			Oakland Oakland	Household items affected by SM installation		Open
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	Complaint						
No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
780	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
781	7/9/10			Santa Rosa	Customer Denies Access	Radio Frequency Concerns	Resolved
782	7/9/10			Saratoga	Wellington Installer	Under Investigation	Open
783	7/9/10			Sonora	Customer Denies Access	Customer Denies Wellington Access	Resolved
784	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
785	7/9/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
786	7/10/10			Auburn	SmartMeter Customer Communication	Other	Resolved
787	7/10/10			Chico	Customer Denies Access	Under Investigation	Open
788	7/10/10			Forest Ranch	Household items affected by SM installation	Under Investigation	Open
789	7/10/10			Tracy	SmartMeter Customer Communication	Other	Resolved
790	7/10/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
791	7/10/10			Woodacre	Customer Denies Access	Customer does not want a SmartMeter	Resolved
792	7/11/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
793	7/11/10			San Jose	Household items affected by SM installation	Under Investigation	Open
794	7/12/10			Albany	Household items affected by SM installation	Other	Resolved
795	7/12/10			Byron	Household items affected by SM installation	Under Investigation	Open
796	7/12/10			Campbell	Customer Denies Access	Under Investigation	Open
797	7/12/10			Campbell	Wellington Installer	Under Investigation	Open
798	7/12/10			Chico	SmartMeter Customer Communication	Other	Resolved
799	7/12/10			Concord	Household items affected by SM installation	Other	Resolved
800	7/12/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
801	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
802	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
803	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
804	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
805	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
806	7/12/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
807	7/12/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
808	7/12/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
809	7/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
810	7/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
811	7/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
812	7/12/10			Oakland	SmartMeter Customer Communication	Other	Resolved
813	7/12/10			Oakland	Wellington Installer	Under Investigation	Open
814	7/12/10			Pittsburg	Household items affected by SM installation	Other	Resolved
815	7/12/10			Plumas Lakes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
816	7/12/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
817	7/12/10			San Jose	Customer Denies Access	Under Investigation	Open
818	7/12/10			San Rafael	Customer Denies Access	Under Investigation	Open
819	7/12/10			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
820	7/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
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	Complaint						
No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
821	7/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
822	7/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
823	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
824	7/12/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
825	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
826	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
827	7/13/10			Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
828	7/13/10			Davis	Customer Denies Access	Customer does not want a SmartMeter	Resolved
829	7/13/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
830	7/13/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
831	7/13/10			Fairfax	Customer Denies Access	Under Investigation	Open
832	7/13/10			Grass Valley	Household items affected by SM installation	Under Investigation	Open
833	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
834	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
835	7/13/10			Hercules	Power Interruption	Under Investigation	Open
836	7/13/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
837	7/13/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
838	7/13/10			Nevada City	Customer Denies Access	Damaged Other Household Appliances	Resolved
839	7/13/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
840	7/13/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
841	7/13/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
842	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
843	7/13/10			Piedmont	Customer Denies Access	Under Investigation	Open
844	7/13/10			Point Reyes	Customer Denies Access	Customer Denies Wellington Access	Resolved
845	7/13/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
846	7/13/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
847	7/13/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
848	7/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
849	7/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
850	7/13/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
851	7/13/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Resolved
852	7/14/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
853	7/14/10			Chico	Customer Denies Access	Under Investigation	Open
854	7/14/10			Emeryville	Customer Denies Access	Under Investigation	Open
855	7/14/10			Fairfax	Customer Denies Access	Under Investigation	Open
856	7/14/10			Felton	Customer Denies Access	Under Investigation	Open
857	7/14/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
858	7/14/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
859	7/14/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
860	7/14/10			Oakland ,	Customer Denies Access	Under Investigation	Open
861	7/14/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
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	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			_afayette	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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	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 installation	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 installation	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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	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			√allejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
960	7/19/10			Vallejo	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
961	7/19/10			Vallejo	Wellington Installer	Under Investigation	Open
962	7/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
963	7/20/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
964	7/20/10			Campbell	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
965	7/20/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
966	7/20/10			Larkspur	Customer Denies Access	Under Investigation	Open
967	7/20/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
968	7/20/10			Redwood Ests	Customer Denies Access	Customer does not want a SmartMeter	Resolved
969	7/20/10			San Carlos	Household items affected by SM installation	Under Investigation	Open
970	7/20/10			San Jose		Customer Denies 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 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		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
	.,2.,,10	'	1	10,,111010	- Castonia Doning Proposition		Vanishing 100 (100 (100 (100 (100 (100 (100 (100

