

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 – For the Period August 7, 2010 through August 13, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1	1/4/10	{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open
2	1/15/10	{Redacted}	{Redacted}	Napa	Scheduling Problems	Under Investigation	Open
3	2/1/10	{Redacted}	{Redacted}	La Honda	Customer Denies Access	Under Investigation	Open
4	2/8/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
5	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Under Investigation	Open
6	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
7	2/12/10	{Redacted}	{Redacted}	San Ramon	Wellington Installer	Under Investigation	Open
8	2/16/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
9	2/16/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
10	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
11	2/18/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
12	2/19/10	{Redacted}	{Redacted}	American Canyon	Wellington Installer	Under Investigation	Open
13	2/22/10	{Redacted}	{Redacted}	Occidental	Customer Denies Access	Under Investigation	Open
14	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
15	2/23/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
16	2/26/10	{Redacted}	{Redacted}	Auburn	SmartMeter Customer Communication	Under Investigation	Open
17	2/26/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
18	3/1/10	{Redacted}	{Redacted}	Fresno	Wellington Installer	Under Investigation	Open
19	3/1/10	{Redacted}	{Redacted}	Martinez	Wellington Installer	Meter/Module damaged in field	Resolved
20	3/1/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
21	3/2/10	{Redacted}	{Redacted}	Richmond	Wellington Installer	Under Investigation	Open
22	3/3/10	{Redacted}	{Redacted}	Glen Ellen	Scheduling Problems	Under Investigation	Open
23	3/7/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
24	3/7/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
25	3/7/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
26	3/8/10	{Redacted}	{Redacted}	Cotati	Household items affected by SM installation	Under Investigation	Open
27	3/8/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
28	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM installation	Under Investigation	Open
29	3/10/10	{Redacted}	{Redacted}	Angwin	Wellington Installer	Other	Resolved
30	3/10/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
31	3/10/10	{Redacted}	{Redacted}	Mountain View	Customer Denies Access	Under Investigation	Open
32	3/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Other	Resolved
33	3/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
34	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
35	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
36	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
37	3/10/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
38	3/10/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
39	3/11/10	{Redacted}	{Redacted}	San Francisco	Customer Denies Access	Under Investigation	Open
40	3/12/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
41	3/12/10	{Redacted}	{Redacted}	Union City	Meter/Module	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
42	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
43	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
44	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
45	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
46	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
47	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
48	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
49	3/16/10			Tracy	Meter/Module	Under Investigation	Open
50	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
51	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
52	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
53	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
54	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
55	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
56	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
57	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
58	3/22/10			Saint Helena	Other	Under Investigation	Open
59	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
60	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
61	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
62	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
63	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
64	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
65	3/25/10			San Jose	Wellington Installer	Other	Resolved
66	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
67	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
68	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
69	3/28/10			Citrus Heights	Network Equipment Installation	Installer jumped fence, broke lock	Resolved
70	3/28/10			Oakhurst	Customer Denies Access	Customer Denies Wellington Access	Resolved
71	3/28/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
72	3/29/10			Tracy	Meter/Module	Under Investigation	Open
73	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
74	3/31/10			Half Moon Bay	Wellington Installer	Installer failed to knock	Resolved
75	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
76	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
77	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
78	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
79	4/5/10			San Jose	Wellington Installer	Installer failed to knock	Resolved
80	4/5/10			Vacaville	Other	Under Investigation	Open
81	4/6/10			Tracy	Other	Under Investigation	Open
82	4/6/10			Tracy	Wellington Installer	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
83	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
84	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
85	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
86	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
87	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
88	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
89	4/14/10			Madera	Wellington Installer	Under Investigation	Open
90	4/14/10			San Jose	Other	Under Investigation	Open
91	4/14/10			Tracy	Power Interruption	Under Investigation	Open
92	4/15/10			Madera	Other	Under Investigation	Open
93	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
94	4/15/10			Santa Rosa	Wellington Installer	No time given to power down equipment	Resolved
95	4/16/10			Healdsburg	Wellington Installer	Other	Resolved
96	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
97	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
98	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
99	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
100	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
101	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
102	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
103	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
104	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
105	4/23/10			Berkeley	Other	Under Investigation	Open
106	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
107	4/23/10			Madera	Wellington Installer	Under Investigation	Open
108	4/23/10			Selma	Wellington Installer	Security concern	Resolved
109	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
110	4/26/10			Madera	Wellington Installer	Under Investigation	Open
111	4/26/10			Napa	Wellington Installer	Under Investigation	Open
112	4/26/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
113	4/26/10			Orinda	Meter/Module	Under Investigation	Open
114	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
115	4/26/10			San Ramon	Wellington Installer	Installer jumped fence, broke lock	Resolved
116	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
117	4/28/10			Hayward	SmartMeter Customer Communication	Other	Resolved
118	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
119	4/29/10			Madera	Wellington Installer	Under Investigation	Open
120	4/29/10			Oakland	Wellington Installer	Under Investigation	Open
121	4/30/10			Berkeley	Other	Other	Resolved
122	4/30/10			Berkeley	Other	Other	Resolved
123	4/30/10			Richmond	Other	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 – For the Period August 7, 2010 through August 13, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
124	5/4/10			S. San Francisco	Wellington Installer	Other	Resolved
125	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
126	5/5/10			San Jose	Wellington Installer	Other	Resolved
127	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
128	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
129	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
130	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
131	5/7/10			San Jose	Meter/Module	Under Investigation	Open
132	5/8/10			Placerville	Wellington Installer	Under Investigation	Open
133	5/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
134	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
135	5/10/10			Milpitas	Wellington Installer	Under Investigation	Open
136	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open
137	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
138	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
139	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
140	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
141	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
142	5/10/10			San Jose	Other	Under Investigation	Open
143	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
144	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
145	5/11/10			Alamo	SmartMeter Customer Communication	Under Investigation	Open
146	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
147	5/11/10			Chico	Wellington Installer	Under Investigation	Open
148	5/11/10			Concord	Household items affected by SM installation	Under Investigation	Open
149	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
150	5/11/10			Milpitas	Wellington Installer	Under Investigation	Open
151	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
152	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
153	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
154	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open
155	5/11/10			Richmond	Customer Denies Access	Under Investigation	Open
156	5/11/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
157	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
158	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
159	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
160	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
161	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
162	5/11/10			San Jose	Wellington Installer	Under Investigation	Open
163	5/11/10			San Leandro	SmartMeter Customer Communication	Under Investigation	Open
164	5/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
165	5/11/10			Tracy	Wellington Installer	Under Investigation	Open
166	5/11/10			Vallejo	Wellington Installer	Under Investigation	Open
167	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
168	5/12/10			Fresno	Other	Under Investigation	Open
169	5/12/10			Livermore	Wellington Installer	Under Investigation	Open
170	5/12/10			Martinez	Household items affected by SM installation	Under Investigation	Open
171	5/12/10			Marysville	Wellington Installer	Under Investigation	Open
172	5/12/10			Mountain View	Wellington Installer	Under Investigation	Open
173	5/12/10			Napa	Wellington Installer	Under Investigation	Open
174	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
175	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
176	5/12/10			Pinole	Customer Denies Access	Under Investigation	Open
177	5/12/10			Richmond	Other	Under Investigation	Open
178	5/12/10			Richmond	Wellington Installer	Under Investigation	Open
179	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
180	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
181	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
182	5/12/10			San Ramon	Wellington Installer	Under Investigation	Open
183	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open
184	5/12/10			Tracy	Wellington Installer	Under Investigation	Open
185	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
186	5/13/10			Los Banos	Customer Denies Access	Under Investigation	Open
187	5/13/10			Marysville	Wellington Installer	Under Investigation	Open
188	5/13/10			Redding	Wellington Installer	Under Investigation	Open
189	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
190	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
191	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
192	5/13/10			Tracy	Other	Under Investigation	Open
193	5/14/10			Antioch	Meter/Module	Under Investigation	Open
194	5/14/10			Clayton	Wellington Installer	Under Investigation	Open
195	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
196	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
197	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
198	5/14/10			Pleasanton	Wellington Installer	Under Investigation	Open
199	5/14/10			San Jose	Meter/Module	Under Investigation	Open
200	5/14/10			San Leandro	Customer Denies Access	Customer does not want a SmartMeter	Resolved
201	5/14/10			San Leandro	Customer wants SmartMeter Removed	Under Investigation	Open
202	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
203	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
204	5/14/10			Tracy	Customer Denies Access	Under Investigation	Open
205	5/15/10			Chico	Customer Denies Access	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 – For the Period August 7, 2010 through August 13, 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	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
207	5/15/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
208	5/15/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
209	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
210	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
211	5/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
212	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
213	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
214	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
215	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
216	5/17/10			Alameda	Customer Denies Access	Under Investigation	Open
217	5/17/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
218	5/17/10			Alameda	Wellington Installer	Under Investigation	Open
219	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
220	5/17/10			Benicia	Wellington Installer	Under Investigation	Open
221	5/17/10			Berkeley	Customer Denies Access	Under Investigation	Open
222	5/17/10			Dos Palos	Wellington Installer	Under Investigation	Open
223	5/17/10			El Cerrito	Customer Denies Access	Under Investigation	Open
224	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
225	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
226	5/17/10			Los Gatos	Scheduling Problems	Under Investigation	Open
227	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
228	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
229	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
230	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
231	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
232	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
233	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
234	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
235	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
236	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
237	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
238	5/17/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
239	5/17/10			S. San Francisco	Other	Under Investigation	Open
240	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
241	5/17/10			Santa Rosa	Wellington Installer	Under Investigation	Open
242	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
243	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
244	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
245	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
246	5/17/10			Tracy	Wellington Installer	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
247	5/18/10			Chowchilla	Customer Denies Access	Under Investigation	Open
248	5/18/10			Dos Palos	Wellington Installer	Under Investigation	Open
249	5/18/10			Dublin	Wellington Installer	Under Investigation	Open
250	5/18/10			Livermore	Customer Denies Access	Under Investigation	Open
251	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
252	5/18/10			Madera	Customer Denies Access	Under Investigation	Open
253	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
254	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
255	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
256	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
257	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
258	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
259	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
260	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
261	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
262	5/18/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
263	5/18/10			Tracy	Customer Denies Access	Under Investigation	Open
264	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
265	5/19/10			Brentwood	Customer wants Smartmeter Removed	Under Investigation	Open
266	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
267	5/19/10			Hayward	Customer Denies Access	Customer Denies Wellington Access	Resolved
268	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
269	5/19/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
270	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
271	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
272	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
273	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
274	5/20/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
275	5/20/10			Fresno	Customer Denies Access	Under Investigation	Open
276	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
277	5/20/10			Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
278	5/20/10			Madera	Customer Denies Access	Under Investigation	Open
279	5/20/10			Manteca	Customer Denies Access	Customer does not want a SmartMeter	Resolved
280	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
281	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
282	5/20/10			Oakley	Customer wants Smartmeter Removed	Under Investigation	Open
283	5/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
284	5/20/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
285	5/20/10			San Jose	Wellington Installer	Under Investigation	Open
286	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
287	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 – For the Period August 7, 2010 through August 13, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
288	5/20/10			Tracy	Power Interruption	Under Investigation	Open
289	5/20/10			Yuba City	Wellington Installer	Under Investigation	Open
290	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
291	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
292	5/21/10			Berkeley	Wellington Installer	Under Investigation	Open
293	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
294	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
295	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
296	5/21/10			Dublin	Customer wants Smartmeter Removed	Under Investigation	Open
297	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
298	5/21/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
299	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
300	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
301	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
302	5/21/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
303	5/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
304	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
305	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
306	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
307	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
308	5/21/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
309	5/21/10			Petaluma	Wellington Installer	Under Investigation	Open
310	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
311	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
312	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
313	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
314	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
315	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
316	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
317	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
318	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
319	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
320	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
321	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
322	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
323	5/23/10			Emeryville	Customer Denies Access	Under Investigation	Open
324	5/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
325	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
326	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
327	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
328	5/23/10			San Jose	Customer Denies Access	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
329	5/23/10			San Pablo	Customer Denies Access	Under Investigation	Open
330	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
331	5/24/10			Concord	Household items affected by SM installation	Under Investigation	Open
332	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
333	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
334	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
335	5/24/10			Livermore	Household items affected by SM installation	Under Investigation	Open
336	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
337	5/24/10			Moraga	Customer Denies Access	Under Investigation	Open
338	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
339	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
340	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
341	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
342	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
343	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
344	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
345	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
346	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
347	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
348	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
349	5/24/10			Piedmont	Customer Denies Access	Under Investigation	Open
350	5/24/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
351	5/24/10			Pleasanton	Customer Denies Access	Under Investigation	Open
352	5/24/10			San Jose	Wellington Installer	Under Investigation	Open
353	5/24/10			Yuba City	Wellington Installer	Under Investigation	Open
354	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
355	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
356	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
357	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
358	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
359	5/25/10			Wheatland	Wellington Installer	Under Investigation	Open
360	5/26/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
361	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
362	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
363	5/26/10			San Jose	Wellington Installer	Under Investigation	Open
364	5/26/10			San Pablo	Wellington Installer	Under Investigation	Open
365	5/27/10			Berkeley	Power Interruption	Under Investigation	Open
366	5/27/10			Citrus Heights	Wellington Installer	Under Investigation	Open
367	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
368	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
369	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
370	5/27/10			Richmond	Customer Denies Access	Under Investigation	Open
371	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
372	5/27/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
373	5/28/10			Lemoore	Meter/Module Equipment	Under Investigation	Open
374	5/28/10			Port Costa	Customer Denies Access	Under Investigation	Open
375	5/28/10			San Jose	Wellington Installer	Under Investigation	Open
376	5/29/10			Clayton	Customer wants Smartmeter Removed	Under Investigation	Open
377	5/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
378	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
379	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
380	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
381	5/29/10			Richmond	Customer Denies Access	Under Investigation	Open
382	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
383	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
384	5/31/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
385	6/1/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
386	6/1/10			Concord	Meter/Module	Under Investigation	Open
387	6/1/10			Livermore	Wellington Installer	Under Investigation	Open
388	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
389	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
390	6/1/10			Oakland	Customer Denies Access	Under Investigation	Open
391	6/1/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
392	6/1/10			Wheatland	Power Interruption	Under Investigation	Open
393	6/2/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
394	6/2/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
395	6/2/10			Cupertino	Wellington Installer	Under Investigation	Open
396	6/2/10			Los Gatos	Wellington Installer	Under Investigation	Open
397	6/2/10			Oakland	Customer Denies Access	Under Investigation	Open
398	6/2/10			Oakland	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
399	6/3/10			Concord	Wellington Installer	Under Investigation	Open
400	6/3/10			Oakdale	Household items affected by SM installation	Under Investigation	Open
401	6/4/10			Livermore	Potential Wellington Claim	Under Investigation	Open
402	6/4/10			Pleasanton	SmartMeter Customer Communication	Q on SM communication materials	Resolved
403	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
404	6/5/10			Emeryville	Customer Denies Access	Under Investigation	Open
405	6/6/10			Berkeley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
406	6/6/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
407	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
408	6/7/10			Corte Madera	Customer Denies Access	Under Investigation	Open
409	6/7/10			Oakhurst	SmartMeter Customer Communication	Under Investigation	Open
410	6/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 – For the Period August 7, 2010 through August 13, 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
411	6/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
412	6/8/10			Fresno	Power Interruption	Under Investigation	Open
413	6/8/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
414	6/8/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
415	6/8/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
416	6/8/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
417	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
418	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
419	6/8/10			Oakland	Wellington Installer	Under Investigation	Open
420	6/8/10			Piedmont	Customer Denies Access	Under Investigation	Open
421	6/8/10			Redwood City	Wellington Installer	Under Investigation	Open
422	6/8/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
423	6/8/10			Santa Rosa	Wellington Installer	Under Investigation	Open
424	6/9/10			Alameda	Wellington Installer	Under Investigation	Open
425	6/9/10			Concord	Customer Denies Access	Under Investigation	Open
426	6/9/10			Cupertino	Wellington Installer	Under Investigation	Open
427	6/9/10			Oakland	Customer Denies Access	Under Investigation	Open
428	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
429	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
430	6/9/10			San Jose	Wellington Installer	Under Investigation	Open
431	6/10/10			Berkeley	Customer Denies Access	Under Investigation	Open
432	6/10/10			Monte Rio	Wellington Installer	Under Investigation	Open
433	6/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
434	6/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
435	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
436	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
437	6/10/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
438	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
439	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
440	6/11/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
441	6/11/10			San Jose	Wellington Installer	Under Investigation	Open
442	6/11/10			San Pablo	SmartMeter Customer Communication	Q on SM communication materials	Resolved
443	6/11/10			San Rafael	Customer Denies Access	Under Investigation	Open
444	6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
445	6/11/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
446	6/12/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
447	6/13/10			San Ramon	Customer Denies Access	Under Investigation	Open
448	6/14/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
449	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
450	6/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
451	6/14/10			San Jose	Wellington Installer	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 – For the Period August 7, 2010 through August 13, 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
452	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
453	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
454	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
455	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
456	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
457	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
458	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
459	6/15/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
460	6/15/10			Pittsburg	Household items affected by SM installation	Under Investigation	Open
461	6/15/10			Pleasant Hill	Customer Denies Access	Under Investigation	Open
462	6/15/10			San Jose	Customer Denies Access	Under Investigation	Open
463	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
464	6/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
465	6/15/10			San Jose	Wellington Installer	Under Investigation	Open
466	6/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
467	6/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
468	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
469	6/15/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
470	6/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
471	6/16/10			Dinuba	Customer Denies Access	Under Investigation	Open
472	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
473	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
474	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
475	6/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
476	6/16/10			Pollock Pines	Wellington Installer	Under Investigation	Open
477	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
478	6/16/10			San Jose	Wellington Installer	Under Investigation	Open
479	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
480	6/16/10			Santa Rosa	Wellington Installer	Under Investigation	Open
481	6/17/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
482	6/17/10			Concord	Customer Denies Access	Under Investigation	Open
483	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
484	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
485	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
486	6/17/10			Penryn	Household items affected by SM installation	Under Investigation	Open
487	6/17/10			Pleasanton	Customer Denies Access	Under Investigation	Open
488	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
489	6/17/10			San Francisco	Wellington Installer	Under Investigation	Open
490	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
491	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
492	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
493	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
494	6/17/10			San Jose	Wellington Installer	Under Investigation	Open
495	6/17/10			San Mateo	Wellington Installer	Under Investigation	Open
496	6/17/10			Sausalito	Customer Denies Access	Under Investigation	Open
497	6/17/10			Tracy	SmartMeter Customer Communication	Under Investigation	Open
498	6/17/10			Windsor	Customer Denies Access	Under Investigation	Open
499	6/18/10			Danville	SmartMeter Customer Communication	Under Investigation	Open
500	6/18/10			Danville	Wellington Installer	Under Investigation	Open
501	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
502	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
503	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
504	6/18/10			Petaluma	Customer Denies Access	Under Investigation	Open
505	6/18/10			Richmond	Customer Denies Access	Customer Denies Wellington Access	Resolved
506	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
507	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
508	6/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
509	6/18/10			San Jose	Wellington Installer	Under Investigation	Open
510	6/18/10			Saratoga	Customer Denies Access	Under Investigation	Open
511	6/18/10			Tracy	Wellington Installer	Under Investigation	Open
512	6/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
513	6/19/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
514	6/20/10			Martinez	Household items affected by SM installation	Under Investigation	Open
515	6/20/10			Milpitas	Power Interruption	Under Investigation	Open
516	6/21/10			Berkeley	Customer Denies Access	Under Investigation	Open
517	6/21/10			Hayward	Customer wants Smartmeter Removed	Under Investigation	Open
518	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
519	6/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
520	6/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
521	6/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
522	6/21/10			Oakland	Customer Denies Access	Under Investigation	Open
523	6/21/10			San Jose	Customer Denies Access	under investigation	Open
524	6/21/10			San Jose	Power Interruption	Under Investigation	Open
525	6/21/10			San Jose	Wellington Installer	Under Investigation	Open
526	6/21/10			Yuba City	Customer Denies Access	Under Investigation	Open
527	6/22/10			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Resolved
