

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 26, 2010 – For the Period August 14, 2010 through August 20, 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}	Vallejo	Wellington Installer	Under Investigation	Open
20	3/2/10	{Redacted}	{Redacted}	Richmond	Wellington Installer	Under Investigation	Open
21	3/3/10	{Redacted}	{Redacted}	Glen Ellen	Scheduling Problems	Under Investigation	Open
22	3/7/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
23	3/7/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
24	3/7/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
25	3/8/10	{Redacted}	{Redacted}	Cotati	Household items affected by SM installation	Under Investigation	Open
26	3/8/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
27	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM installation	Under Investigation	Open
28	3/10/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
29	3/10/10	{Redacted}	{Redacted}	Mountain View	Customer Denies Access	Customer does not want a SmartMeter	Resolved
30	3/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
31	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
32	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
33	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
34	3/10/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
35	3/10/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
36	3/11/10	{Redacted}	{Redacted}	San Francisco	Customer Denies Access	Under Investigation	Open
37	3/12/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
38	3/12/10	{Redacted}	{Redacted}	Union City	Meter/Module	Under Investigation	Open
39	3/12/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
40	3/12/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
41	3/15/10	{Redacted}	{Redacted}	Placerville	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
42	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
43	3/15/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
44	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
45	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
46	3/16/10			Tracy	Meter/Module	Under Investigation	Open
47	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
48	3/17/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
49	3/17/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
50	3/17/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
51	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
52	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
53	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
54	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
55	3/22/10			Saint Helena	Other	Under Investigation	Open
56	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
57	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
58	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
59	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
60	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
61	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
62	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
63	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
64	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
65	3/29/10			Tracy	Meter/Module	Meter/Module clearance issues	Resolved
66	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
67	4/1/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
68	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
69	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
70	4/2/10			Tracy	Customer Denies Access	No reason provided	Resolved
71	4/5/10			Vacaville	Other	Under Investigation	Open
72	4/6/10			Tracy	Other	Other	Resolved
73	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
74	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
75	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
76	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
77	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
78	4/8/10			Richmond	Wellington Installer	Intaller failed to knock	Resolved
79	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
80	4/14/10			Madera	Wellington Installer	Under Investigation	Open
81	4/14/10			San Jose	Other	Under Investigation	Open
82	4/14/10			Tracy	Power Interruption	Other	Resolved

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83	4/15/10			Madera	Other	Under Investigation	Open
84	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
85	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
86	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
87	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
88	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
89	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
90	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
91	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
92	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
93	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
94	4/23/10			Berkeley	Other	Under Investigation	Open
95	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
96	4/23/10			Madera	Wellington Installer	Under Investigation	Open
97	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
98	4/26/10			Madera	Wellington Installer	Under Investigation	Open
99	4/26/10			Napa	Wellington Installer	Under Investigation	Open
100	4/26/10			Orinda	Meter/Module	Under Investigation	Open
101	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
102	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
103	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
104	4/29/10			Madera	Wellington Installer	Under Investigation	Open
105	4/29/10			Oakland	Wellington Installer	Under Investigation	Open
106	4/30/10			Richmond	Other	Under Investigation	Open
107	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
108	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
109	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
110	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
111	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
112	5/7/10			San Jose	Meter/Module	Under Investigation	Open
113	5/8/10			Placerville	Wellington Installer	Under Investigation	Open
114	5/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
115	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
116	5/10/10			Milpitas	Wellington Installer	Under Investigation	Open
117	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open
118	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
119	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
120	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
121	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
122	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
123	5/10/10			San Jose	Other	Under Investigation	Open

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124	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
125	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
126	5/11/10			Alamo	SmartMeter Customer Communication	Under Investigation	Open
127	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
128	5/11/10			Chico	Wellington Installer	Under Investigation	Open
129	5/11/10			Concord	Household items affected by SM installation	Under Investigation	Open
130	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
131	5/11/10			Milpitas	Wellington Installer	Under Investigation	Open
132	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
133	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
134	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
135	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open
136	5/11/10			Richmond	Customer Denies Access	Under Investigation	Open
137	5/11/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
138	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
139	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
140	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
141	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
142	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
143	5/11/10			San Jose	Wellington Installer	Under Investigation	Open
144	5/11/10			San Leandro	SmartMeter Customer Communication	Under Investigation	Open
145	5/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