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						
Des Gatos Customer Denies Access Under Investigation Open Seaby 772110 Cos Gatos Customer Denies Access Under Investigation Open Seaby 772110 Cos Gatos Customer Denies Access Under Investigation Open Michigan Bluff Customer Denies Access Customer does not want a SmartMeter Resolved Under Investigation Open Michigan Bluff Customer Denies Access Customer does not want a SmartMeter Resolved Under Investigation Open Open 772110 Cos Gatos Customer Denies Access Customer does not want a SmartMeter Resolved Open Open Open Open Open Open Open Open		Date	Customer Name	Account	Service City	Core Process		Status
Dec Seto Dec Seto Dec De		7/21/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
Season S		7/21/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Michigan Bluff		7/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
Nevada City Customer Denies Access Customer does not want a SmartMeter Resolved	988	7/21/10			Los Gatos	SmartMeter Customer Communication	Other	Resolved
North San Juan Customer Denies Access Customer does not want a SmartMeter Resolved	989	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
Novato Customer Denies Access Customer does not want a SmartMeter	990	7/21/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Novato Customer wants Smartmeter Removed Under Investigation Open	991	7/21/10			North San Juan	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Section Sect	992	7/21/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Second Part	993	7/21/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
Petaluma Customer Denies Access Customer does not want a SmartMeter Resolved Point Reyes Customer Denies Access Customer does not want a SmartMeter Resolved San Anselmo Customer Denies Access Customer does not want a SmartMeter Resolved San Anselmo Customer Denies Access Customer does not want a SmartMeter Resolved San Jose Customer Denies Access Customer does not want a SmartMeter Resolved San Jose Customer Denies Access Customer does not want a SmartMeter Resolved San Jose Customer Denies Access Customer does not want a SmartMeter Resolved San Jose Customer Denies Access Customer does not want a SmartMeter Resolved San Jose Customer Denies Access Denies Access Denies Access Denies Access Customer Deni	994	7/21/10			Oakland	Customer Denies Access	Under Investigation	Open
Point Reyes Customer Denies Access Customer does not want a SmartMeter Resolved	995	7/21/10			Oakland	Customer Denies Access	Under Investigation	Open
San Anselmo Customer Denies Access Customer does not want a SmartMeter Resolved San Jose Customer Denies Access Customer does not want a SmartMeter Resolved San Jose Customer Denies Access Customer does not want a SmartMeter Resolved San Jose Customer Denies Access Customer does not want a SmartMeter Resolved San Jose Customer Denies Access Customer does not want a SmartMeter Resolved San Jose Customer Denies Access Customer does not want a SmartMeter Resolved San Jose Customer Denies Access Under Investigation Open San Jose Customer Denies Access Under Investigation Open San Jose Mellington Installer Under Investigation Open San Jose Mellington Installer Under Investigation Open San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved San Jose Mellington Installer Under Investigation Open San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved San Rafael Customer Denies Access Customer does not want a SmartMeter Open San Rafael Customer Denies Access Customer Denies Notes Customer Denies Note	996	7/21/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
San Jose 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
San Jose 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
San Jose 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
San Jose Customer Denies Access Under Investigation Open	1000	7/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
San Jose Customer wants Smartmeter Removed Radio Frequency Concerns Resolved	1001	7/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
San Jose SmartMeter Customer Communication Other Open	1002	7/21/10			San Jose	Customer Denies Access	Under Investigation	Open
Time	1003	7/21/10			San Jose	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1006 7/21/10 1007 7/21/10 1008 1009 1	1004	7/21/10			San Jose	SmartMeter Customer Communication	Other	Resolved
1007 7/21/10 1008 7/21/10 1009 7/22/10 1009	1005	7/21/10			San Jose	Wellington Installer	Under Investigation	Open
1008 7/21/10 1008 7/21/10 1009 7/21/10 1009 7/21/10 1009 7/21/10 1009 7/21/10 1009 7/21/10 1009 7/21/10 1009 7/21/10 1009 7/21/10 1009 7/21/10 1009 1009 7/21/10 1009	1006	7/21/10			San Jose	Wellington Installer	Under Investigation	Open
1009 7/21/10 1010 7/21/10 1011 7/21/10 1011 7/21/10 1012 7/21/10 1013 7/21/10 1014 7/21/10 1015 7/21/10 1015 7/21/10 1016 7/21/10 1017 7/21/10 1018 7/21/10 1018 7/21/10 1019 7/22/10 1019 7/22/10 1020 7/22/10 1020 7/22/10 1021 7/22/10 1022 7/22/10 1022 7/22/10 1023 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1025 7/22/10 1026 1	1007	7/21/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Santa Clara SmartMeter Customer Denies Access Customer does not want a SmartMeter Resolved	1008	7/21/10			San Rafael	Wellington Installer	Under Investigation	Open
1011 7/21/10 1012 7/21/10 1013 7/21/10 1014 7/21/10 1016 7/21/10 1017 7/21/10 1018 7/21/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1010 7/22/10 1010 7/22/10 1011 7/22/10 1012 7/22/10 1013 7/21/10 1014 7/21/10 1015 7/21/10 1016 7/21/10 1017 7/21/10 1018 7/21/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1010 7/22/10 1010 7/22/10 1011 7/22/10 1012 7/22/10 1013 7/22/10 1014 7/22/10 1015 7/21/10 1016 7/21/10 1017 7/21/10 1018 7/21/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1020 7/22/10 1021 7/22/10 1021 7/22/10 1022 7/22/10 1022 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1025 7/22/10 1026 1027 7/22/10 1027 7/22/10 1028 1028 1028 1028 1028 1028 1028 1028	1009	7/21/10			Santa Clara	SmartMeter Customer Communication	Meter / Module Issues	Resolved
1012 7/21/10 1013 7/21/10 1014 7/21/10 1015 7/21/10 1016 7/21/10 1017 7/21/10 1018 7/21/10 1019 7/21/10 1019 7/21/10 1019 7/21/10 1019 7/21/10 1019 7/21/10 1019 7/21/10 1019 7/21/10 1019 7/21/10 1019 7/22/10 1020 7/22/10 1021 7/22/10 1021 7/22/10 1022 7/22/10 1023 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1026 1027 102/10 1027 1028 1028 1028 1028 1028 1028 1028 1028	1010	7/21/10			Santa Clara	SmartMeter Customer Communication	Other	Resolved
1013 7/21/10 1014 7/21/10 1015 7/21/10 1016 7/21/10 1017 7/21/10 1018 7/21/10 1019 7/22/10 1019 7/22/10 1010 7/22/10 1010 7/22/10 1011 7/22/10 1012 7/22/10 1013 7/22/10 1014 7/22/10 1015 7/22/10 1016 7/22/10 1017 7/22/10 1018 7/22/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1020 7/22/10 1021 7/22/10 1021 7/22/10 1022 7/22/10 1023 7/22/10 1023 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1025 7/22/10 1026 1027 7/22/10 1027 7/22/10 1028 1028 1028 1028 1028 1028 1028 1028	1011	7/21/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1014 7/21/10 1015 7/21/10 1016 7/21/10 1017 7/21/10 1018 7/21/10 1019 7/22/10 1019 7/22/10 1010 7/22/10 1010 7/22/10 1011 7/22/10 1012 7/22/10 1013 7/22/10 1014 7/22/10 1015 7/21/10 1016 7/21/10 1017 7/21/10 1018 7/21/10 1018 7/21/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1010 7/22/10 1010 7/22/10 1010 7/22/10 1010 7/22/10 1011 7/22/10 1012 7/22/10 1013 7/22/10 1014 7/22/10 1015 7/22/10 1016 7/22/10 1017 7/22/10 1018 7/22/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1019 7/22/10 1020 7/22/10 1021 7/22/10 1022 7/22/10 1023 7/22/10 1024 7/22/10 1024 7/22/10 1024 7/22/10 1025 7/22/10 1026 7/22/10 1027 7/22/10 1028 7/22/10 1029 7/22/10 1020 7/22/10 1020 7/22/10 1021 7/22/10 1022 7/22/10 1023 7/22/10 1024 7/22/10 1025 7/22/10 1026 7/22/10 1027 7/22/10 1028 7/22/10 1029 7/22/10 1020	1012	7/21/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1015 7/21/10 Sausalito Customer Denies Access Customer does not want a SmartMeter Resolved	1013	7/21/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
Scotts Valley Scotts Valley Customer Denies Access Customer does not want a SmartMeter Resolved	1014	7/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1017 7/21/10 Sebastopol Customer Denies Access Customer does not want a SmartMeter Resolved	1015	7/21/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Tiburon Customer Denies Access Customer does not want a SmartMeter Resolved Auburn Customer wants Smartmeter Removed No reason provided Resolved Belvedere Customer Denies Access Under Investigation Open Campbell Household items affected by SM installation Under Investigation Open Capitola SmartMeter Customer Communication Other Resolved Corte Madera Customer wants Smartmeter Removed Unhappy with SM Program Resolved Corte Madera Customer wants Smartmeter Removed Under Investigation Open Capitola Customer wants Smartmeter Removed Unhappy with SM Program Resolved Corte Madera Customer wants Smartmeter Removed Under Investigation Open	1016	7/21/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1019 7/22/10 Auburn Customer wants Smartmeter Removed No reason provided Resolved	1017	7/21/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1020 7/22/10 Belvedere Customer Denies Access Under Investigation Open	1018	7/21/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1021 7/22/10 Campbell Household items affected by SM installation Under Investigation Open		7/22/10			Auburn	Customer wants Smartmeter Removed	No reason provided	Resolved
10217/22/10CampbellHousehold items affected by SM installation Under InvestigationOpen10227/22/10CapitolaSmartMeter Customer CommunicationOtherResolved10237/22/10Corte MaderaCustomer wants Smartmeter RemovedUnhappy with SM ProgramResolved10247/22/10EmeryvilleCustomer wants Smartmeter RemovedUnder InvestigationOpen	1020	7/22/10			Belvedere	Customer Denies Access	Under Investigation	Open
10227/22/10CapitolaSmartMeter Customer CommunicationOtherResolved10237/22/10Corte MaderaCustomer wants Smartmeter RemovedUnhappy with SM ProgramResolved10247/22/10EmeryvilleCustomer wants Smartmeter RemovedUnder InvestigationOpen	1021	7/22/10			Campbell	Household items affected by SM installation	nUnder Investigation	Open
10237/22/10Corte MaderaCustomer wants Smartmeter RemovedUnhappy with SM ProgramResolved10247/22/10EmeryvilleCustomer wants Smartmeter RemovedUnder InvestigationOpen	1022	7/22/10				•		
Emotyvnic Oddomot wante ematenete Nemeved Onder investigation	1023	7/22/10				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				Customer Denies Access	Under Investigation	