528	6/22/10			Fair Oaks	Network Equipment Installation	Under Investigation	Open
529	6/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
530	6/22/10			Hayward	Customer wants Smartmeter Removed	Under Investigation	Open
531	6/22/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
532	6/22/10			Olivehurst	Household items affected by SM installation	Under Investigation	Open
533	6/22/10			Point Reyes	Customer Denies Access	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 – For the Period August 7, 2010 through August 13, 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
534	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
535	6/22/10			San Jose	Wellington Installer	Under Investigation	Open
536	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
537	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
538	6/23/10			Oakland	Wellington Installer	Under Investigation	Open
539	6/23/10			Piedmont	Customer Denies Access	Under Investigation	Open
540	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
541	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
542	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
543	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
544	6/23/10			San Jose	Wellington Installer	Under Investigation	Open
545	6/23/10			Santa Rosa	Wellington Installer	Under Investigation	Open
546	6/23/10			Saratoga	Customer Denies Access	Under Investigation	Open
547	6/23/10			Shingle Springs	Wellington Installer	Under Investigation	Open
548	6/24/10			Antioch	Household items affected by SM installation	Under Investigation	Open
549	6/24/10			Bodega Bay	Wellington Installer	Under Investigation	Open
550	6/24/10			Kensington	Customer Denies Access	Customer does not want a SmartMeter	Resolved
551	6/24/10			Los Gatos	Customer Denies Access	Under Investigation	Open
552	6/24/10			Oakland	Customer Denies Access	Under Investigation	Open
553	6/24/10			Oakland	Customer Denies Access	Under Investigation	Open
554	6/24/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
555	6/24/10			Richmond	Customer Denies Access	Under Investigation	Open
556	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
557	6/24/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
558	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
559	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
560	6/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
561	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
562	6/25/10			Larkspur	Customer wants Smartmeter Removed	Under Investigation	Open
563	6/25/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
564	6/25/10			Oakland	Customer Denies Access	Internet/Cable Connection Problem	Resolved
565	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
566	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
567	6/26/10			Sanger	Customer wants Smartmeter Removed	Under Investigation	Open
568	6/28/10			Concord	Customer wants Smartmeter Removed	Under Investigation	Open
569	6/28/10			Martinez	Customer Denies Access	Under Investigation	Open
570	6/28/10			Moraga	Household items affected by SM installation	Under Investigation	Open
571	6/28/10			Oakland	Customer Denies Access	Under Investigation	Open
572	6/28/10			Oakland	Customer wants Smartmeter Removed	No reason provided	Resolved
573	6/28/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
574	6/28/10			Plumas Lakes	Wellington Installer	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
575	6/28/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
576	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
577	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
578	6/28/10			Santa Clara	Household items affected by SM installation	Under Investigation	Open
579	6/28/10			Union City	Meter/Module	Under Investigation	Open
580	6/28/10			Vacaville	Customer wants Smartmeter Removed	Under Investigation	Open
581	6/29/10			Alamo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
582	6/29/10			Aptos	Customer Denies Access	Under Investigation	Open
583	6/29/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
584	6/29/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
585	6/29/10			Chico	Wellington Installer	Under Investigation	Open
586	6/29/10			Corte Madera	SmartMeter Customer Communication	Under Investigation	Open
587	6/29/10			Guerneville	Customer wants Smartmeter Removed	Under Investigation	Open
588	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
589	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
590	6/29/10			Madera	Customer Denies Access	Under Investigation	Open
591	6/29/10			Moraga	Customer Denies Access	Under Investigation	Open
592	6/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
593	6/29/10			Oakland	Customer Denies Access	Under Investigation	Open
594	6/29/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
595	6/29/10			Oakland	Household items affected by SM installation	Under Investigation	Open
596	6/29/10			Pinole	SmartMeter Customer Communication	Under Investigation	Open
597	6/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
598	6/29/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
599	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
600	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
601	6/29/10			Twain Harte	Customer Denies Access	Under Investigation	Open
602	6/29/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
603	6/30/10			Albany	Customer Denies Access	Customer Denies Wellington Access	Resolved
604	6/30/10			Albany	Customer Denies Access	Customer Denies Wellington Access	Resolved
605	6/30/10			Albany	Customer Denies Access	Customer Denies Wellington Access	Resolved
606	6/30/10			Albany	Customer Denies Access	Customer Denies Wellington Access	Resolved
607	6/30/10			Albany	Customer Denies Access	Customer Denies Wellington Access	Resolved
608	6/30/10			Albany	Household items affected by SM installation	Customer Denies Wellington Access	Resolved
609	6/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
610	6/30/10			Byron	Customer Denies Access	Under Investigation	Open
611	6/30/10			Dublin	Customer Denies Access	Under Investigation	Open
612	6/30/10			Merced	Customer Denies Access	Under Investigation	Open
613	6/30/10			Mill Valley	Wellington Installer	Under Investigation	Open
614	6/30/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
615	6/30/10			Oakland	Wellington Installer	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 – For the Period August 7, 2010 through August 13, 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
616	6/30/10			Oakland	Wellington Installer	Under Investigation	Open
617	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
618	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
619	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
620	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
621	6/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
622	6/30/10			Tracy	Wellington Installer	Under Investigation	Open
623	7/1/10			Oakland	Wellington Installer	Under Investigation	Open
624	7/1/10			San Jose	Customer Denies Access	Under Investigation	Open
625	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
626	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
627	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
628	7/1/10			San Jose	Wellington Installer	Under Investigation	Open
629	7/2/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
630	7/2/10			San Jose	Household items affected by SM installation	Under Investigation	Open
631	7/2/10			Union City	Wellington Installer	Under Investigation	Open
632	7/3/10			Arvin	Customer Denies Access	Under Investigation	Open
633	7/3/10			Oakland	Customer Denies Access	Under Investigation	Open
634	7/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
635	7/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
636	7/6/10			Berkeley	Wellington Installer	Under Investigation	Open
637	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
638	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
639	7/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
640	7/6/10			Placerville	Wellington Installer	Under Investigation	Open
641	7/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
642	7/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
643	7/6/10			Santa Rosa	Wellington Installer	Under Investigation	Open
644	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
645	7/7/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
646	7/7/10			Richmond	Household items affected by SM installation	Under Investigation	Open
647	7/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
648	7/7/10			San Jose	Wellington Installer	Under Investigation	Open
649	7/8/10			Marysville	Wellington Installer	Under Investigation	Open
650	7/8/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
651	7/8/10			Oakland	Wellington Installer	Under Investigation	Open
652	7/8/10			Placerville	Household items affected by SM installation	Under Investigation	Open
653	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
654	7/8/10			San Jose	Wellington Installer	Under Investigation	Open
655	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
656	7/9/10			Oakland	Household items affected by SM installation	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
657	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
658	7/9/10			Saratoga	Wellington Installer	Under Investigation	Open
659	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
660	7/9/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
661	7/10/10			Chico	Customer Denies Access	Under Investigation	Open
662	7/10/10			Forest Ranch	Household items affected by SM installation	Under Investigation	Open
663	7/11/10			San Jose	Household items affected by SM installation	Under Investigation	Open
664	7/12/10			Byron	Household items affected by SM installation	Under Investigation	Open
665	7/12/10			Campbell	Customer Denies Access	Under Investigation	Open
666	7/12/10			Campbell	Wellington Installer	Under Investigation	Open
667	7/12/10			Fairfax	Customer Denies Access	Under Investigation	Open
668	7/12/10			Oakland	Wellington Installer	Under Investigation	Open
669	7/12/10			San Jose	Customer Denies Access	Under Investigation	Open
670	7/12/10			San Rafael	Customer Denies Access	Under Investigation	Open
671	7/12/10			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
672	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
673	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
674	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
675	7/13/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
676	7/13/10			Fairfax	Customer Denies Access	Under Investigation	Open
677	7/13/10			Grass Valley	Household items affected by SM installation	Under Investigation	Open
678	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
679	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
680	7/13/10			Hercules	Power Interruption	Under Investigation	Open
681	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
682	7/13/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
683	7/13/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
684	7/14/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
685	7/14/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
686	7/14/10			Fairfax	Customer Denies Access	Under Investigation	Open
687	7/14/10			Felton	Customer Denies Access	Under Investigation	Open
688	7/14/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
689	7/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
690	7/14/10			Oakland	SmartMeter Customer Communication	Other	Resolved
691	7/14/10			Petaluma	Wellington Installer	Under Investigation	Open
692	7/14/10			Placerville	Customer Denies Access	Under Investigation	Open
693	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
694	7/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
695	7/14/10			Vallejo	Wellington Installer	Under Investigation	Open
696	7/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
697	7/15/10			El Cerrito	Customer wants Smartmeter Removed	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 – For the Period August 7, 2010 through August 13, 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
698	7/15/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
699	7/15/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
700	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
701	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
702	7/15/10			Oakland	SmartMeter Customer Communication	Other	Resolved
703	7/15/10			Petaluma	Wellington Installer	Under Investigation	Open
704	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
705	7/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
706	7/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
707	7/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
708	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
709	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
710	7/16/10			Emeryville	SmartMeter Customer Communication	Under Investigation	Open
711	7/16/10			Kensington	Customer wants Smartmeter Removed	Under Investigation	Open
712	7/16/10			Lafayette	Customer Denies Access	Under Investigation	Open
713	7/16/10			Oakland	Customer Denies Access	Under Investigation	Open
714	7/16/10			Oakland	Customer Denies Access	Under Investigation	Open
715	7/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
716	7/16/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
717	7/16/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
718	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
719	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
720	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
721	7/16/10			San Jose	Meter/Module	Under Investigation	Open
722	7/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
723	7/17/10			Emeryville	Customer Denies Access	Under Investigation	Open
724	7/17/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
725	7/18/10			Livermore	Customer Denies Access	Under Investigation	Open
726	7/19/10			Cameron Park	SmartMeter Customer Communication	Q on SM communication materials	Resolved
727	7/19/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
728	7/19/10			Concord	Customer Denies Access	Under Investigation	Open
729	7/19/10			Emeryville	Customer Denies Access	Under Investigation	Open
730	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
731	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
732	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
733	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
734	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
735	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
736	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
737	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
738	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
739	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
740	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
741	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
742	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
743	7/19/10			Guerneville	Wellington Installer	Under Investigation	Open
744	7/19/10			Inverness	SmartMeter Customer Communication	Under Investigation	Open
745	7/19/10			Los Gatos	Customer Denies Access	Under Investigation	Open
746	7/19/10			Oakland	Customer Denies Access	Under Investigation	Open
747	7/19/10			Oakland	Customer Denies Access	Under Investigation	Open
748	7/19/10			Oakland	Household items affected by SM installation	Under Investigation	Open
749	7/19/10			Oakland	Wellington Installer	Under Investigation	Open
750	7/19/10			Point Reyes	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
751	7/19/10			Redwood Ests	Customer Denies Access	Under Investigation	Open
752	7/19/10			Rio Oso	Customer Denies Access	Under Investigation	Open
753	7/19/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
754	7/19/10			San Jose	Wellington Installer	Under Investigation	Open
755	7/19/10			Tracy	Household items affected by SM installation	Under Investigation	Open
756	7/19/10			Vallejo	Wellington Installer	Under Investigation	Open
757	7/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
758	7/20/10			Larkspur	Customer Denies Access	Customer does not want a SmartMeter	Resolved
759	7/20/10			San Carlos	Household items affected by SM installation	Under Investigation	Open
760	7/20/10			San Rafael	Wellington Installer	Under Investigation	Open
761	7/20/10			Santa Clara	Wellington Installer	Under Investigation	Open
762	7/20/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
763	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
764	7/21/10			Concord	Customer Denies Access	Under Investigation	Open
765	7/21/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
766	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
767	7/21/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
768	7/21/10			Oakland	Customer Denies Access	Under Investigation	Open
769	7/21/10			Oakland	Customer Denies Access	Under Investigation	Open
770	7/21/10			San Jose	Customer Denies Access	Under Investigation	Open
771	7/21/10			San Jose	Wellington Installer	Under Investigation	Open
772	7/21/10			San Jose	Wellington Installer	Under Investigation	Open
773	7/21/10			San Rafael	Wellington Installer	Under Investigation	Open
774	7/21/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
775	7/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
776	7/22/10			Belvedere	Customer Denies Access	Under Investigation	Open
777	7/22/10			Campbell	Household items affected by SM installation	Under Investigation	Open
778	7/22/10			Emeryville	Customer wants Smartmeter Removed	Under Investigation	Open
779	7/22/10			Fairfax	Customer Denies Access	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
780	7/22/10			Mill Valley	SmartMeter Customer Communication	Other	Resolved
781	7/22/10			Oakland	Customer Denies Access	Under Investigation	Open
782	7/22/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
783	7/22/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
784	7/22/10			Santa Rosa	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
785	7/23/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
786	7/23/10			Fremont	Customer Denies Access	Under Investigation	Open
787	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
788	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
789	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
790	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
791	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
792	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
793	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
794	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
795	7/23/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
796	7/23/10			Paradise	Household items affected by SM installation	Under Investigation	Open
797	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
798	7/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
799	7/23/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
800	7/23/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
801	7/23/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
802	7/24/10			Corte Madera	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
803	7/24/10			Oakland	Customer Denies Access	Under Investigation	Open
804	7/24/10			Oakland	Customer Denies Access	Under Investigation	Open
805	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
806	7/25/10			Fairfax	Customer Denies Access	Under Investigation	Open
807	7/25/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
808	7/25/10			Vallejo	SmartMeter Customer Communication	Other	Resolved
809	7/26/10			Corte Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
810	7/26/10			Fairfax	Customer Denies Access	Under Investigation	Open
811	7/26/10			Groveland	Household items affected by SM installation	Under Investigation	Open
812	7/26/10			Hayward	Customer Denies Access	Under Investigation	Open
813	7/26/10			Hayward	Customer Denies Access	Under Investigation	Open
814	7/26/10			Oakland	Customer Denies Access	Meter/Module clearance issues	Resolved
815	7/26/10			Oakland	Customer Denies Access	Under Investigation	Open
816	7/26/10			Oakland	Customer Denies Access	Under Investigation	Open
817	7/26/10			Oakland	Meter/Module	Under Investigation	Open
818	7/26/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
819	7/26/10			Oakland	Wellington Installer	Under Investigation	Open
820	7/26/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 – For the Period August 7, 2010 through August 13, 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
821	7/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
822	7/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
823	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
824	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
825	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
826	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
827	7/26/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
828	7/26/10			San Rafael	Customer Denies Access	Under Investigation	Open
829	7/26/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
830	7/27/10			Benicia	Customer Denies Access	Under Investigation	Open
831	7/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
832	7/27/10			Chico	Wellington Installer	Under Investigation	Open
833	7/27/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
834	7/27/10			Fairfax	Customer Denies Access	Under Investigation	Open
835	7/27/10			Grass Valley	Customer Denies Access	Under Investigation	Open
836	7/27/10			Los Altos Hills	Customer Denies Access	Under Investigation	Open
837	7/27/10			Madera	SmartMeter Customer Communication	Radio Frequency Concerns	Resolved
838	7/27/10			Moss Landing	Customer wants Smartmeter Removed	Under Investigation	Open
839	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
840	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
841	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
842	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
843	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
844	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
845	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
846	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
847	7/27/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
848	7/27/10			Oakland	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
849	7/27/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
850	7/27/10			Oakland	Wellington Installer	Under Investigation	Open
851	7/27/10			Penn Valley	Customer Denies Access	Under Investigation	Open
852	7/27/10			Pleasant Hill	Household items affected by SM installation	Under Investigation	Open
853	7/27/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
854	7/27/10			San Jose	Wellington Installer	Under Investigation	Open
855	7/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
856	7/27/10			Santa Rosa	SmartMeter Customer Communication	Other	Resolved
857	7/27/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
858	7/27/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
859	7/27/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
860	7/27/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
861	7/28/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
862	7/28/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
863	7/28/10			Los Gatos	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
864	7/28/10			Madera	Customer Denies Access	Under Investigation	Open
865	7/28/10			Oakland	Customer Denies Access	Under Investigation	Open
866	7/28/10			Oakland	Customer Denies Access	Under Investigation	Open
867	7/28/10			Oakland	Household items affected by SM installation	Under Investigation	Open
868	7/28/10			Oakland	Wellington Installer	Under Investigation	Open
869	7/28/10			Petaluma	Customer Denies Access	Under Investigation	Open
870	7/28/10			Placerville	Wellington Installer	Under Investigation	Open
871	7/28/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
872	7/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
873	7/28/10			San Jose	Customer Denies Access	Under Investigation	Open
874	7/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
875	7/28/10			San Jose	Network Equipment Installation	Under Investigation	Open
876	7/28/10			San Jose	SmartMeter Customer Communication	Other	Resolved
877	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
878	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
879	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
880	7/28/10			San Rafael	Customer Denies Access	Under Investigation	Open
881	7/28/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
882	7/28/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
883	7/28/10			Scotts Valley	Customer wants Smartmeter Removed	No reason provided	Resolved
884	7/28/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
885	7/29/10			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
886	7/29/10			Larkspur	Customer Denies Access	Under Investigation	Open
887	7/29/10			Larkspur	Customer Denies Access	Under Investigation	Open
888	7/29/10			Larkspur	Customer Denies Access	Under Investigation	Open
889	7/29/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
890	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
891	7/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
892	7/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
893	7/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
894	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
895	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
896	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
897	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
898	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
899	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
900	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
901	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
902	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
903	7/29/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
904	7/29/10			Oakland	Household items affected by SM installation	Under Investigation	Open
905	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
906	7/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
907	7/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
908	7/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
909	7/29/10			Placerville	Household items affected by SM installation	Under Investigation	Open
910	7/29/10			Placerville	Wellington Installer	Under Investigation	Open
911	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
912	7/29/10			San Anselmo	Customer Denies Access	Under Investigation	Open
913	7/29/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Resolved
914	7/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
915	7/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
916	7/29/10			San Jose	Wellington Installer	Under Investigation	Open
917	7/29/10			San Pablo	Household items affected by SM installation	Meter/Module clearance issues	Resolved
918	7/29/10			San Rafael	Customer Denies Access	Under Investigation	Open
919	7/29/10			San Rafael	Customer Denies Access	Under Investigation	Open
920	7/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
921	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
922	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
923	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
924	7/29/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
925	7/29/10			Tiburon	Customer Denies Access	Under Investigation	Open
926	7/29/10			Tiburon	Customer Denies Access	Under Investigation	Open
927	7/30/10			Alameda	Customer Denies Access	Under Investigation	Open
928	7/30/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
929	7/30/10			American Canyon	Customer Denies Access	Under Investigation	Open
930	7/30/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
931	7/30/10			Ben Lomond	Household items affected by SM installation	Under Investigation	Open
932	7/30/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
933	7/30/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
934	7/30/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
935	7/30/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
936	7/30/10			Boulder Creek	SmartMeter Customer Communication	Q on SM communication materials	Resolved
937	7/30/10			Boulder Creek	SmartMeter Customer Communication	Other	Resolved
938	7/30/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
939	7/30/10			Dobbins	Wellington Installer	Under Investigation	Open
940	7/30/10			El Cerrito	Customer Denies Access	Under Investigation	Open
941	7/30/10			El Sobrante	Customer wants Smartmeter Removed	Under Investigation	Open
942	7/30/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
943	7/30/10			Fremont	Customer Denies Access	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
944	7/30/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
945	7/30/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
946	7/30/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
947	7/30/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
948	7/30/10			Mendocino	Customer Denies Access	Under Investigation	Open
949	7/30/10			Oakland	Customer Denies Access	Under Investigation	Open
950	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
951	7/30/10			Penngrove	Customer Denies Access	Under Investigation	Open
952	7/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
953	7/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
954	7/30/10			San Jose	Customer Denies Access	Under Investigation	Open
955	7/30/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Resolved
956	7/30/10			San Rafael	Customer Denies Access	Under Investigation	Open
957	7/30/10			San Rafael	Customer Denies Access	Under Investigation	Open
958	7/30/10			San Rafael	Customer Denies Access	Under Investigation	Open
959	7/30/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
960	7/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
961	7/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
962	7/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
963	7/30/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
964	7/30/10			Sebastopol	Customer Denies Access	Under Investigation	Open
965	7/30/10			Sebastopol	Customer Denies Access	Under Investigation	Open
966	7/30/10			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
967	7/30/10			Union City	Customer Denies Access	Under Investigation	Open
968	7/30/10			Vallejo	Customer Denies Access	Under Investigation	Open
969	7/31/10			Alameda	Customer Denies Access	Under Investigation	Open
970	7/31/10			Los Gatos	Customer Denies Access	Under Investigation	Open
971	7/31/10			Mill Valley	Household items affected by SM installation	Under Investigation	Open
972	7/31/10			Oakland	Customer Denies Access	Under Investigation	Open
973	7/31/10			Oakland	Customer wants Smartmeter Removed	Other	Resolved
974	7/31/10			Oakland	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
975	8/1/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
976	8/1/10			Oakland	Household items affected by SM installation	Under Investigation	Open
977	8/2/10			Alameda	Household items affected by SM installation	Under Investigation	Open
978	8/2/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
979	8/2/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
980	8/2/10			Bolinas	Customer Denies Access	Under Investigation	Open
981	8/2/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
982	8/2/10			Cloverdale	SmartMeter Customer Communication	Under Investigation	Open
983	8/2/10			Emeryville	SmartMeter Customer Communication	Under Investigation	Open
984	8/2/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
985	8/2/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
986	8/2/10			Grass Valley	Customer Denies Access	Under Investigation	Open
987	8/2/10			La Honda	Customer Denies Access	Under Investigation	Open
988	8/2/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
989	8/2/10			Mill Valley	Customer Denies Access	Under Investigation	Open
990	8/2/10			Oakland	Customer Denies Access	Under Investigation	Open
991	8/2/10			Oakland	Household items affected by SM installation	Under Investigation	Open
992	8/2/10			Pinole	Customer Denies Access	Under Investigation	Open
993	8/2/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
994	8/2/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
995	8/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
996	8/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
997	8/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
998	8/2/10			San Jose	Household items affected by SM installation	Damaged Television	Resolved
999	8/2/10			San Rafael	Household items affected by SM installation	Other	Resolved
1000	8/2/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
1001	8/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1002	8/2/10			Sausalito	Customer Denies Access	Under Investigation	Open
1003	8/2/10			Sausalito	Customer Denies Access	Under Investigation	Open
1004	8/2/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1005	8/2/10			Vallejo	Household items affected by SM installation	Other	Resolved
1006	8/2/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1007	8/2/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1008	8/3/10			Alameda	Customer Denies Access	Under Investigation	Open
1009	8/3/10			Berkeley	Customer Denies Access	Under Investigation	Open
1010	8/3/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
1011	8/3/10			Emeryville	Customer Denies Access	Under Investigation	Open
1012	8/3/10			Los Gatos	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1013	8/3/10			Menlo Park	SmartMeter Customer Communication	Under Investigation	Open
1014	8/3/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1015	8/3/10			Monte Rio	Household items affected by SM installation	Under Investigation	Open
1016	8/3/10			Napa	Customer Denies Access	Under Investigation	Open
1017	8/3/10			Oakland	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1018	8/3/10			Oakland	Household items affected by SM installation	Meter/Module clearance issues	Resolved
1019	8/3/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1020	8/3/10			Petaluma	Wellington Installer	Under Investigation	Open
1021	8/3/10			Pittsburg	Customer Denies Access	Under Investigation	Open
1022	8/3/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1023	8/3/10			San Francisco	Customer Denies Access	Under Investigation	Open
1024	8/3/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Resolved
1025	8/3/10			San Jose	Household items affected by SM installation	Other	Resolved