146	5/11/10			Tracy	Wellington Installer	Under Investigation	Open
147	5/11/10			Vallejo	Wellington Installer	Under Investigation	Open
148	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
149	5/12/10			Fresno	Other	Under Investigation	Open
150	5/12/10			Livermore	Wellington Installer	Under Investigation	Open
151	5/12/10			Martinez	Household items affected by SM installation	Under Investigation	Open
152	5/12/10			Marysville	Wellington Installer	Under Investigation	Open
153	5/12/10			Mountain View	Wellington Installer	Under Investigation	Open
154	5/12/10			Napa	Wellington Installer	Under Investigation	Open
155	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
156	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
157	5/12/10			Pinole	Customer Denies Access	Under Investigation	Open
158	5/12/10			Richmond	Other	Under Investigation	Open
159	5/12/10			Richmond	Wellington Installer	Under Investigation	Open
160	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
161	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
162	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
163	5/12/10			San Ramon	Wellington Installer	Under Investigation	Open
164	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
165	5/12/10			Tracy	Wellington Installer	Under Investigation	Open
166	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
167	5/13/10			Los Banos	Customer Denies Access	Under Investigation	Open
168	5/13/10			Marysville	Wellington Installer	Under Investigation	Open
169	5/13/10			Redding	Wellington Installer	Under Investigation	Open
170	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
171	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
172	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
173	5/13/10			Tracy	Other	Under Investigation	Open
174	5/14/10			Antioch	Meter/Module	Under Investigation	Open
175	5/14/10			Clayton	Wellington Installer	Under Investigation	Open
176	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
177	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
178	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
179	5/14/10			Pleasanton	Wellington Installer	Under Investigation	Open
180	5/14/10			San Jose	Meter/Module	Under Investigation	Open
181	5/14/10			San Leandro	Customer wants SmartMeter Removed	Under Investigation	Open
182	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
183	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
184	5/14/10			Tracy	Customer Denies Access	Under Investigation	Open
185	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
186	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
187	5/15/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
188	5/15/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
189	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
190	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
191	5/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
192	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
193	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
194	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
195	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
196	5/17/10			Alameda	Customer Denies Access	Under Investigation	Open
197	5/17/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
198	5/17/10			Alameda	Wellington Installer	Under Investigation	Open
199	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
200	5/17/10			Benicia	Wellington Installer	Under Investigation	Open
201	5/17/10			Berkeley	Customer Denies Access	Under Investigation	Open
202	5/17/10			Dos Palos	Wellington Installer	Under Investigation	Open
203	5/17/10			El Cerrito	Customer Denies Access	Under Investigation	Open
204	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
205	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open

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206	5/17/10			Los Gatos	Scheduling Problems	Under Investigation	Open
207	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
208	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
209	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
210	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
211	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
212	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
213	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
214	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
215	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
216	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
217	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
218	5/17/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
219	5/17/10			S. San Francisco	Other	Under Investigation	Open
220	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
221	5/17/10			Santa Rosa	Wellington Installer	Under Investigation	Open
222	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
223	5/17/10			Tracy	Customer Denies Access	Other	Resolved
224	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
225	5/17/10			Tracy	Wellington Installer	Other	Resolved
226	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
227	5/18/10			Chowchilla	Customer Denies Access	Under Investigation	Open
228	5/18/10			Dos Palos	Wellington Installer	Under Investigation	Open
229	5/18/10			Dublin	Wellington Installer	Under Investigation	Open
230	5/18/10			Livermore	Customer Denies Access	Under Investigation	Open
231	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
232	5/18/10			Madera	Customer Denies Access	Under Investigation	Open
233	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
234	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
235	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
236	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
237	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
238	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
239	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
240	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
241	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
242	5/18/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
243	5/18/10			Tracy	Customer Denies Access	Under Investigation	Open
244	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
245	5/19/10			Brentwood	Customer wants Smartmeter Removed	Under Investigation	Open
246	5/19/10			Chico	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
247	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
248	5/19/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
249	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
250	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
251	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
252	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
253	5/20/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
254	5/20/10			Fresno	Customer Denies Access	Under Investigation	Open
255	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
256	5/20/10			Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
257	5/20/10			Madera	Customer Denies Access	Under Investigation	Open
258	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
259	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
260	5/20/10			Oakley	Customer wants Smartmeter Removed	Under Investigation	Open
261	5/20/10			Pleasanton	Customer Denies Access	Under Investigation	Open
262	5/20/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
263	5/20/10			San Jose	Wellington Installer	Under Investigation	Open
264	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
265	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
266	5/20/10			Tracy	Power Interruption	Under Investigation	Open
267	5/20/10			Yuba City	Wellington Installer	Under Investigation	Open
268	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
269	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
270	5/21/10			Berkeley	Wellington Installer	Under Investigation	Open
271	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
272	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
273	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
274	5/21/10			Dublin	Customer wants Smartmeter Removed	Under Investigation	Open