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

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

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100 7/28/10 20verciale Customer Denies Access Customer does not want a SmartMeter Resolver 1111 7/28/10 20verciale Customer Denies Access Customer does not want a SmartMeter Resolver 1112 7/28/10 20verciale 20verci		Complaint						
Dioverdale Customer Denies Access Customer does not want a SmartMeter Resolves Customer Denies Access Customer does not want a SmartMeter Resolves Customer Denies Access Customer does not want a SmartMeter Resolves Customer Denies Access Customer does not want a SmartMeter Resolves Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Under Investigation Open	armason from translation	Date	Customer Name	Account	Service City	Core Process		
2016 Maters Customer Denies Access Customer does not wart a SmartMeter Resolver 1111 728110 2728110					Carmel	Customer Denies Access		Resolved
Dorte Madera Dustomer Denies Access Under Investigation Open		7/26/10			Cloverdale	Customer Denies Access		
Farfax Customer Denies Access Customer does not want a SmartMeter afrax Customer Denies Access Under Investigation Open Tyzer10 Farfax Customer Denies Access Under Investigation Customer Denies Access Customer does not want a SmartMeter Agsolved Tyzer10 Farfax Customer Denies Access Customer does not want a SmartMeter Agsolved Customer Denies Access Customer does not want a SmartMeter Agsolved Customer Denies Access Customer does not want a SmartMeter Agsolved Customer Denies Access Under Investigation Copen Denies Access Under Investigation Denies Access Customer Denies Access Under Investigation Denies Access Customer Denies Denies Access Customer Denies Access Customer Denies Denies Access Customer Denies Denies Access Customer Denies Denies Access Customer Denies Denies Denies Access Customer Denies De		7/26/10			Corte Madera	Customer Denies Access	Customer does not want a SmartMeter	
Fairfax Customer Denies Access Under Investigation Open		7/26/10			Corte Madera	Customer Denies Access		
Felton Customer Denies Access Customer does not want a SmartMeter Resolver 2728/10 Srass Valley Customer Denies Access Customer does not want a SmartMeter Resolver Customer Denies Access Customer does not want a SmartMeter Resolver Customer Denies Access Customer does not want a SmartMeter Resolver Customer Denies Access Customer does not want a SmartMeter Resolver Customer Denies Access Customer Denies Access Under Investigation Open Hayward Customer Denies Access Under Investigation Open Hayward Customer Denies Access Under Investigation Open Hayward Customer Denies Access Customer does not want a SmartMeter Resolver Customer Denies Access Customer does not want a SmartMeter Resolver Magalia Customer Denies Access Customer does not want a SmartMeter Resolver Work Standard Customer Denies Access Customer does not want a SmartMeter Resolver Work Standard Customer Denies Access Customer does not want a SmartMeter Resolver Work Standard Customer Denies Access Customer does not want a SmartMeter Resolver Work Standard Customer Denies Access Under Investigation Open Dekland Meter/Module Under Investigation Open Dekland Wellington Installer Under Investigation Open Dekland New Open Dekland Wellington Installer Under Investigation Open Dekland New Open Dekl					2111112111	Customer Denies Access	Customer does not want a SmartMeter	
Srass Valley Customer Denies Access Customer does not want a SmartMeter Resolver					Fairfax	Customer Denies Access		
Srass Valley Customer Denies Access Customer does not want a SmartMeter Resolver					Felton	Customer Denies Access		Resolved
Sroveland Household items affected by SM installation Under Investigation Open Hayward Customer Denies Access Under Investigation Open Magalia Customer Denies Access Customer does not want a SmartMeter Resolvec Reso		7/26/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Hayward Customer Denies Access Under Investigation Open		7/26/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Hayward Customer Denies Access Under Investigation Open		7/26/10			Groveland	Household items affected by SM installation	nUnder Investigation	Open
1120 7/26/10		7/26/10			Hayward	Customer Denies Access	Under Investigation	
Magalia Customer Denies Access Customer does not want a SmartMeter Resolver		7/26/10			Hayward	Customer Denies Access	Under Investigation	Open
North San Juan Customer Denies Access Customer does not want a SmartMeter Open		7/26/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Dakland Customer Denies Access Under Investigation Open		7/26/10			Magalia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Dakland Customer Denies Access Under Investigation Open	1122	7/26/10			North San Juan	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Dakland Customer Denies Access Under Investigation Open	1123	7/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1128 7/26/10 Dakland Meter/Module Under Investigation Open		7/26/10			Oakland	Customer Denies Access	Under Investigation	Open
Dakland SmartMeter Customer Communication Under Investigation Open	1125	7/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1128 7/26/10 1128 7/26/10 1129 7/26/10 1129 7/26/10 1129 7/26/10 1129 7/26/10 1129 7/26/10 1129 7/26/10 1129 7/26/10 1120 7/26	1126	7/26/10			Oakland	Meter/Module	Under Investigation	Open
1129 7/26/10 Petaluma Customer Denies Access Customer does not want a SmartMeter Resolvec Placerville Customer Denies Access Customer does not want a SmartMeter Resolvec Resolv	1127	7/26/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1130 7/26/10 Petaluma Customer Denies Access Customer does not want a SmartMeter Resolvec	1128	7/26/10			Oakland	Wellington Installer	Under Investigation	Open
Placerville Customer Denies Access Customer does not want a SmartMeter Resolved		7/26/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Rescue Customer wants Smartmeter Removed No reason provided Resolved	1130	7/26/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
San Anselmo Customer Denies Access Under Investigation Open	1131	7/26/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1134 7/26/10 1135 7/26/10 1136 7/26/10 1137 7/26/10 1138 7/26/10 1139 7/26/10 1139 7/26/10 1130 7/26/10 1130 7/26/10 1130 7/26/10 1131 7/26/10 1131 7/26/10 1132 7/26/10 1133 7/26/10 1134 7/26/10 1135 7/26/10 1136 7/26/10 1137 7/26/10 1138 7/26/10 1139 7/26/10 1130 7/26/10 1141 7/26/10 1142 7/26/10 1143 7/26/10 1144 7/26/10 1145 7/26/10 1146 7/26/10 1147 7/26/10 1147 7/26/10 1148 7/26/10 1149 San Jose Household items affected by SM installation Under Investigation Open San Jose SmartMeter Customer Communication Other Resolved San Jose Wellington Installer Under Investigation Open Open Open Open Open Open Open Ope	1132	7/26/10			Rescue	Customer wants Smartmeter Removed	No reason provided	Resolved
1135 7/26/10 1136 7/26/10 1137 7/26/10 1138 7/26/10 1139 7/26/10 1139 7/26/10 1140 7/26/10 1140 7/26/10 1141 7/26/10 1141 7/26/10 1142 7/26/10 1144 7/26/10 1145 7/26/10 1146 7/26/10 1146 7/26/10 1157 7/26/10 1158 San Jose 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 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 does not want a SmartMeter Resolved Customer Denies Access Customer Denies Acces Desiet Acces Customer Denies Acces Desiet Acces Desiet Acces Desiet Acces	1133	7/26/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1136 7/26/10 1137 7/26/10 1138 7/26/10 1139 7/26/10 1140 7/26/10 1141 7/26/10 1141 7/26/10 1142 7/26/10 1143 7/26/10 1144 7/26/10 1144 7/26/10 1145 7/26/10 1146 7/26/10 1146 7/26/10 1146 7/26/10 1147 7/26/10 1146 7/26/10 1147 7/26/10 1148 San Jose 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 does not want a SmartMeter Resolved Customer Wants Smartmeter Removed No reason provided Resolved Customer Wallation Damaged Computer Resolved Customer Appliance Malfunctioning Resolved Customer Motion/Sensor Appliance Malfunctioning Resolved Customer Customer Customer Communication Other Resolved Customer Customer Communication Other Resolved Customer Customer Communication Other Resolved Customer Custom	1134	7/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1137 7/26/10 1138 7/26/10 1139 7/26/10 1140 7/26/10 1141 7/26/10 1141 7/26/10 1142 7/26/10 1143 7/26/10 1144 7/26/10 1145 7/26/10 1146 7/26/10 1157 7/26/10 1167 7/26/10 1177 7/26/10 1187 7/26/10 1198 7/26/10 1199 7/26/10 1109	1135	7/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1138 7/26/10 1139 7/26/10 1140 7/26/10 1141 7/26/10 1142 7/26/10 1143 7/26/10 1144 7/26/10 1145 7/26/10 1146 7/26/10 1146 7/26/10 1147 7/26/10 1147 7/26/10 1148 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
1139 7/26/10 1140 7/26/10 1141 7/26/10 1142 7/26/10 1143 7/26/10 1144 7/26/10 1145 7/26/10 1146 7/26/10 1147 7/26/10 1147 7/26/10 1148 San Jose Customer Denies Access Customer does not want a SmartMeter Resolved Resolve	1137	7/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1140 7/26/10 San Jose Customer wants Smartmeter Removed No reason provided Resolved 1141 7/26/10 San Jose Customer wants Smartmeter Removed No reason provided Resolved 1142 7/26/10 San Jose Household items affected by SM installation Damaged Computer Resolved 1143 7/26/10 San Jose Household items affected by SM installation Motion/Sensor Appliance Malfunctioning Resolved 1144 7/26/10 San Jose Household items affected by SM installation Under Investigation Open 1145 7/26/10 San Jose Household items affected by SM installation Under Investigation Open 1146 7/26/10 San Jose SmartMeter Customer Communication Other Resolved 1147 7/26/10 San Jose Wellington Installer Under Investigation Open	1138	7/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1141 7/26/10 San Jose Customer wants Smartmeter Removed No reason provided Resolved 1142 7/26/10 San Jose Household items affected by SM installation Damaged Computer Removed 1143 7/26/10 San Jose Household items affected by SM installation Motion/Sensor Appliance Malfunctioning Resolved 1144 7/26/10 San Jose Household items affected by SM installation Under Investigation Open 1145 7/26/10 San Jose Household items affected by SM installation Under Investigation Open 1146 7/26/10 San Jose SmartMeter Customer Communication Other Resolved 1147 7/26/10 San Jose Wellington Installer Under Investigation Open	1139	7/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1142 7/26/10 San Jose Household items affected by SM installation Damaged Computer Resolved 1143 7/26/10 San Jose Household items affected by SM installation Motion/Sensor Appliance Malfunctioning Resolved 1144 7/26/10 San Jose Household items affected by SM installation Under Investigation Open 1145 7/26/10 San Jose Household items affected by SM installation Under Investigation Open 1146 7/26/10 San Jose SmartMeter Customer Communication Other Resolved 1147 7/26/10 San Jose Wellington Installer Under Investigation Open	1140	7/26/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Resolved
11437/26/10San JoseHousehold items affected by SM installation Motion/Sensor Appliance MalfunctioningResolved11447/26/10San JoseHousehold items affected by SM installation Under InvestigationOpen11457/26/10San JoseHousehold items affected by SM installation Under InvestigationOpen11467/26/10San JoseSmartMeter Customer CommunicationOtherResolved11477/26/10San JoseWellington InstallerUnder InvestigationOpen	1141	7/26/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Resolved
11437/26/10San JoseHousehold items affected by SM installation Motion/Sensor Appliance MalfunctioningResolved11447/26/10San JoseHousehold items affected by SM installation Under InvestigationOpen11457/26/10San JoseHousehold items affected by SM installation Under InvestigationOpen11467/26/10San JoseSmartMeter Customer CommunicationOtherResolved11477/26/10San JoseWellington InstallerUnder InvestigationOpen	1142	7/26/10			San Jose	Household items affected by SM installation	Damaged Computer	Resolved
11447/26/10San JoseHousehold items affected by SM installation Under InvestigationOpen11457/26/10San JoseHousehold items affected by SM installation Under InvestigationOpen11467/26/10San JoseSmartMeter Customer CommunicationOtherResolved11477/26/10Topen	1143					Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
11457/26/10San JoseHousehold items affected by SM installation Under InvestigationOpen11467/26/10San JoseSmartMeter Customer CommunicationOtherResolved11477/26/10San JoseWellington InstallerUnder InvestigationOpen	1144							Open
11467/26/10San JoseSmartMeter Customer CommunicationOtherResolved11477/26/10San JoseWellington InstallerUnder InvestigationOpen	1145							Open
1147 7/26/10 San Jose Wellington Installer Under Investigation Open	1146					•		Resolved
The state of the s	1147							
1148 7/26/10 Ban Jose Wellington Installer Inder Investigation Open	1148	7/26/10			San Jose	Wellington Installer	Under Investigation	Open

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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		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	omandio odolomo odminamodion	Other	Resolved
1156	7/26/10			Scotts Valley		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			√allejo	Customer Denies Access	Under Investigation	Open
1160	7/27/10			Benicia	Customer Denies Access	Under Investigation	Open
1161	7/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
1162	7/27/10			Campbell	Household items affected by SM installation	Other	Resolved
1163	7/27/10			Chico	Wellington Installer	Under Investigation	Open
1164	7/27/10			Fairfax	Customer Denies Access	Under Investigation	Open
1165	7/27/10			Fairfax	Customer Denies Access	Under Investigation	Open
1166	7/27/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1167	7/27/10			Los Altos Hills	Customer Denies Access	Under Investigation	Open
1168	7/27/10			Madera	SmartMeter Customer Communication	Under Investigation	Open
1169	7/27/10			Moss Landing	Customer wants Smartmeter Removed	Under Investigation	Open
1170	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1171	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1172	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1173	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1174	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1175	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1176	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1177	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1178	7/27/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1179	7/27/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1180	7/27/10			Oakland		Under Investigation	Open
1181	7/27/10			Oakland		Under Investigation	Open
1182	7/27/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1183	7/27/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1184	7/27/10			Penn Valley	Customer Denies Access	Under Investigation	Open
1185	7/27/10			Penngrove	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1186	7/27/10			Petaluma	SmartMeter Customer Communication	Other	Resolved
1187	7/27/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1188	7/27/10			Pleasant Hill	Household items affected by SM installation	Under Investigation	Open
1189	7/27/10			San Jose		Customer does not want a SmartMeter	Resolved