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
1026	8/3/10			San Jose	Household items affected by SM installation	Other	Resolved
1027	8/3/10			San Jose	Power Interruption	Other	Resolved
1028	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
1029	8/3/10			San Rafael	Customer Denies Access	Under Investigation	Open
1030	8/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1031	8/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1032	8/3/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1033	8/3/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1034	8/3/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1035	8/4/10			Alameda	Customer Denies Access	Under Investigation	Open
1036	8/4/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
1037	8/4/10			Benicia	Network Equipment Installation	Concerns with equipment/pole location	Resolved
1038	8/4/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1039	8/4/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
1040	8/4/10			Jenner	Customer Denies Access	Under Investigation	Open
1041	8/4/10			Jenner	Customer wants Smartmeter Removed	Under Investigation	Open
1042	8/4/10			Lincoln	SmartMeter Customer Communication	Under Investigation	Open
1043	8/4/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1044	8/4/10			Napa	SmartMeter Customer Communication	Under Investigation	Open
1045	8/4/10			Oakland	Customer Denies Access	Under Investigation	Open
1046	8/4/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1047	8/4/10			Oakland	Power Interruption	Under Investigation	Open
1048	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
1049	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
1050	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
1051	8/4/10			Penn Valley	Wellington Installer	Under Investigation	Open
1052	8/4/10			Penngrove	Customer Denies Access	Under Investigation	Open
1053	8/4/10			Placerville	Household items affected by SM installation	Under Investigation	Open
1054	8/4/10			San Francisco	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1055	8/4/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1056	8/4/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1057	8/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
1058	8/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
1059	8/4/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1060	8/4/10			Sausalito	Customer Denies Access	Under Investigation	Open
1061	8/4/10			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
1062	8/4/10			Watsonville	Household items affected by SM installation	Damaged Computer	Resolved
1063	8/5/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
1064	8/5/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
1065	8/5/10			Cameron Park	Household items affected by SM installation	Under Investigation	Open
1066	8/5/10			Forestville	Other	Customer does not want a SmartMeter	Resolved