275	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
276	5/21/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
277	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
278	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
279	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
280	5/21/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
281	5/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
282	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
283	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
284	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
285	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
286	5/21/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
287	5/21/10			Petaluma	Wellington Installer	Under Investigation	Open

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New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
288	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
289	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
290	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
291	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
292	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
293	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
294	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
295	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
296	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
297	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
298	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
299	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
300	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
301	5/23/10			Emeryville	Customer Denies Access	Under Investigation	Open
302	5/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
303	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
304	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
305	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
306	5/23/10			San Jose	Customer Denies Access	Under Investigation	Open
307	5/23/10			San Pablo	Customer Denies Access	Under Investigation	Open
308	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
309	5/24/10			Concord	Household items affected by SM installation	Under Investigation	Open
310	5/24/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
311	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
312	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
313	5/24/10			Livermore	Household items affected by SM installation	Under Investigation	Open
314	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
315	5/24/10			Moraga	Customer Denies Access	Under Investigation	Open
316	5/24/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
317	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
318	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
319	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
320	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
321	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
322	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
323	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
324	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
325	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
326	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
327	5/24/10			Piedmont	Customer Denies Access	Under Investigation	Open
328	5/24/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
329	5/24/10			Pleasanton	Customer Denies Access	Under Investigation	Open
330	5/24/10			San Jose	Wellington Installer	Under Investigation	Open
331	5/24/10			Yuba City	Wellington Installer	Under Investigation	Open
332	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
333	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
334	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
335	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
336	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
337	5/25/10			Wheatland	Wellington Installer	Under Investigation	Open
338	5/26/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
339	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
340	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
341	5/26/10			San Jose	Wellington Installer	Under Investigation	Open
342	5/26/10			San Pablo	Wellington Installer	Under Investigation	Open
343	5/27/10			Berkeley	Power Interruption	Complete Power Outage	Resolved
344	5/27/10			Citrus Heights	Wellington Installer	Under Investigation	Open
345	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
346	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
347	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open
348	5/27/10			Richmond	Customer Denies Access	Under Investigation	Open
349	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
350	5/27/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
351	5/28/10			Lemoore	Meter/Module Equipment	Under Investigation	Open
352	5/28/10			Port Costa	Customer Denies Access	Under Investigation	Open
353	5/28/10			San Jose	Wellington Installer	Under Investigation	Open
354	5/29/10			Clayton	Customer wants Smartmeter Removed	Under Investigation	Open
355	5/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
356	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
357	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
358	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
359	5/29/10			Richmond	Customer Denies Access	Under Investigation	Open
360	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
361	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
362	5/31/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
363	6/1/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
364	6/1/10			Concord	Meter/Module	Other	Resolved
365	6/1/10			Livermore	Wellington Installer	Under Investigation	Open
366	6/1/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
367	6/1/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
368	6/1/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
369	6/1/10			Walnut Creek	SmartMeter Customer Communication	Other	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
370	6/1/10			Wheatland	Power Interruption	Under Investigation	Open
371	6/2/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
372	6/2/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
373	6/2/10			Cupertino	Wellington Installer	Under Investigation	Open
374	6/2/10			Los Gatos	Wellington Installer	Under Investigation	Open
375	6/2/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
376	6/3/10			Concord	Wellington Installer	Door hanger not left or placed incorrect	Resolved
377	6/3/10			Oakdale	Household items affected by SM installation	Under Investigation	Open
378	6/4/10			Livermore	Potential Wellington Claim	Hand off to Wellington	Resolved
379	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
380	6/5/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
381	6/6/10			Berkeley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
382	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
383	6/7/10			Corte Madera	Customer Denies Access	Under Investigation	Open
384	6/7/10			Oakhurst	SmartMeter Customer Communication	Q on SM communication materials	Resolved
385	6/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
386	6/8/10			Fresno	Power Interruption	Under Investigation	Open
387	6/8/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
388	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
389	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
390	6/8/10			Oakland	Wellington Installer	Intaller failed to knock	Resolved
391	6/8/10			Piedmont	Customer Denies Access	Under Investigation	Open
392	6/8/10			Redwood City	Wellington Installer	Under Investigation	Open
393	6/8/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
394	6/8/10			Santa Rosa	Wellington Installer	Under Investigation	Open
395	6/9/10			Alameda	Wellington Installer	Under Investigation	Open
396	6/9/10			Concord	Customer Denies Access	Under Investigation	Open
397	6/9/10			Cupertino	Wellington Installer	Other	Resolved
398	6/9/10			Oakland	Customer Denies Access	Under Investigation	Open
399	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
400	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