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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	3	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
	1120110			Dania 1103a	Dustomer Defiles Access		

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No Date Quistomer Name Account Service Dr. Conte Process Under Investigation Open		Complaint						
Santa Rosa Customer Denies Access Under Investigation Open	armangantang yearstan	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	21/4/10000000000000000000000000000000000
Scotts Valley Customer wants Smartmeter Removed Index Investigation Open Smartville Customer wants Smartmeter Removed Index Investigation Open Op		7/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
Smartville Customer wants Smartmeter Removed Resselved Resselved Respect R		7/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
Watsonville					Scotts Valley	Customer wants Smartmeter Removed		Open
		7/28/10			Smartville	Customer wants Smartmeter Removed	No reason provided	Resolved
Carmel Customer Denies Access Under Investigation Open		7/28/10			Watsonville	Customer Denies Access	Under Investigation	Open
1239 7729/10 1239 7729/10 1239 1		7/29/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Tass Valley Customer Denies Access Customer does not want a SmartMeter Resolved		7/29/10			Carmel	Customer Denies Access	Under Investigation	Open
Customer Denies Access Under Investigation Open		7/29/10			Corte Madera	Customer Denies Access	Health Related Issues	Resolved
1241 7729/10 2.478.pur Customer Denies Access Under Investigation Open 1242 7729/10 0.68 Catos Customer Denies Access Under Investigation Open 1244 7729/10 0.68 Catos Customer Denies Access Under Investigation Open 1244 7729/10 0.68 Catos Wellington Installer Under Investigation Open 1245 7729/10 Wellington Installer Under Investigation Open 1246 7729/10 Wellington Installer Under Investigation Open 1247 7729/10 Wellington Installer Under Investigation Open 1248 7729/10 Wellington Open 1249 7729/10 Wellington Open 1250 7729/10 Wellington Open 1251 7729/10 Wellington Open 1251 7729/10 Wellington Open 1252 7729/10 Wellington Open 1253 7729/10 Wellington Open 1254 7729/10 Wellington Open 1255 7729/10 Wellington Open 1256 7729/10 Wellington Open 1256 7729/10 Open	1239	7/29/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Larkspur Customer Denies Access Under Investigation Open	1240	7/29/10			Larkspur	Customer Denies Access	Under Investigation	Open
1243 7/29/10 26 dates 24 customer Denies Access 25 customer Denies Access	1241	7/29/10			Larkspur	Customer Denies Access	Under Investigation	
1244 7/29/10 1245 7/29/10 1246 7/29/10 1246 7/29/10 1247 7/29/10 1247 7/29/10 1248 7/29/10 1249	1242	7/29/10			Larkspur	Customer Denies Access	Under Investigation	
Mill Valley Customer Denies Access Under Investigation Open	1243	7/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
Mill Valley Customer Denies Access Under Investigation Open	1244	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
Mill Valley Customer Denies Access Under Investigation Open	1245	7/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
Novato Novato Customer Denies Access Under Investigation Open	1246	7/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1248 7/29/10 Novato Customer Denies Access Under Investigation Open	1247	7/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
Novato Customer Denies Access Under Investigation Open	1248	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
Novato Customer Denies Access Under Investigation Open	1249	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
1252 7/29/10 Novato Customer Denies Access Under Investigation Open	1250	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
7/29/10 1254 7/29/10 1255 7/29/10 1256 7/29/10 1257 7/29/10 1258 7/29/10 1258 7/29/10 1259 7/29/10 1250 7/29/10 1250 7/29/10 1251 7/29/10 1251 7/29/10 1252 7/29/10 1253 7/29/10 1254 7/29/10 1255 7/29/10 1256 7/29/10 1257 7/29/10 1258 7/29/10 1259 7/29/10 1259 7/29/10 1250 7/29/10 1250 7/29/10 1250 7/29/10 1251 7/29/10 1252 7/29/10 1253 7/29/10 1254 7/29/10 1255 7/29/10 1256 7/29/10 1257 7/29/10 1258 7/29/10 1259 7/29/10 1259 7/29/10 1250 7/29/10 1250 7/29/10 1250 7/29/10 1251 7/29/10 1252 7/29/10 1253 7/29/10 1254 7/29/10 1255 7/29/10 1256 7/29/10 1257 7/29/10 1258 7/29/10 1259 7/29/10 1259 7/29/10 1250 7/29/10 1250 7/29/10 1250 7/29/10 1251 7/29/10 1252 7/29/10 1253 7/29/10 1254 7/29/10 1255 7/29/10 1256 7/29/10 1257 7/29/10 1258 7/29/10 1259 7/29/10 1259 7/29/10 1259 7/29/10 1250 7/29/10 1250 7/29/10 1250 7/29/10 1251 7/29/10 1252 7/29/10 1253 7/29/10 1254 7/29/10 1255 7/29/10 1256 7/29/10 1257 7/29/10 1258 7/29/10 1259 7/29/10 1259 7/29/10 1259 7/29/10 1250 7/29/10 1250 7/29/10 1251 7/29/10 1251 7/29/10 1252 7/29/10 1253 7/29/10 1254 7/29/10 1255 7/29/10 1256 7/29/10 1257 7/29/10 1258 7/29/10 1259 7/29/10 1259 7/29/10 1259 7/29/10 1250 7/29/10 1251 7/29/10 1251 7/29/10 1252 7/29/10 1253 7/29/10 1254 7/29/10 1255 7/29/10 1255 7/29/10 1256 7/29/10 1257 7/29/10 1258 7/29/10 1259 7/29/10 1259 7/29/10 1250 7/29/	1251	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
1254 7/29/10 1255 7/29/10 1256 7/29/10 1257 7/29/10 1258 7/29/10 1258 7/29/10 1259	1252	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
1255 7/29/10 1256 7/29/10 1257 7/29/10 1258 7/29/10 1258 7/29/10 1258 7/29/10 1258 7/29/10 1258 7/29/10 1258 7/29/10 1258 7/29/10 1258 7/29/10 1258 7/29/10 1258 7/29/10 1258 7/29/10 1258 7/29/10 1259	1253	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1256 7/29/10 1257 7/29/10 1258 7/29/10 1259	1254	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1257 7/29/10 1258 1/29/10 1259	1255	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1258 7/29/10 T/29/10	1256	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
1259 7/29/10 1260 7/29/10 1261 7/29/10 1262 7/29/10 1263 7/29/10 1264 7/29/10 1264 7/29/10 1265 7/29/10 1266 7/29/10 1266 7/29/10 1266 7/29/10 1266 7/29/10 1267 7/29/10 1268 7/29/10 1268 7/29/10 1268 7/29/10 1269 7/29/10 1269 7/29/10 1268 7/29/10 1269 7/29/10 7/29/10 7/29/10 7/29/10 7/29/10 7/29/10 7/29/10 7/29/10 7/	1257	7/29/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
Time	1258	7/29/10			Oakland	Household items affected by SM installation	nUnder Investigation	Open
Tight Tigh	1259	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
Table Tabl	1260	7/29/10			Pacifica	Household items affected by SM installation	nOther	Resolved
1263 7/29/10 1264 7/29/10 Petaluma Customer Denies Access Under Investigation Open	1261	7/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
1264 7/29/10 Petaluma Household items affected by SM installation Damaged Other Household Appliances Resolved	1262	7/29/10			Petaluma	Customer Denies Access	-	Open
12657/29/10PetalumaScheduling ProblemsInstaller missed appointmentResolved12667/29/10PlacervilleHousehold items affected by SM installation Under InvestigationOpen12677/29/10PlacervilleWellington InstallerUnder InvestigationOpen12697/29/10San AnselmoCustomer Denies AccessUnder InvestigationOpen12707/29/10San FranciscoHousehold items affected by SM installation OtherResolved	1263	7/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
12657/29/10PetalumaScheduling ProblemsInstaller missed appointmentResolved12667/29/10PlacervilleHousehold items affected by SM installation Under InvestigationOpen12677/29/10PlacervilleWellington InstallerUnder InvestigationOpen12697/29/10San AnselmoCustomer Denies AccessUnder InvestigationOpen12707/29/10San FranciscoHousehold items affected by SM installation OtherResolved	1264	7/29/10			Petaluma	Household items affected by SM installation	nDamaged Other Household Appliances	Resolved
12667/29/10PlacervilleHousehold items affected by SM installation Under InvestigationOpen12677/29/10PlacervilleWellington InstallerUnder InvestigationOpen12687/29/10Rancho CordovaWellington InstallerUnder InvestigationOpen12697/29/10San AnselmoCustomer Denies AccessUnder InvestigationOpen12707/29/10San FranciscoHousehold items affected by SM installation OtherResolved	1265	7/29/10			Petaluma			Resolved
12677/29/10PlacervilleWellington InstallerUnder InvestigationOpen12687/29/10Rancho CordovaWellington InstallerUnder InvestigationOpen12697/29/10San AnselmoCustomer Denies AccessUnder InvestigationOpen12707/29/10San FranciscoHousehold items affected by SM installation OtherResolved	1266	7/29/10			Placerville		nUnder Investigation	Open
12687/29/10Rancho CordovaWellington InstallerUnder InvestigationOpen12697/29/10San AnselmoCustomer Denies AccessUnder InvestigationOpen12707/29/10FranciscoHousehold items affected by SM installationResolved	1267				Placerville	,	<u> </u>	Open
12697/29/10San AnselmoCustomer Denies AccessUnder InvestigationOpen12707/29/10FranciscoHousehold items affected by SM installationOtherResolved	1268							Open
1270 7/29/10 San Francisco Household items affected by SM installation Other Resolved	1269				San Anselmo	-	-	
	1270	7/29/10			San Francisco	Household items affected by SM installation		Resolved
	1271						Under Investigation	Open