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
1067	8/5/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1068	8/5/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1069	8/5/10			Novato	Customer Denies Access	Under Investigation	Open
1070	8/5/10			Novato	Customer Denies Access	Under Investigation	Open
1071	8/5/10			Novato	Household items affected by SM installation	Other	Resolved
1072	8/5/10			Oakland	Customer Denies Access	Under Investigation	Open
1073	8/5/10			Oakland	Customer Denies Access	Under Investigation	Open
1074	8/5/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1075	8/5/10			Richmond	Power Interruption	Under Investigation	Open
1076	8/5/10			San Jose	Customer wants Smartmeter Removed	Customer Denies Wellington Access	Resolved
1077	8/5/10			San Jose	Power Interruption	Partial Power Outage	Resolved
1078	8/5/10			San Jose	Wellington Installer	Under Investigation	Open
1079	8/5/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1080	8/5/10			Watsonville	Customer Denies Access	Under Investigation	Open
1081	8/5/10			Watsonville	Household items affected by SM installation	Under Investigation	Open
1082	8/5/10			Windsor	Customer Denies Access	Under Investigation	Open
1083	8/6/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1084	8/6/10			Alameda	Customer Denies Access	Under Investigation	Open
1085	8/6/10			Alameda	Household items affected by SM installation	Under Investigation	Open
1086	8/6/10			Benicia	Household items affected by SM installation	Under Investigation	Open
1087	8/6/10			Boulder Creek	Household items affected by SM installation	Under Investigation	Open
1088	8/6/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
1089	8/6/10			Chico	Household items affected by SM installation	Under Investigation	Open
1090	8/6/10			Coulterville	Wellington Installer	Under Investigation	Open
1091	8/6/10			Dublin	Household items affected by SM installation	Under Investigation	Open
1092	8/6/10			Dublin	Household items affected by SM installation	Under Investigation	Open
1093	8/6/10			Emeryville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1094	8/6/10			Felton	Customer Denies Access	Under Investigation	Open
1095	8/6/10			Grass Valley	Power Interruption	Partial Power Outage	Resolved
1096	8/6/10			Hillsborough	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1097	8/6/10			Kelsey	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1098	8/6/10			Livermore	Customer Denies Access	Under Investigation	Open
1099	8/6/10			Los Altos	Customer wants Smartmeter Removed	Under Investigation	Open
1100	8/6/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1101	8/6/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1102	8/6/10			Milpitas	Customer Denies Access	Under Investigation	Open
1103	8/6/10			Napa	Customer Denies Access	Under Investigation	Open
1104	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1105	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1106	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1107	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 – For the Period August 7, 2010 through August 13, 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
1108	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1109	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
1110	8/6/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1111	8/6/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1112	8/6/10			Redwood Ests	Household items affected by SM installation	Under Investigation	Open
1113	8/6/10			Richmond	Customer Denies Access	Under Investigation	Open
1114	8/6/10			San Francisco	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1115	8/6/10			San Jose	Customer Denies Access	Under Investigation	Open
1116	8/6/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1117	8/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1118	8/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1119	8/6/10			Saratoga	Customer Denies Access	Under Investigation	Open
1120	8/6/10			Saratoga	Power Interruption	Under Investigation	Open
1121	8/6/10			Sutter	Customer Denies Access	Under Investigation	Open
1122	8/7/10			Aptos	Customer Denies Access	Under Investigation	Open
1123	8/7/10			Felton	Customer Denies Access	Under Investigation	Open
1124	8/7/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1125	8/7/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1126	8/7/10			Nevada City	Customer Denies Access	Under Investigation	Open
1127	8/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1128	8/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1129	8/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1130	8/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1131	8/7/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1132	8/7/10			Rough & Ready	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1133	8/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1134	8/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1135	8/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1136	8/7/10			San Jose	Customer Denies Access	Under Investigation	Open
1137	8/7/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1138	8/7/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
1139	8/7/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1140	8/7/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1141	8/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1142	8/7/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1143	8/7/10			Scotts Valley	SmartMeter Customer Communication	Under Investigation	Open
1144	8/7/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1145	8/7/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1146	8/7/10			Tracy	Household items affected by SM installation	Under Investigation	Open
1147	8/7/10			Woodacre	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1148	8/8/10			Cloverdale	Power Interruption	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1149	8/8/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1150	8/8/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1151	8/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
1152	8/8/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1153	8/8/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1154	8/8/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1155	8/8/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1156	8/9/10			Alameda	Customer Denies Access	Customer Denies Wellington Access	Resolved
1157	8/9/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1158	8/9/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1159	8/9/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1160	8/9/10			Aptos	Customer Denies Access	Under Investigation	Open
1161	8/9/10			Aptos	Customer Denies Access	Under Investigation	Open
1162	8/9/10			Aptos	Customer Denies Access	Under Investigation	Open
1163	8/9/10			Aptos	Customer Denies Access	Under Investigation	Open
1164	8/9/10			Bakersfield	Customer Denies Access	Customer Denies Wellington Access	Resolved
1165	8/9/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1166	8/9/10			Berkeley	Power Interruption	Under Investigation	Open
1167	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
1168	8/9/10			Cameron Park	Wellington Installer	Under Investigation	Open
1169	8/9/10			Camino	Wellington Installer	Under Investigation	Open
1170	8/9/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1171	8/9/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1172	8/9/10			Camptonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1173	8/9/10			Carmichael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1174	8/9/10			Castro Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1175	8/9/10			Chico	Meter/Module Equipment	Under Investigation	Open
1176	8/9/10			Chico	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1177	8/9/10			Chico	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1178	8/9/10			Cloverdale	Customer Denies Access	Under Investigation	Open
1179	8/9/10			Daly City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1180	8/9/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1181	8/9/10			El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1182	8/9/10			El Dorado Hills	Customer Denies Access	Customer Denies Wellington Access	Resolved
1183	8/9/10			El Dorado Hills	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1184	8/9/10			Fairfax	Customer Denies Access	Customer Denies Wellington Access	Resolved
1185	8/9/10			Fairfax	Customer Denies Access	Under Investigation	Open
1186	8/9/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1187	8/9/10			Grass Valley	Household items affected by SM installation	Damaged Fans	Resolved
1188	8/9/10			Grass Valley	Household items affected by SM installation	Other	Resolved
1189	8/9/10			Grass Valley	Household items affected by SM installation	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 – For the Period August 7, 2010 through August 13, 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
1190	8/9/10			Grass Valley	SmartMeter Customer Communication	Other	Resolved
1191	8/9/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Resolved
1192	8/9/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Resolved
1193	8/9/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1194	8/9/10			Los Gatos	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1195	8/9/10			Magalia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1196	8/9/10			Manteca	SmartMeter Customer Communication	Under Investigation	Open
1197	8/9/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1198	8/9/10			Menlo Park	Customer Denies Access	Customer Denies Wellington Access	Resolved
1199	8/9/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
1200	8/9/10			Monte Rio	Customer Denies Access	Customer Denies Wellington Access	Resolved
1201	8/9/10			Nevada City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1202	8/9/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1203	8/9/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1204	8/9/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1205	8/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1206	8/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1207	8/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1208	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1209	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1210	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1211	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1212	8/9/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1213	8/9/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1214	8/9/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1215	8/9/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1216	8/9/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1217	8/9/10			Oroville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1218	8/9/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1219	8/9/10			Richvale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1220	8/9/10			Rough & Ready	Customer Denies Access	Customer Denies Wellington Access	Resolved
1221	8/9/10			Saint Helena	Customer Denies Access	Customer Denies Wellington Access	Resolved
1222	8/9/10			San Francisco	Customer Denies Access	Customer Denies Wellington Access	Resolved
1223	8/9/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1224	8/9/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1225	8/9/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1226	8/9/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1227	8/9/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1228	8/9/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1229	8/9/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1230	8/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
1231	8/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1232	8/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1233	8/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1234	8/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1235	8/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1236	8/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1237	8/9/10			San Jose	Customer Denies Access	Under Investigation	Open
1238	8/9/10			San Jose	Customer Denies Access	Under Investigation	Open
1239	8/9/10			San Jose	Customer Denies Access	Under Investigation	Open
1240	8/9/10			San Jose	Customer Denies Access	Under Investigation	Open
1241	8/9/10			San Jose	Customer Denies Access	Under Investigation	Open
1242	8/9/10			San Jose	Household items affected by SM installation	Damaged Computer	Resolved
1243	8/9/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1244	8/9/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1245	8/9/10			San Jose	Household items affected by SM installation	Other	Resolved
1246	8/9/10			San Jose	Household items affected by SM installation	Other	Resolved
1247	8/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1248	8/9/10			San Jose	Power Interruption	Partial Power Outage	Resolved
1249	8/9/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1250	8/9/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1251	8/9/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1252	8/9/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1253	8/9/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1254	8/9/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1255	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1256	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1257	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1258	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1259	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1260	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1261	8/9/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
1262	8/9/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1263	8/9/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1264	8/9/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1265	8/9/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1266	8/9/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1267	8/9/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1268	8/9/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1269	8/9/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1270	8/9/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1271	8/9/10			Santa Cruz	Customer Denies Access	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
1272	8/9/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1273	8/9/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1274	8/9/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1275	8/9/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1276	8/9/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1277	8/9/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1278	8/9/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1279	8/9/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1280	8/9/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1281	8/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1282	8/9/10			Santa Rosa	Other	Other	Resolved
1283	8/9/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1284	8/9/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1285	8/9/10			Saratoga	Wellington Installer	Under Investigation	Open
1286	8/9/10			Sausalito	Customer Denies Access	Under Investigation	Open
1287	8/9/10			Scotts Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1288	8/9/10			Scotts Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1289	8/9/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1290	8/9/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1291	8/9/10			Shingle Springs	Customer Denies Access	Customer Denies Wellington Access	Resolved
1292	8/9/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1293	8/9/10			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
1294	8/9/10			Soquel	Customer Denies Access	Customer Denies Wellington Access	Resolved
1295	8/9/10			Soquel	Customer Denies Access	Under Investigation	Open
1296	8/9/10			Soquel	Customer Denies Access	Under Investigation	Open
1297	8/9/10			Soquel	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
1298	8/9/10			Stockton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1299	8/9/10			Tracy	Household items affected by SM installation	Other	Resolved
1300	8/9/10			Windsor	Customer Denies Access	Customer Denies Wellington Access	Resolved
1301	8/9/10			Woodacre	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1302	8/10/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1303	8/10/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1304	8/10/10			Alameda	Customer Denies Access	Under Investigation	Open
1305	8/10/10			Albany	Customer Denies Access	Customer Denies Wellington Access	Resolved
1306	8/10/10			American Canyon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1307	8/10/10			Auburn	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1308	8/10/10			Boulder Creek	Household items affected by SM installation	Other	Resolved
1309	8/10/10			Boulder Creek	SmartMeter Customer Communication	Under Investigation	Open
1310	8/10/10			Cameron Park	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1311	8/10/10			Campbell	Customer Denies Access	Under Investigation	Open
1312	8/10/10			Camptonville	Customer Denies Access	Customer Denies Wellington Access	Resolved