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	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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	Complaint						
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			√allejo	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	onUnder 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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1936 8/2/10		Complaint						
Will Valley Customer Denies Access Under Investigation University		Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
Sage		8/2/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Novato Customer Denies Access Customer Denies Wellington Access Resolution		8/2/10			Mill Valley	Customer Denies Access	Under Investigation	Open
Novato Customer Denies Access Customer Denies Wellington Access Resolution 27/10 Jakland Customer Denies Access Customer Denies Wellington Access Resolution 27/10 Jakland Customer Denies Access Customer Denies Wellington Access Resolution 27/10 Jakland Customer Denies Access Customer Denies Wellington Access Resolution 27/10 Jakland Customer Denies Access Customer Denies Wellington Access Resolution 27/10 Jakland Customer Denies Access Customer Denies Wellington Access Resolution 27/10 Jakland Customer Denies Access Customer Denies Wellington Access Resolution 27/10 Jakland Customer Denies Access Customer Denies Wellington Access Resolution 27/10 Javin Denies Access Customer Denies Access Customer Denies Wellington Access Resolution 27/10 Javin Denies Access Customer Denies Access Customer Denies Wellington Access Resolution 27/10 Javin Denies Access Customer Denies Access Customer Denies Wellington Access Resolution 27/10 Javin Denies Access Customer Denies Access Customer Denies Wellington Access Resolution 27/10 Javin Denies Access Customer Denies Access Customer Denies Wellington Access Resolution 27/10 Javin Denies Access Customer Denies Access Under Investigation Open 27/10 Javin Denies Access Customer Denies Access Under Investigation Open 27/10 Javin Denies Access Customer Denies Access Under Investigation Open 27/10 Javin Denies Access Customer Denies Wellington Access Resolution 27/10 Javin Denies Access Customer Denies Wellington Access Resolution 27/10 Javin Denies Access Customer Denies Wellington Access Resolution 27/10 Javin Denies Access Customer Denies Wellington Access Resolution 27/10 Javin Denies Access Customer D	1397	8/2/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
Dakland Customer Denies Access Customer Denies Wellington Access Resolution	1398	8/2/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
Section Section Dakland Customer Denies Access Customer Denies Wellington Access Resolution Res	1399	8/2/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Dakland Customer Denies Access Customer Denies Wellington Access Resolution Customer Denies Access Customer Denies Wellington Access Customer Denies Wellington Access Customer Denies Access Customer does not want a SmartMeter Resolution Customer Denies Access Customer does not want a SmartMeter Resolution Customer Denies Access Customer De	1400	8/2/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
Dakland Customer Denies Access Under Investigation Open	1401	8/2/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
Sekland Household items affected by SM installation Damaged Refrigerator Resolution	1402	8/2/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
Dakland Household items affected by SM installation/under Investigation Open	1403	8/2/10			Oakland	Customer Denies Access	Under Investigation	Open
Droville Customer Denies Access Customer does not want a SmartMeter Resolution	1404	8/2/10			Oakland	Household items affected by SM installation	nDamaged Refrigerator	Resolved
1407 8/2/10 1408 8/2/10 1408 1409 140	1405	8/2/10			Oakland	Household items affected by SM installation	nUnder Investigation	Open
Pinole Customer Denies Access Under Investigation Open	1406	8/2/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Pleasanton Customer Denies Access Customer Denies Wellington Access Resolution	1407	8/2/10			Oroville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
Pleasanton Customer Denies Access Customer does not want a SmartMeter Resolu Rescue Household items affected by SM installation Damaged Other Household Appliances Resolu Royald Resolu Royald Resolu Royald Resolu Royald	1408	8/2/10			Pinole	Customer Denies Access	Under Investigation	Open
Rescue	1409	8/2/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Resolved
Richmond Customer Denies Access Customer Denies Wellington Access Resolution	1410	8/2/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Richmond Customer Denies Access Customer Denies Wellington Access Resolution Rohnert Park Customer Denies Access Under Investigation Oper	1411	8/2/10			Rescue	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
San Francisco San Francisco Customer wants Smartmeter Removed Under Investigation Open	1412	8/2/10			Richmond	•	-	Resolved
Sar Francisco Sar Francisco Household items affected by SM installation Damaged Other Household Appliances Resolution Resol	1413	8/2/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
San Francisco Household items affected by SM installation Other San Jose Customer Denies Access Customer Denies Wellington Access Resolution San Jose Customer Denies Access Under Investigation Oper San Jose Household items affected by SM installation Damaged Computer Resolution San Jose Household items affected by SM installation Other Resolution San Jose Household items affected by SM installation Under Investigation Oper San Rafael Customer Denies Access Customer Denies Wellington Access Resolution San Rafael Customer Denies Access Customer Denies Wellington Access Resolution San Rafael Customer Denies Access Customer Denies Wellington Access Resolution San Rafael Customer Denies Access Customer Denies Wellington Access Resolution San Rafael Customer Denies Access Customer Denies Wellington Access Resolution San Rafael Customer Denies Access Customer Denies Wellington Access Resolution San Rafael Customer Denies Access Customer Denies Wellington Access Resolution San Rafael Customer Denies Access Customer Denies Wellington Access Resolution San Rafael Customer Denies Access Customer Denies Wellington Access Resolution San Rafael Customer Denies Access Customer Denies Wellington Access Resolution San Rafael Customer Denies Access Under Investigation Oper San Rancon Household items affected by SM installation Under Investigation Oper San Rancon Denies Access Under Investigation Oper San San Rosa Customer Denies Access Under Investigation Oper San San Rosa Sustomer Denies Access Under Investigation Oper San San Salito Customer Denies Access Under Investigation Oper San San Salito Customer Denies Access Under Investigation Oper San San Salito Customer Denies Access Under Investigation Oper San San Salito Customer Denies Access Under Investigation Oper San San Salito Customer Denies Access	1414	8/2/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose Customer Denies Access Customer Denies Wellington Access Resolution	1415	8/2/10			San Francisco	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
San Jose Customer Denies Access Under Investigation Open	1 1	8/2/10			San Francisco	Household items affected by SM installation	nOther	Resolved
San Jose Customer Denies Access Under Investigation Open	1417	8/2/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
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 1428 8/2/10 1429 8/2/10 1429 8/2/10 1429 8/2/10 1429 8/2/10 1429 8/2/10 1429 8/2/10 1429 8/2/10 1429 8/2/10 1429 8/2/10 1430 8/2/10 1431 8/2/10 1431 8/2/10 1432 8/2/10 1433 8/2/10 1433 8/2/10 1434 8/2/10 1434 8/2/10 1434 8/2/10 1444 8/2/10 155	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 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 1430 8/2/10 1440 8/2/10 1450 8/2/10 150 800 800 800 800 800 800 800 800 800 8	1419	8/2/10			San Jose	Customer Denies Access	Under Investigation	Open
1422 8/2/10 San Jose Household items affected by SM installation Other Resolved San Jose Household items affected by SM installation Under Investigation Open San Rafael Customer Denies Access Customer Denies Wellington Access Resolved San Rafael Customer Denies Access Customer Denies Wellington Access Resolved San Rafael Customer Denies Access Customer Denies Wellington Access Resolved San Rafael Customer Denies Access Customer Denies Wellington Access Resolved San Rafael Customer Denies Access Customer Denies Wellington Access Resolved San Rafael Customer Denies Access	1420	8/2/10			San Jose	Customer Denies Access	Under Investigation	Open
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 1431 8/2/10 1431 8/2/10 1433 8/2/10 1433 8/2/10 1433 8/2/10 1443 8/2/10 1443 8/2/10 1444 8/2/10 145 8/2/10 15	1421	8/2/10			San Jose	Household items affected by SM installation	nDamaged Computer	Resolved
1424 8/2/10 1425 8/2/10 1426 8/2/10 1427 8/2/10 1428 8/2/10 1429 8/2/10 1430 8/2/10 1431 8/2/10 1431 8/2/10 1433 8/2/10 1434 8/2/10 1434 8/2/10 1434 8/2/10 1531 8/2/10 1532 8/2/10 1533 8/2/10 1533 8/2/10 1534 8/2/10 1535 837 Rafael Customer Denies Access Customer Denies Wellington Access Resolved Re	1422	8/2/10			San Jose	Household items affected by SM installation	nOther	Resolved
1425 8/2/10 San Rafael Customer Denies Access Customer Denies Wellington Access Resolvent Part	1423	8/2/10			San Jose	Household items affected by SM installation	nUnder Investigation	Open
1426 8/2/10 San Rafael Customer Denies Access Customer does not want a SmartMeter Resolve	1424	8/2/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
14278/2/1014288/2/1014298/2/1014308/2/1014318/2/1014328/2/1014338/2/1014348/2/1014348/2/1014358/2/1014368/2/1014378/2/1014388/2/1014398/2/1014308/2/1014318/2/1014328/2/1014338/2/1014348/2/1014348/2/1014358/2/1014368/2/1014378/2/1014388/2/1014398/2/1014308/2/1014318/2/1014328/2/1014338/2/1014348/2/1014348/2/1014358/2/1014368/2/1014378/2/1014388/2/1014398/2/1014398/2/1014308/2/1014318/2/1014328/2/1014338/2/1014348/2/1014358/2/1014368/2/1014378/2/1014388/2/1014398/2/1014398/2/1014308/2/1014318/2/1014328/2/1014338/2/1014348/2/1014358/2/1014368/2/10 <tr< td=""><td>1425</td><td>8/2/10</td><td></td><td></td><td>San Rafael</td><td>Customer Denies Access</td><td>Customer Denies Wellington Access</td><td>Resolved</td></tr<>	1425	8/2/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
14288/2/10San RafaelHousehold items affected by SM installation Under InvestigationOpen14298/2/10San RamonHousehold items affected by SM installation Under InvestigationOpen14308/2/10Santa RosaCustomer Denies AccessCustomer Denies Wellington AccessResolvent Denies Access14318/2/10Santa RosaCustomer Denies AccessUnder InvestigationOpen14328/2/10SausalitoCustomer Denies AccessUnder InvestigationOpen14338/2/10SausalitoCustomer Denies AccessUnder InvestigationOpen14348/2/10Scotts ValleySmartMeter Customer CommunicationQ on SM communication materialsResolvent Communication	1426	8/2/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
14298/2/10San RamonHousehold items affected by SM installation Under InvestigationOpen14308/2/10Santa RosaCustomer Denies AccessCustomer Denies Wellington AccessResolvent14318/2/10Santa RosaCustomer Denies AccessUnder InvestigationOpen14328/2/10SausalitoCustomer Denies AccessUnder InvestigationOpen14338/2/10SausalitoCustomer Denies AccessUnder InvestigationOpen14348/2/10Scotts ValleySmartMeter Customer CommunicationQ on SM communication materialsResolvent	1427	8/2/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
14298/2/10San RamonHousehold items affected by SM installation Under InvestigationOpen14308/2/10Santa RosaCustomer Denies AccessCustomer Denies Wellington AccessResolvent Denies Access14318/2/10Santa RosaCustomer Denies AccessUnder InvestigationOpen14328/2/10SausalitoCustomer Denies AccessUnder InvestigationOpen14338/2/10SausalitoCustomer Denies AccessUnder InvestigationOpen14348/2/10Scotts ValleySmartMeter Customer CommunicationQ on SM communication materialsResolvent Denies Access	1428	8/2/10			San Rafael	Household items affected by SM installation	nUnder Investigation	Open
14308/2/10Santa RosaCustomer Denies AccessCustomer Denies Wellington AccessResolvent14318/2/10Santa RosaCustomer Denies AccessUnder InvestigationOpen14328/2/10SausalitoCustomer Denies AccessUnder InvestigationOpen14338/2/10SausalitoCustomer Denies AccessUnder InvestigationOpen14348/2/10Scotts ValleySmartMeter Customer CommunicationQ on SM communication materialsResolvent	1429	8/2/10			San Ramon	-	<u> </u>	Open
14318/2/10Santa RosaCustomer Denies AccessUnder InvestigationOpen14328/2/10SausalitoCustomer Denies AccessUnder InvestigationOpen14338/2/10SausalitoCustomer Denies AccessUnder InvestigationOpen14348/2/10Scotts ValleySmartMeter Customer CommunicationQ on SM communication materialsResolvent	1430	8/2/10			Santa Rosa	•	-	Resolved
1433 8/2/10 Sausalito Customer Denies Access Under Investigation Open 1434 8/2/10 Scotts Valley SmartMeter Customer Communication Q on SM communication materials Resolv	1431	8/2/10			Santa Rosa	Customer Denies Access	-	Open
1434 8/2/10 Scotts Valley SmartMeter Customer Communication Q on SM communication materials Resolv	1432	8/2/10			Sausalito	Customer Denies Access	Under Investigation	Open
1434 8/2/10 Scotts Valley SmartMeter Customer Communication Q on SM communication materials Resolu	1433	8/2/10			Sausalito	Customer Denies Access	9	Open
	1434	8/2/10				SmartMeter Customer Communication	Q on SM communication materials	Resolved
1950 8/2/10	1435	8/2/10			Sebastopol	Customer Denies Access	Under Investigation	Open

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No.	Complaint	Customer Name	Account	Samilas City	Core Process	Natura of Communicat	Status
1436	Date 8/2/10	Gustomer Name	Account	Service City Sunnyvale	Meter / Module Concerns	Nature of Complaint 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 installatio	-	Resolved
1439	8/2/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1440	8/2/10			Vallejo Vallejo	Household items affected by SM installatio		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 installatio		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 installatio		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 installatio	nOther	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 installatio	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 installatio	nUnder Investigation	Open

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No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1477	8/3/10			Mountain View	Household items affected by SM installation	Damaged Computer	Resolved
1478	8/3/10			Napa	Customer Denies Access	Under Investigation	Open
1479	8/3/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1480	8/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1481	8/3/10			Oakland	Household items affected by SM installation		Open
1482	8/3/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1483	8/3/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1484	8/3/10			Oroville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1485	8/3/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1486	8/3/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1487	8/3/10			Petaluma	Wellington Installer	Under Investigation	Open
1488	8/3/10			Pittsburg	Customer Denies Access	Under Investigation	Open
1489	8/3/10			Reedley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1490	8/3/10			Richmond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1491	8/3/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1492	8/3/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1493	8/3/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1494	8/3/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1495	8/3/10			San Francisco	Customer Denies Access	Customer Denies Wellington Access	Resolved
1496	8/3/10			San Francisco	Customer Denies Access	Under Investigation	Open
1497	8/3/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1498	8/3/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1499	8/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1500	8/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1501	8/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1502	8/3/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1503	8/3/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1504	8/3/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1505	8/3/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1506	8/3/10			San Jose	Power Interruption	Under Investigation	Open
1507	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
1508	8/3/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1509	8/3/10			San Rafael	Customer Denies Access	Under Investigation	Open
1510	8/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1511	8/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1512	8/3/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1513	8/3/10			Santa Rosa	Power Interruption	Partial Power Outage	Resolved
1514	8/3/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1515	8/3/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1516	8/3/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1517	8/3/10			Vacaville	Customer Denies Access	Customer Denies Wellington Access	Resolved

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	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 installatio	n <mark>Other</mark>	Resolved
1561	8/4/10			Oakland	Household items affected by SM installatio	nUnder 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 installatio	nDamaged Other Household Appliances	Resolved
1565	8/4/10			Paradise	Household items affected by SM installatio	nOther	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 installatio	nUnder 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 installatio	nUnder Investigation	Open
1578	8/4/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1579	8/4/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1580	8/4/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1581	8/4/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1582	8/4/10			San Jose	Customer Denies Access	Under Investigation	Open
1583	8/4/10			San Jose	Customer Denies Access	Under Investigation	Open
1584	8/4/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1585	8/4/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1586	8/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
1587	8/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
1588	8/4/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1589	8/4/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1590	8/4/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1591	8/4/10			Sausalito	Customer Denies Access	Under Investigation	Open
1592	8/4/10			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
1593	8/4/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1594	8/4/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1595	8/4/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1596	8/4/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1597	8/4/10			Walnut Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1598	8/4/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1599	8/4/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved

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	Complaint					
No.	Date	Customer Name	Account Service C		Nature of Complaint	Status
1600	8/4/10		Watsonville	Household items affected by SM installatio	nUnder Investigation	Open
1601	8/4/10		Woodside	Customer Denies Access	Customer Denies Wellington Access	Resolved
1602	8/5/10		Ben Lomono	d Customer Denies Access	Customer Denies Wellington Access	Resolved
1603	8/5/10		Ben Lomond	d Customer Denies Access	Customer does not want a SmartMeter	Resolved
1604	8/5/10		Ben Lomond		Customer does not want a SmartMeter	Resolved
1605	8/5/10		Ben Lomond	d Customer Denies Access	Under Investigation	Open
1606	8/5/10		Ben Lomono	d 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 Cree	ek Customer Denies Access	Customer Denies Wellington Access	Resolved
1610	8/5/10		Cameron Pa	ark Household items affected by SM installation	nUnder 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 installatio	nOther	Resolved
1630	8/5/10		Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
1631	8/5/10		Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
1632	8/5/10		Mill Valley	Customer Denies Access	Under Investigation	Open
1633	8/5/10		Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1634	8/5/10		Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1635	8/5/10		Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1636	8/5/10		Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1637	8/5/10		Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1638	8/5/10		Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1639	8/5/10		Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1640	8/5/10		Novato	Customer Denies Access	Under Investigation	Open
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	Complaint						
No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1641	8/5/10		No	ovato	Customer Denies Access	Under Investigation	Open
1642	8/5/10		No	ovato	Customer Denies Access	Under Investigation	Open
1643	8/5/10		No	ovato	Household items affected by SM installation	Under Investigation	Open
1644	8/5/10		O:	akland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1645	8/5/10		O:	akland	Customer Denies Access	Under Investigation	Open
1646	8/5/10		O:	akland	Customer Denies Access	Under Investigation	Open
1647	8/5/10		O:	akland	Customer wants Smartmeter Removed	Under Investigation	Open
1648	8/5/10		Pi	inole	Customer Denies Access	Customer Denies Wellington Access	Resolved
1649	8/5/10		PI	leasanton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1650	8/5/10		Ri	ichmond	Power Interruption	Under Investigation	Open
1651	8/5/10		Ri	iverdale	Customer Denies Access	Customer Denies Wellington Access	Resolved
1652	8/5/10		Ro	ohnert Park	Household items affected by SM installation	Other	Resolved
1653	8/5/10		Sa	an Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1654	8/5/10		Sa	an Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1655	8/5/10		Sa	an Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1656	8/5/10		Sa	an Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1657	8/5/10		Sa	an Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1658	8/5/10		Sa	an Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1659	8/5/10		Sa	an Jose	Power Interruption	Partial Power Outage	Resolved
1660	8/5/10		Sa	an Jose	Power Interruption	Under Investigation	Open
1661	8/5/10		Sa	an Jose	Wellington Installer	Under Investigation	Open
1662	8/5/10		Sa	anta Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1663	8/5/10		Sa	anta Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1664	8/5/10		Sa	ausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1665	8/5/10		St	unnyvale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1666	8/5/10		Va	acaville	Power Interruption	Partial Power Outage	Resolved
1667	8/5/10		Va	allejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1668	8/5/10		Va	allejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1669	8/5/10			allejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1670	8/5/10		Vá	allejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1671	8/5/10		V	/atsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1672	8/5/10		\sim	/atsonville	Customer Denies Access	Under Investigation	Open
1673	8/5/10		\sim	/atsonville	Household items affected by SM installation	Under Investigation	Open
1674	8/5/10		V	/indsor	Customer Denies Access	Under Investigation	Open
1675	8/6/10		Al	lameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1676	8/6/10		Al	lameda	Customer Denies Access	Under Investigation	Open
1677	8/6/10		Al	lameda	Customer Denies Access	Under Investigation	Open
1678	8/6/10			lameda	Household items affected by SM installation	<u> </u>	Open
1679	8/6/10			therton		Customer does not want a SmartMeter	Resolved
1680	8/6/10		_	enicia	Household items affected by SM installation	Under Investigation	Open
1681	8/6/10			oulder Creek	Household items affected by SM installation	-	Open
			•		production and the distribution		- -