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
1313	8/10/10			Cazadero	Customer Denies Access	Under Investigation	Open
1314	8/10/10			Cloverdale	Customer Denies Access	Under Investigation	Open
1315	8/10/10			Cupertino	Customer Denies Access	Customer Denies Wellington Access	Resolved
1316	8/10/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1317	8/10/10			Cupertino	Customer Denies Access	Under Investigation	Open
1318	8/10/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1319	8/10/10			Diamond Springs	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1320	8/10/10			El Cerrito	Customer Denies Access	Customer Denies Wellington Access	Resolved
1321	8/10/10			Fairfax	Customer Denies Access	Under Investigation	Open
1322	8/10/10			Forest Knolls	SmartMeter Customer Communication	Under Investigation	Open
1323	8/10/10			Forestville	Customer Denies Access	Under Investigation	Open
1324	8/10/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1325	8/10/10			Hercules	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1326	8/10/10			Kensington	Household items affected by SM installation	Under Investigation	Open
1327	8/10/10			Livermore	Customer Denies Access	Under Investigation	Open
1328	8/10/10			Los Altos	Customer Denies Access	Under Investigation	Open
1329	8/10/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1330	8/10/10			Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
1331	8/10/10			Mariposa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1332	8/10/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1333	8/10/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1334	8/10/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1335	8/10/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1336	8/10/10			Oakland	Customer Denies Access	Under Investigation	Open
1337	8/10/10			Oakland	Customer Denies Access	Under Investigation	Open
1338	8/10/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1339	8/10/10			Occidental	Customer Denies Access	Under Investigation	Open
1340	8/10/10			Oroville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1341	8/10/10			Oroville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1342	8/10/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1343	8/10/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1344	8/10/10			Penn Valley	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1345	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
1346	8/10/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1347	8/10/10			Petaluma	Household items affected by SM installation	Damaged Computer	Resolved
1348	8/10/10			Pinole	Customer Denies Access	Customer Denies Wellington Access	Resolved
1349	8/10/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1350	8/10/10			Pope Valley	Wellington Installer	Under Investigation	Open
1351	8/10/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1352	8/10/10			Rohnert Park	SmartMeter Customer Communication	Under Investigation	Open
1353	8/10/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
1354	8/10/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1355	8/10/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1356	8/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1357	8/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1358	8/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1359	8/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1360	8/10/10			San Jose	Customer Denies Access	Under Investigation	Open
1361	8/10/10			San Jose	Customer Denies Access	Under Investigation	Open
1362	8/10/10			San Jose	Power Interruption	Breaker keeps tripping	Resolved
1363	8/10/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1364	8/10/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1365	8/10/10			San Pablo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1366	8/10/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1367	8/10/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1368	8/10/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1369	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
1370	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
1371	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
1372	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
1373	8/10/10			San Ramon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1374	8/10/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1375	8/10/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1376	8/10/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1377	8/10/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1378	8/10/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1379	8/10/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1380	8/10/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1381	8/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1382	8/10/10			Santa Rosa	Power Interruption	Breaker keeps tripping	Resolved
1383	8/10/10			Sausalito	Customer Denies Access	Customer Denies Wellington Access	Resolved
1384	8/10/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1385	8/10/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1386	8/10/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1387	8/10/10			Sonora	Household items affected by SM installation	Other	Resolved
1388	8/10/10			Soquel	Customer Denies Access	Under Investigation	Open
1389	8/10/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
1390	8/10/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1391	8/10/10			Tiburon	Wellington Installer	Under Investigation	Open
1392	8/10/10			Tracy	Customer Denies Access	Customer Denies Wellington Access	Resolved
1393	8/10/10			Tracy	Customer Denies Access	Customer Denies Wellington Access	Resolved
1394	8/10/10			Vacaville	Customer wants Smartmeter Removed	No reason provided	Resolved

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
1395	8/10/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1396	8/11/10			Alameda	Customer Denies Access	Customer Denies Wellington Access	Resolved
1397	8/11/10			Alameda	Customer Denies Access	Under Investigation	Open
1398	8/11/10			Alamo	Customer wants Smartmeter Removed	Under Investigation	Open
1399	8/11/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
1400	8/11/10			Atwater	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1401	8/11/10			Benicia	Network Equipment Installation	Under Investigation	Open
1402	8/11/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1403	8/11/10			Boulder Creek	SmartMeter Customer Communication	Under Investigation	Open
1404	8/11/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1405	8/11/10			Chico	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1406	8/11/10			Concord	Household items affected by SM installation	Other	Resolved
1407	8/11/10			Dixon	Household items affected by SM installation	Other	Resolved
1408	8/11/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1409	8/11/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1410	8/11/10			Fresno	Household items affected by SM installation	Under Investigation	Open
1411	8/11/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1412	8/11/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1413	8/11/10			Grass Valley	Household items affected by SM installation	Damaged Computer	Resolved
1414	8/11/10			Hercules	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1415	8/11/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1416	8/11/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1417	8/11/10			Los Altos Hills	Customer Denies Access	Customer Denies Wellington Access	Resolved
1418	8/11/10			Los Altos Hills	Customer Denies Access	Under Investigation	Open
1419	8/11/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1420	8/11/10			Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
1421	8/11/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1422	8/11/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1423	8/11/10			Mariposa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1424	8/11/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1425	8/11/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1426	8/11/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1427	8/11/10			Napa	Customer Denies Access	Under Investigation	Open
1428	8/11/10			Nevada City	SmartMeter Customer Communication	Other	Resolved
1429	8/11/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1430	8/11/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1431	8/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1432	8/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1433	8/11/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1434	8/11/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1435	8/11/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 – For the Period August 7, 2010 through August 13, 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
1436	8/11/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
1437	8/11/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1438	8/11/10			Rescue	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1439	8/11/10			Saint Helena	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1440	8/11/10			San Francisco	Meter/Module Equipment	Under Investigation	Open
1441	8/11/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1442	8/11/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1443	8/11/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1444	8/11/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1445	8/11/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1446	8/11/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1447	8/11/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1448	8/11/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1449	8/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1450	8/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1451	8/11/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1452	8/11/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1453	8/11/10			San Jose	Household items affected by SM installation	Other	Resolved
1454	8/11/10			San Jose	SmartMeter Customer Communication	Other	Resolved
1455	8/11/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1456	8/11/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1457	8/11/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1458	8/11/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1459	8/11/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1460	8/11/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1461	8/11/10			San Ramon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1462	8/11/10			Sanger	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1463	8/11/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1464	8/11/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1465	8/11/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1466	8/11/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
1467	8/11/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1468	8/11/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1469	8/11/10			Saratoga	Customer Denies Access	Under Investigation	Open
1470	8/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
1471	8/11/10			Sausalito	Customer Denies Access	Under Investigation	Open
1472	8/11/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1473	8/11/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1474	8/11/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1475	8/11/10			Tracy	SmartMeter Customer Communication	Under Investigation	Open
1476	8/11/10			Tuolumne	SmartMeter Customer Communication	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
1477	8/11/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1478	8/12/10			Aptos	Customer Denies Access	Under Investigation	Open
1479	8/12/10			Auburn	Customer Denies Access	Customer Denies Wellington Access	Resolved
1480	8/12/10			Auburn	Customer Denies Access	Customer Denies Wellington Access	Resolved
1481	8/12/10			Bakersfield	Customer Denies Access	Under Investigation	Open
1482	8/12/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1483	8/12/10			Boulder Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1484	8/12/10			Boulder Creek	Household items affected by SM installation	Damaged Computer	Resolved
1485	8/12/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1486	8/12/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Resolved
1487	8/12/10			Chico	Household items affected by SM installation	Damaged Refrigerator	Resolved
1488	8/12/10			Chico	SmartMeter Customer Communication	Under Investigation	Open
1489	8/12/10			Coalinga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1490	8/12/10			Cupertino	Customer Denies Access	Customer Denies Wellington Access	Resolved
1491	8/12/10			Cupertino	Customer Denies Access	Customer Denies Wellington Access	Resolved
1492	8/12/10			Fremont	Customer Denies Access	Customer Denies Wellington Access	Resolved
1493	8/12/10			Fremont	Household items affected by SM installation	Under Investigation	Open
1494	8/12/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1495	8/12/10			Grass Valley	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1496	8/12/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Resolved
1497	8/12/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Resolved
1498	8/12/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1499	8/12/10			Los Altos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1500	8/12/10			Los Gatos	Wellington Installer	Under Investigation	Open
1501	8/12/10			Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
1502	8/12/10			Magalia	Household items affected by SM installation	Under Investigation	Open
1503	8/12/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1504	8/12/10			Martinez	SmartMeter Customer Communication	Other	Resolved
1505	8/12/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1506	8/12/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1507	8/12/10			Merced	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1508	8/12/10			Merced	Household items affected by SM installation	Other	Resolved
1509	8/12/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1510	8/12/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
1511	8/12/10			Nevada City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1512	8/12/10			Novato	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1513	8/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1514	8/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1515	8/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1516	8/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1517	8/12/10			Oakland	Household items affected by SM installation	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 – For the Period August 7, 2010 through August 13, 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
1518	8/12/10			Oregon House	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1519	8/12/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1520	8/12/10			Oroville	Household items affected by SM installation	Other	Resolved
1521	8/12/10			Paradise	Customer Denies Access	Customer Denies Wellington Access	Resolved
1522	8/12/10			Placerville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1523	8/12/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1524	8/12/10			Richmond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1525	8/12/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1526	8/12/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1527	8/12/10			San Francisco	Meter/Module Equipment	Under Investigation	Open
1528	8/12/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1529	8/12/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1530	8/12/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1531	8/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1532	8/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1533	8/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1534	8/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1535	8/12/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1536	8/12/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved
1537	8/12/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1538	8/12/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1539	8/12/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1540	8/12/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1541	8/12/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1542	8/12/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1543	8/12/10			San Rafael	Customer Denies Access	Under Investigation	Open
1544	8/12/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1545	8/12/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1546	8/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1547	8/12/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
1548	8/12/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1549	8/12/10			Soquel	Customer Denies Access	Under Investigation	Open
1550	8/12/10			Watsonville	Customer wants Smartmeter Removed	Under Investigation	Open
1551	8/12/10			Windsor	Wellington Installer	Under Investigation	Open
1552	8/12/10			Woodacre	Customer Denies Access	Under Investigation	Open
1553	8/13/10			Alameda	Customer Denies Access	Under Investigation	Open
1554	8/13/10			Atwater	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1555	8/13/10			Auburn	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1556	8/13/10			Bakersfield	SmartMeter Customer Communication	Other	Resolved
1557	8/13/10			Boulder Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1558	8/13/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
1559	8/13/10			Boulder Creek	Power Interruption	Partial Power Outage	Resolved
1560	8/13/10			Camino	Customer Denies Access	Under Investigation	Open
1561	8/13/10			Chico	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1562	8/13/10			Chico	Household items affected by SM installation	Under Investigation	Open
1563	8/13/10			Cupertino	Customer wants Smartmeter Removed	Under Investigation	Open
1564	8/13/10			Cupertino	Customer wants Smartmeter Removed	Under Investigation	Open
1565	8/13/10			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1566	8/13/10			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1567	8/13/10			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1568	8/13/10			Fairfield	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1569	8/13/10			Forest Knolls	SmartMeter Customer Communication	Under Investigation	Open
1570	8/13/10			Fremont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1571	8/13/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1572	8/13/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1573	8/13/10			Grass Valley	Household items affected by SM installation	Damaged Television	Resolved
1574	8/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
1575	8/13/10			Hillsborough	Customer Denies Access	Customer Denies Wellington Access	Resolved
1576	8/13/10			Lagunitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1577	8/13/10			Lemoore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1578	8/13/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1579	8/13/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1580	8/13/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1581	8/13/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1582	8/13/10			Merced	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1583	8/13/10			Merced	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1584	8/13/10			Mountain View	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1585	8/13/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1586	8/13/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
1587	8/13/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1588	8/13/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1589	8/13/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1590	8/13/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1591	8/13/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1592	8/13/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1593	8/13/10			Oakland	Customer Denies Access	Under Investigation	Open
1594	8/13/10			Placerville	Wellington Installer	Under Investigation	Open
1595	8/13/10			Pleasant Hill	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1596	8/13/10			Redwood Ests	Household items affected by SM installation	Under Investigation	Open
1597	8/13/10			Sacramento	SmartMeter Customer Communication	Under Investigation	Open
1598	8/13/10			San Francisco	Customer Denies Access	Customer Denies Wellington Access	Resolved
1599	8/13/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 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
1600	8/13/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1601	8/13/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1602	8/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1603	8/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1604	8/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1605	8/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1606	8/13/10			San Jose	Customer Denies Access	Under Investigation	Open
1607	8/13/10			San Jose	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1608	8/13/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1609	8/13/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1610	8/13/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1611	8/13/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1612	8/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
1613	8/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
1614	8/13/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1615	8/13/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1616	8/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1617	8/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1618	8/13/10			Santa Rosa	Power Interruption	Partial Power Outage	Resolved
1619	8/13/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1620	8/13/10			Saratoga	Customer Denies Access	Under Investigation	Open
1621	8/13/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1622	8/13/10			Shingle Springs	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1623	8/13/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
1624	8/13/10			Stockton	Household items affected by SM installation	Other	Resolved
1625	8/13/10			Tracy	Customer Denies Access	Under Investigation	Open
1626	8/13/10			Vacaville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1627	8/13/10			Vacaville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1628	8/13/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1629	8/13/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1630	8/13/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1631	8/13/10			Woodacre	Customer Denies Access	Customer does not want a SmartMeter	Resolved