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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
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	Damaged Other Household Appliances	Resolved
1703	8/6/10			Mariposa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1704	8/6/10			Mariposa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1705	8/6/10			Milpitas	Customer Denies Access	Under Investigation	Open
1706	8/6/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1707	8/6/10			Napa	Customer Denies Access	Under Investigation	Open
1708	8/6/10			Nevada City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1709	8/6/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1710	8/6/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1711	8/6/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1712	8/6/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1713	8/6/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1714	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1715	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1716	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1717	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1718	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1719	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1720	8/6/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1721	8/6/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1722	8/6/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
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	Complaint						
No. 1723	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
	8/6/10			Oroville 	Household items affected by SM installation		Resolved
1724	8/6/10			Pinole	Customer Denies Access	Customer Denies Wellington Access	Resolved
1725	8/6/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1726	8/6/10			Redwood Ests	Household items affected by SM installation		Open
1727	8/6/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1728	8/6/10			Richmond	Customer Denies Access	Under Investigation	Open
1729	8/6/10			Richmond	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1730	8/6/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1731	8/6/10			San Francisco	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1732	8/6/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1733	8/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1734	8/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1735	8/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1736	8/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1737	8/6/10			San Jose	Customer Denies Access	Under Investigation	Open
1738	8/6/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1739	8/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1740	8/6/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1741	8/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1742	8/6/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1743	8/6/10			Santa Clara	Customer Denies Access	Customer Denies Wellington Access	Resolved
1744	8/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1745	8/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1746	8/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1747	8/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1748	8/6/10			Santa Rosa	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1749	8/6/10			Saratoga	Customer Denies Access	Under Investigation	Open
1750	8/6/10			Saratoga	Power Interruption	Under Investigation	Open
1751	8/6/10			Sutter	Customer Denies Access	Under Investigation	Open
1752	8/6/10			Tracy	Household items affected by SM installation		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