1,121 Open Complaints on Last Report
 160 Open Complaints Resolved Since the Last Report
 510 New Complaints Since the Last Report
 337 New Complaints Resolved Since the Last Report
 173 New Complaints Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 – For the Period August 7, 2010 through August 13, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1	1/4/10	{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open
2	1/15/10	{Redacted}	{Redacted}	Napa	Scheduling Problems	Under Investigation	Open
3	2/1/10	{Redacted}	{Redacted}	La Honda	Customer Denies Access	Under Investigation	Open
4	2/8/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
5	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Under Investigation	Open
6	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
7	2/12/10	{Redacted}	{Redacted}	San Ramon	Wellington Installer	Under Investigation	Open
8	2/16/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
9	2/16/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
10	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
11	2/18/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
12	2/19/10	{Redacted}	{Redacted}	American Canyon	Wellington Installer	Under Investigation	Open
13	2/22/10	{Redacted}	{Redacted}	Occidental	Customer Denies Access	Under Investigation	Open
14	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
15	2/23/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
16	2/26/10	{Redacted}	{Redacted}	Auburn	SmartMeter Customer Communication	Under Investigation	Open
17	2/26/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
18	3/1/10	{Redacted}	{Redacted}	Fresno	Wellington Installer	Under Investigation	Open
19	3/1/10	{Redacted}	{Redacted}	Martinez	Wellington Installer	Meter/Module damaged in field	Resolved
20	3/1/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
21	3/2/10	{Redacted}	{Redacted}	Richmond	Wellington Installer	Under Investigation	Open
22	3/3/10	{Redacted}	{Redacted}	Glen Ellen	Scheduling Problems	Under Investigation	Open
23	3/7/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
24	3/7/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
25	3/7/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
26	3/8/10	{Redacted}	{Redacted}	Cotati	Household items affected by SM installation	Under Investigation	Open
27	3/8/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
28	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM installation	Under Investigation	Open
29	3/10/10	{Redacted}	{Redacted}	Angwin	Wellington Installer	Other	Resolved
30	3/10/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
31	3/10/10	{Redacted}	{Redacted}	Mountain View	Customer Denies Access	Under Investigation	Open
32	3/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Other	Resolved
33	3/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
34	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
35	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
36	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
37	3/10/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
38	3/10/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
39	3/11/10	{Redacted}	{Redacted}	San Francisco	Customer Denies Access	Under Investigation	Open
40	3/12/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
41	3/12/10	{Redacted}	{Redacted}	Union City	Meter/Module	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
42	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
43	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
44	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
45	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
46	3/15/10			Tracy	Customer Denies Access	Under Investigation	Open
47	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
48	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
49	3/16/10			Tracy	Meter/Module	Under Investigation	Open
50	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
51	3/17/10			Richmond	Customer Denies Access	Under Investigation	Open
52	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
53	3/17/10			Tracy	Customer Denies Access	Under Investigation	Open
54	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
55	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
56	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
57	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
58	3/22/10			Saint Helena	Other	Under Investigation	Open
59	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
60	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
61	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
62	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
63	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
64	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
65	3/25/10			San Jose	Wellington Installer	Other	Resolved
66	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
67	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
68	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
69	3/28/10			Citrus Heights	Network Equipment Installation	Installer jumped fence, broke lock	Resolved
70	3/28/10			Oakhurst	Customer Denies Access	Customer Denies Wellington Access	Resolved
71	3/28/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
72	3/29/10			Tracy	Meter/Module	Under Investigation	Open
73	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
74	3/31/10			Half Moon Bay	Wellington Installer	Installer failed to knock	Resolved
75	4/1/10			Tracy	Customer Denies Access	Under Investigation	Open
76	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
77	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
78	4/2/10			Tracy	Customer Denies Access	Under Investigation	Open
79	4/5/10			San Jose	Wellington Installer	Installer failed to knock	Resolved
80	4/5/10			Vacaville	Other	Under Investigation	Open
81	4/6/10			Tracy	Other	Under Investigation	Open
82	4/6/10			Tracy	Wellington Installer	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
83	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
84	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
85	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
86	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
87	4/8/10			Richmond	Wellington Installer	Under Investigation	Open
88	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
89	4/14/10			Madera	Wellington Installer	Under Investigation	Open
90	4/14/10			San Jose	Other	Under Investigation	Open
91	4/14/10			Tracy	Power Interruption	Under Investigation	Open
92	4/15/10			Madera	Other	Under Investigation	Open
93	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
94	4/15/10			Santa Rosa	Wellington Installer	No time given to power down equipment	Resolved
95	4/16/10			Healdsburg	Wellington Installer	Other	Resolved
96	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
97	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
98	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
99	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
100	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
101	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
102	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
103	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
104	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
105	4/23/10			Berkeley	Other	Under Investigation	Open
106	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
107	4/23/10			Madera	Wellington Installer	Under Investigation	Open
108	4/23/10			Selma	Wellington Installer	Security concern	Resolved
109	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
110	4/26/10			Madera	Wellington Installer	Under Investigation	Open
111	4/26/10			Napa	Wellington Installer	Under Investigation	Open
112	4/26/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
113	4/26/10			Orinda	Meter/Module	Under Investigation	Open
114	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
115	4/26/10			San Ramon	Wellington Installer	Installer jumped fence, broke lock	Resolved
116	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
117	4/28/10			Hayward	SmartMeter Customer Communication	Other	Resolved
118	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
119	4/29/10			Madera	Wellington Installer	Under Investigation	Open
120	4/29/10			Oakland	Wellington Installer	Under Investigation	Open
121	4/30/10			Berkeley	Other	Other	Resolved
122	4/30/10			Berkeley	Other	Other	Resolved
123	4/30/10			Richmond	Other	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 – For the Period August 7, 2010 through August 13, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
124	5/4/10			S. San Francisco	Wellington Installer	Other	Resolved
125	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
126	5/5/10			San Jose	Wellington Installer	Other	Resolved
127	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
128	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
129	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
130	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
131	5/7/10			San Jose	Meter/Module	Under Investigation	Open
132	5/8/10			Placerville	Wellington Installer	Under Investigation	Open
133	5/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
134	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
135	5/10/10			Milpitas	Wellington Installer	Under Investigation	Open
136	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open
137	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
138	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
139	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
140	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
141	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
142	5/10/10			San Jose	Other	Under Investigation	Open
143	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
144	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
145	5/11/10			Alamo	SmartMeter Customer Communication	Under Investigation	Open
146	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
147	5/11/10			Chico	Wellington Installer	Under Investigation	Open
148	5/11/10			Concord	Household items affected by SM installation	Under Investigation	Open
149	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
150	5/11/10			Milpitas	Wellington Installer	Under Investigation	Open
151	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
152	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
153	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
154	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open
155	5/11/10			Richmond	Customer Denies Access	Under Investigation	Open
156	5/11/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
157	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
158	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
159	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
160	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
161	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
162	5/11/10			San Jose	Wellington Installer	Under Investigation	Open
163	5/11/10			San Leandro	SmartMeter Customer Communication	Under Investigation	Open
164	5/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 -- For the Period August 7, 2010 through August 13, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
165	5/11/10			Tracy	Wellington Installer	Under Investigation	Open
166	5/11/10			Vallejo	Wellington Installer	Under Investigation	Open
167	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
168	5/12/10			Fresno	Other	Under Investigation	Open
169	5/12/10			Livermore	Wellington Installer	Under Investigation	Open
170	5/12/10			Martinez	Household items affected by SM installation	Under Investigation	Open
171	5/12/10			Marysville	Wellington Installer	Under Investigation	Open
172	5/12/10			Mountain View	Wellington Installer	Under Investigation	Open
173	5/12/10			Napa	Wellington Installer	Under Investigation	Open
174	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
175	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
176	5/12/10			Pinole	Customer Denies Access	Under Investigation	Open
177	5/12/10			Richmond	Other	Under Investigation	Open
178	5/12/10			Richmond	Wellington Installer	Under Investigation	Open
179	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
180	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
181	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
182	5/12/10			San Ramon	Wellington Installer	Under Investigation	Open
183	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open
184	5/12/10			Tracy	Wellington Installer	Under Investigation	Open
185	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
186	5/13/10			Los Banos	Customer Denies Access	Under Investigation	Open
187	5/13/10			Marysville	Wellington Installer	Under Investigation	Open
188	5/13/10			Redding	Wellington Installer	Under Investigation	Open
189	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
190	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
191	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
192	5/13/10			Tracy	Other	Under Investigation	Open
193	5/14/10			Antioch	Meter/Module	Under Investigation	Open
194	5/14/10			Clayton	Wellington Installer	Under Investigation	Open
195	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
196	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
197	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
198	5/14/10			Pleasanton	Wellington Installer	Under Investigation	Open
199	5/14/10			San Jose	Meter/Module	Under Investigation	Open
200	5/14/10			San Leandro	Customer Denies Access	Customer does not want a SmartMeter	Resolved
201	5/14/10			San Leandro	Customer wants SmartMeter Removed	Under Investigation	Open
202	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
203	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
204	5/14/10			Tracy	Customer Denies Access	Under Investigation	Open
205	5/15/10			Chico	Customer Denies Access	Under Investigation	Open

{Redacted}

This report contains confidential customer information and is being submitted under CPUC Code Section 583.

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

August 19, 2010 – For the Period August 7, 2010 through August 13, 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	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
207	5/15/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
208	5/15/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
209	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
210	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open

{Redacted}

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

Pacific Gas and Electric Company
SmartMeter™ Complaint Report
High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 August 19, 2010 -- For the Period August 7, 2010 through August 13, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
1	5/14/10	{Redacted}	{Redacted}	ARNOLD	Open	{Redacted}
2	5/21/10			SAN MATEO	Open	
3	6/17/10			SACRAMENTO	Open	
4	8/6/10			HAYWARD	Resolved	
5	8/6/10			SAN LEANDRO	Open	
6	8/6/10			FRESNO	Open	
7	8/9/10			SAN RAMON	Open	
8	8/9/10			BERKELEY	Open	
9	8/10/10			BRENTWOOD	Open	
10	8/11/10			YUBA CITY	Open	
11	8/12/10			LIVE OAK	Open	

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

- 6** Open Complaints on Last Report
- 1** Open Complaints Resolved Since the Last Report
- 5** New Complaints Since the Last Report
- 0** New Complaints Resolved Since the Last Report
- 5** New Complaints Open

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

Pacific Gas and Electric Company
SmartMeter™ Complaint Report
High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 August 19, 2010 -- For the Period August 7, 2010 through August 13, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
1	5/14/10	{Redacted}	{Redacted}	ARNOLD	Open	{Redacted}
2	5/21/10			SAN MATEO	Open	
3	6/17/10			SACRAMENTO	Open	
4	8/6/10			HAYWARD	Resolved	
5	8/6/10			SAN LEANDRO	Open	
6	8/6/10			FRESNO	Open	
7	8/9/10			SAN RAMON	Open	
8	8/9/10			BERKELEY	Open	
9	8/10/10			BRENTWOOD	Open	
10	8/11/10			YUBA CITY	Open	
11	8/12/10			LIVE OAK	Open	

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

- 6 Open Complaints on Last Report
- 1 Open Complaints Resolved Since the Last Report
- 5 New Complaints Since the Last Report
- 0 New Complaints Resolved Since the Last Report
- 5 New Complaints Open