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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			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			Vallejo	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			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
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Color Kev	
Resolved Since the Last Report	
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	Complaint						
No.	Date	Customer Name A		ice 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		Richmon	d	Wellington Installer	Under Investigation	Open
47	3/3/10		Glen Elle	n	Scheduling Problems	Under Investigation	Open
48	3/3/10		San Pabl	lo	Wellington Installer	Other	Resolved
49	3/7/10		Santa Ro	sa	Customer Denies Access	Under Investigation	Open
50	3/7/10		Sebastop	ool	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 Ram	non	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	o 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	ı 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 Ro	sa	Customer Denies Access	Under Investigation	Open
63	3/10/10		Santa Ro	sa	Customer Denies Access	Under Investigation	Open
64	3/10/10		Santa Ro	sa	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 Fran	ncisco	Customer Denies Access	Under Investigation	Open
68	3/12/10		San Jose		Customer Denies Access	Under Investigation	Open
69	3/12/10		Union Cit	ty	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	y	Wellington Installer	Installer upset animals	Resolved
73	3/15/10		Placervill	e	Customer Denies Access	Under Investigation	Open
74	3/15/10		Pleasanto	on	Wellington Installer	Under Investigation	Open
75	3/15/10		Tracy		Customer Denies Access	Under Investigation	Open
76	3/16/10		Angels C	amp	Customer Denies Access	Under Investigation	Open
77	3/16/10		Sunnyval	le	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		Richmon	d	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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Color Key	
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	Complaint						
No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
83	3/17/10			Vacaville	Wellington Installer	Failed to identify self as PG&E contractor	Resolved
84	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
85	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
86	3/19/10			Santa Rosa	Wellington Installer	Damaged private property	Resolved
87	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
88	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
89	3/22/10			Saint Helena	Other	Under Investigation	Open
90	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
91	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
92	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
93	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
94	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
95	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
96	3/25/10			San Jose	Wellington Installer	Damaged private property	Resolved
97	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
98	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
99	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
100	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
101	3/28/10			Citrus Heights	Network Equipment Installation	Under Investigation	Open
102	3/28/10			Oakhurst	Customer Denies Access	Under Investigation	Open
103	3/28/10			Vallejo	Customer Denies Access	Under Investigation	Open
104	3/29/10			San Jose	Wellington Installer	No time given to power down equipment	Resolved
105	3/29/10			Tracy	Meter/Module	Under Investigation	Open
106	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
107	3/31/10			Half Moon Bay	Wellington Installer	Under Investigation	Open
108	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
109	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
110	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
111	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
112	4/5/10			San Jose	Wellington Installer	Under Investigation	Open
113	4/5/10			Vacaville	Other	Under Investigation	Open
114	4/6/10			Tracy	Other	Under Investigation	Open
115	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
116	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
117	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
118	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
119	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
120	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
121	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
122	4/14/10			Madera	Wellington Installer	Under Investigation	Open
123	4/14/10			Orinda	Other	Other	Resolved
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	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			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		Complaint						
166	No		Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
167 4/30/10 2048/nd 2048/n		1.000000000000000000000000000000000000						
Richmond	166	4/30/10			Concord	Other	Other	Resolved
S. San Francisco Wellington Installer Under Investigation Open	167	4/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Dakland Wellington Installer Under Investigation Open	168	4/30/10			Richmond	Other	Under Investigation	Open
	169	5/4/10			S. San Francisco	Wellington Installer	Under Investigation	Open
Maryeville	170	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
173 577/10 175 577/10 175 177/10 175 177/10 175 177/10 175 177/10 175 177/10 175 177/10 175 177/10 175 177/10 175 177/10	171	5/5/10			San Jose	Wellington Installer	Under Investigation	Open
174 577/10 1/2	172	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
175 5/7/10 San Jose	173	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
San Jose Meter/Module Under Investigation Open	174	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
Placerville Wellington Installer Under Investigation Open	175	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
San Jose	176	5/7/10			San Jose	Meter/Module	Under Investigation	Open
179 5/10/10 180 5/10/10 180 5/10/10 181 5/10/10 181 5/10/10 181 5/10/10 181 5/10/10 181 5/10/10 182 5/10/10 182 5/10/10 182 5/10/10 183 5/10/10 183 5/10/10 183 5/10/10 183 5/10/10 184 5/10/1	177	5/8/10			Placerville	Wellington Installer	Under Investigation	Open
Milpitas Wellington Installer Under Investigation Open	178	5/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
181	179	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
182 5/10/10 San Jose Customer Denies Access Under Investigation Open San Jose Outloomer Denies Access Under Investigation Open San Jose Outloomer Denies Access Under Investigation Open	180	5/10/10			Milpitas	Wellington Installer	Under Investigation	Open
San Jose Customer Denies Access Under Investigation Open	181	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open
184 5/10/10 185 6/10/10 186 5/10/10 186 5/10/10 187 5/10/10 188 5/10/10 188 5/10/10 188 5/10/10 188 5/10/10 189 5/11/10 189 5/	182	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
San Jose Customer Denies Access Under Investigation Open Shingle Springs Customer Denies Access Under Investigation Open Woodside Wellington Installer Under Investigation Open Woodside Wellington Installer Under Investigation Open Shingle Springs Customer Communication Under Investigation Open Woodside Wellington Installer Under Investigation Open Shingle Springs Customer Communication Under Investigation Open Woodside Wellington Installer Under Investigation Open Shingle Springs Customer Communication Under Investigation Open Under Investigation Open Shingle Springs Customer Communication Under Investigation Open Under Investigation Open Under Investigation Open Under Investigation Open Wellington Installer Under Investigation Open Wellington Installer Under Investigation Open Under Inves	183	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
San Jose Customer Denies Access Under Investigation Open San Jose Other Under Investigation Open San Jose Other Under Investigation Open San Jose Other Under Investigation Open Shingle Springs Customer Denies Access Under Investigation Open Woodside Wellington Installer Under Investigation Open Shingle Springs Customer Communication Under Investigation Open Moodside Wellington Installer Under Investigation Open Shingle Springs Customer Communication Under Investigation Open Moodside Wellington Installer Under Investigation Open Shingle Springs Customer Communication Under Investigation Open Moodside Wellington Installer Under Investigation Open Shingle Springs Customer Communication Under Investigation Open Moodside Wellington Installer Under Investigation Open Shingle Springs Customer Denies Access Under Investigation Open Wellington Installer Under Investigation Open Molipitas Wellington Installer Under Investigation Open Milipitas Wellington Installer Under Investigation Open Milipitas Wellington Installer Under Investigation Open Milipitas Wellington Installer Under Investigation Open Moodside Wellington Installer Under Investigation Open Moods	184	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
San Jose Other Under Investigation Open Shingle Springs Customer Denies Access Under Investigation Open 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 Concord Household items affected by SM installation Under Investigation Open 193 5/11/10 Concord Household items affected by SM installation Under Investigation Open 194 5/11/10 Concord Household items affected by SM installation Under Investigation Open 195 5/11/10 Concord Household items affected by SM installation Under Investigation Open 196 5/11/10 Concord Household items affected by SM installation Under Investigation Open 197 5/11/10 Concord Household items affected by SM installation Under Investigation Open 198 5/11/10 Concord Household items affected by SM installation Under Investigation Open 199 5/11/10 Concord Household items affected by SM installation Under Investigation Open 199 5/11/10 Concord Household items affected by SM installation Under Investigation Open 199 5/11/10 Concord Household items affected by SM installation Under Investigation Open 199 5/11/10 Concord Household items affected by SM installation Under Investigation Open 199 5/11/10 Concord Household items affected by SM installation Under Investigation Open 199 5/11/10 Concord Household items affected by SM installation Under Investigation Open 190 Concord Household items affected by SM installation Under Investigation Open 190 Concord Household items affected by SM installation Under Investigation Open 190 Concord Household items affected by SM installation Under Investigation Open 190 Concord Household items affected by SM installation Under Investigation Open 190 Concord Household items affected by SM installation Under Investigation Open 190 Concord Household items affected by SM installation Under Investigation Open 190 Concord Household items affected by SM installation Under Investigation Open	185	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
Shingle Springs Customer Denies Access Under Investigation Open Woodside Wellington Installer Under Investigation Open Alamo SmartMeter Customer Communication Under Investigation Open Chico Household items affected by SM installation Under Investigation Open Chico Wellington Installer Under Investigation Open Chico Wellington Installer Under Investigation Open Concord Household items affected by SM installation Under Investigation Open Concord Household items affected by SM installation Under Investigation Open Cupertino Wellington Installer Under Investigation Open Cupertino Wellington Installer Under Investigation Open Cupertino Wellington Installer Under Investigation Open Cupertino Under Investigation Open Cupertino Open Cupertino Under Investigation Open Cupertino Open C	186	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
189 5/10/10 189 5/11/10 189 18	187	5/10/10			San Jose	Other	Under Investigation	Open
Alamo SmartMeter Customer Communication Under Investigation Open 191 5/11/10 192 5/11/10 193 5/11/10 194 5/11/10 195 5/11/10 196 5/11/10 197 5/11/10 198 5/11/10 199 5/11/10 1	188	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
191 5/11/10 192 5/11/10 193 5/11/10 194 5/11/10 195 5/11/10 195 5/11/10 196 197	189	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
192 5/11/10 193 5/11/10 194 5/11/10 195 5/11/10 196 5/11/10 197 19	190	5/11/10			Alamo	SmartMeter Customer Communication	Under Investigation	Open
193 5/11/10 194 5/11/10 195 5/11/10 196 5/11/10 197 5/11/10 198 5/11/10 199 5/11/10 190 5/	191	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
194 5/11/10 195 5/11/10 196 5/11/10 197 5/11/10 198 5/11/10 199 5/11/10 199 5/11/10 199 5/11/10 199 5/11/10 199 5/11/10 199 5/11/10 199 5/11/10 199 5/11/10 190 5/	192	5/11/10			Chico	Wellington Installer	Under Investigation	Open
Milipitas Wellington Installer Under Investigation Open 196 5/11/10 197 5/11/10 198 5/11/10 199 5/11/10 199 5/11/10 200 5/11/10 201 5/11/10 201 5/11/10 202 5/11/10 203 5/11/10 203 5/11/10 204 5/11/10 205 5/11/10 206 5/11/10 207 5/11/10 208 5/11/10 209 5/11/10 209 5/11/10 200 5/11/10 200 5/11/10 201 5/11/10 202 5/11/10 203 5/11/10 204 5/11/10 205 5/11/10 206 5/11/10 207 5/11/10 208 5/11/10 209 5/11/10 209 5/11/10 209 5/11/10 209 5/11/10 209 5/11/10 209 5/11/10 209 5/11/10 209 5/11/10 209 5/11/10 200 5/11/10 200 5/11/10 200 5/11/10 201 5/11/10 202 5/11/10 203 5/11/10 204 5/11/10 205 5/11/10 206 5/11/10 207 5/11/10 208 5/11/10 209 5/11/1	193	5/11/10			Concord	Household items affected by SM installation	Under Investigation	Open
196 5/11/10 197 5/11/10 198 5/11/10 199 5/11/10 199 5/11/10 200 5/11/10 201 5/11/10 202 5/11/10 203 5/11/10 203 5/11/10 204 5/11/10 205 5/11/10 206 5/11/10 207 5/11/10 208 5/11/10 208 5/11/10 208 5/11/10 209 5/11/10 200 5/11/10 201 5/11/10 202 5/11/10 203 5/11/10 204 5/11/10 205 5/11/10 206 5/11/10 207 5/11/10 208 5/11/10 208 5/11/10 209 5/11/10 209 5/11/10 200 5/11/10 201 5/11/10 202 5/11/10 203 5/11/10 204 5/11/10 205 5/11/10 206 5/11/10 207 5/11/10 208 5/11/10 209 5/	194	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
197 5/11/10 198 5/11/10 199 5/11/10 199 5/11/10 200 5/11/10 201 5/11/10 201 5/11/10 202 5/11/10 203 5/11/10 204 5/11/10 205 5/11/10 206 5/11/10 207 5/11/10 208 5/11/10 208 5/11/10 209 5/11/10 200 5/11/10 200 5/11/10 201 5/11/10 202 5/11/10 203 5/11/10 204 5/11/10 205 5/11/10 206 5/11/10 207 5/11/10 208 5/11/10 209 5/	195	5/11/10			Milpitas	Wellington Installer	Under Investigation	Open
198 5/11/10 199 5/11/10 200 5/11/10 201 5/11/10 201 5/11/10 202 5/11/10 203 5/11/10 204 5/11/10 205 5/11/10 206 5/11/10 207 5/11/10 208 5/11/10 209 5/11/10 209 5/11/10 200 5/11/10 200 5/11/10 201 5/11/10 202 5/11/10 203 5/11/10 204 5/11/10 205 5/11/10 206 5/11/10 207 5/11/10 208 5/11/10 209 5/	196	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1995/11/102005/11/102015/11/102015/11/102025/11/102035/11/102045/11/102055/11/102065/11/102075/11/102085/11/102095/11/102015/11/102025/11/102035/11/102045/11/102055/11/10206Customer Denies Access207Under Investigation208Open209Customer Denies Access201Under Investigation202Open2035/11/102045/11/10	197	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
2005/11/10RichmondCustomer Denies AccessUnder InvestigationOpen2015/11/10RichmondSmartMeter Customer CommunicationUnder InvestigationOpen2025/11/10San JoseCustomer Denies AccessUnder InvestigationOpen2035/11/10San JoseCustomer Denies AccessUnder InvestigationOpen2045/11/10San JoseCustomer Denies AccessUnder InvestigationOpen	198	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
2015/11/10RichmondSmartMeter Customer CommunicationUnder InvestigationOpen2025/11/10San JoseCustomer Denies AccessUnder InvestigationOpen2035/11/10San JoseCustomer Denies AccessUnder InvestigationOpen2045/11/10San JoseCustomer Denies AccessUnder InvestigationOpen	199	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open
2025/11/10San JoseCustomer Denies AccessUnder InvestigationOpen2035/11/10San JoseCustomer Denies AccessUnder InvestigationOpen2045/11/10San JoseCustomer Denies AccessUnder InvestigationOpen	200	5/11/10			Richmond	Customer Denies Access	Under Investigation	Open
2035/11/10San JoseCustomer Denies AccessUnder InvestigationOpen2045/11/10San JoseCustomer Denies AccessUnder InvestigationOpen	201	5/11/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
204 5/11/10 San Jose Customer Denies Access 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
205 5/11/10 San Jose Customer Denies Access Under Investigation Open	204	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
Dan obe Dationer Defined Notices Office in the Stage and	205	5/11/10			San Jose	Customer Denies Access	Under 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	

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

		ner				
No.	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			DAKLAND	Resolved	
11	7/29/10			MURPHYS	Resolved	
12	8/6/10			HAYWARD	Open	
13	8/6/10			SAN LEANDRO	Open	1
14	8/6/10			FRESNO	Open	-

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

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

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

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

Complaint					
Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
5/14/10	{Redacted}	{Redacted}	ARNOLD	Open	{Redacted}
5/21/10			SAN MATEO	Open	
6/17/10			SACRAMENTO	Open	
7/7/10			HALF MOON BAY	Resolved	
7/14/10			SAN JOSE	Resolved	
7/26/10			ŪNION CITY	Resolved	
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

	0	Bank Control			
lo.	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			DAKLAND	Resolved
11	7/29/10			MURPHYS	Resolved
10					
12 13	8/6/10 8/6/10			HAYWARD SAN LEANDRO	Open Open
14	8/6/10			FRESNO	Open

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

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

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