401	6/9/10			San Jose	Wellington Installer	Under Investigation	Open
402	6/10/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
403	6/10/10			Monte Rio	Wellington Installer	Under Investigation	Open
404	6/10/10			Oakland	Customer wants Smartmeter Removed	No reason provided	Resolved
405	6/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
406	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
407	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
408	6/10/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
409	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
410	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
411	6/11/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
412	6/11/10			San Jose	Wellington Installer	Under Investigation	Open
413	6/11/10			San Rafael	Customer Denies Access	Under Investigation	Open
414	6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
415	6/11/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
416	6/12/10			Oakland	SmartMeter Customer Communication	Other	Resolved
417	6/13/10			San Ramon	Customer Denies Access	Under Investigation	Open
418	6/14/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
419	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
420	6/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
421	6/14/10			San Jose	Wellington Installer	Under Investigation	Open
422	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
423	6/15/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
424	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
425	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
426	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
427	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
428	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
429	6/15/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
430	6/15/10			Pittsburg	Household items affected by SM installation	Under Investigation	Open
431	6/15/10			Pleasant Hill	Customer Denies Access	Under Investigation	Open
432	6/15/10			San Jose	Customer Denies Access	Under Investigation	Open
433	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
434	6/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
435	6/15/10			San Jose	Wellington Installer	Under Investigation	Open
436	6/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
437	6/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
438	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
439	6/15/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
440	6/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
441	6/16/10			Dinuba	Customer Denies Access	Under Investigation	Open
442	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
443	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
444	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
445	6/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
446	6/16/10			Pollock Pines	Wellington Installer	Under Investigation	Open
447	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
448	6/16/10			San Jose	Wellington Installer	Under Investigation	Open
449	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
450	6/16/10			Santa Rosa	Wellington Installer	Under Investigation	Open
451	6/17/10			Camp Meeker	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
452	6/17/10			Concord	Customer Denies Access	Under Investigation	Open
453	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
454	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
455	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
456	6/17/10			Penryn	Household items affected by SM installation	Under Investigation	Open
457	6/17/10			Pleasanton	Customer Denies Access	Under Investigation	Open
458	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
459	6/17/10			San Francisco	Wellington Installer	Under Investigation	Open
460	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
461	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
462	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
463	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
464	6/17/10			San Jose	Wellington Installer	Under Investigation	Open
465	6/17/10			San Mateo	Wellington Installer	Under Investigation	Open
466	6/17/10			Sausalito	Customer Denies Access	Under Investigation	Open
467	6/17/10			Tracy	SmartMeter Customer Communication	Under Investigation	Open
468	6/17/10			Windsor	Customer Denies Access	Under Investigation	Open
469	6/18/10			Danville	SmartMeter Customer Communication	Under Investigation	Open
470	6/18/10			Danville	Wellington Installer	Under Investigation	Open
471	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
472	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
473	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
474	6/18/10			Petaluma	Customer Denies Access	Under Investigation	Open
475	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
476	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
477	6/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
478	6/18/10			San Jose	Wellington Installer	Under Investigation	Open
479	6/18/10			Saratoga	Customer Denies Access	Under Investigation	Open
480	6/18/10			Tracy	Wellington Installer	Under Investigation	Open
481	6/19/10			Sunnyvale	Customer Denies Access	Customer Denies Wellington Access	Resolved
482	6/20/10			Martinez	Household items affected by SM installation	Under Investigation	Open
483	6/20/10			Milpitas	Power Interruption	Under Investigation	Open
484	6/21/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
485	6/21/10			Hayward	Customer wants Smartmeter Removed	No reason provided	Resolved
486	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
487	6/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
488	6/21/10			San Jose	Customer Denies Access	under investigation	Open
489	6/21/10			San Jose	Power Interruption	Under Investigation	Open
490	6/21/10			San Jose	Wellington Installer	Under Investigation	Open
491	6/21/10			Yuba City	Customer Denies Access	Under Investigation	Open
492	6/22/10			Fair Oaks	Network Equipment Installation	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
493	6/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
494	6/22/10			Hayward	Customer wants Smartmeter Removed	No reason provided	Resolved
495	6/22/10			Olivehurst	Household items affected by SM installation	Under Investigation	Open
496	6/22/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
497	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
498	6/22/10			San Jose	Wellington Installer	Under Investigation	Open
499	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
500	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
501	6/23/10			Oakland	Wellington Installer	Under Investigation	Open
502	6/23/10			Piedmont	Customer Denies Access	Under Investigation	Open
503	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
504	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
505	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
506	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
507	6/23/10			San Jose	Wellington Installer	Under Investigation	Open
508	6/23/10			Santa Rosa	Wellington Installer	Under Investigation	Open
509	6/23/10			Saratoga	Customer Denies Access	Under Investigation	Open
510	6/23/10			Shingle Springs	Wellington Installer	Under Investigation	Open
511	6/24/10			Antioch	Household items affected by SM installation	Under Investigation	Open
512	6/24/10			Bodega Bay	Wellington Installer	Under Investigation	Open
513	6/24/10			Los Gatos	Customer Denies Access	Under Investigation	Open
514	6/24/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
515	6/24/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
516	6/24/10			Oakland	SmartMeter Customer Communication	Other	Resolved
517	6/24/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
518	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
519	6/24/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
520	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
521	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
522	6/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
523	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
524	6/25/10			Larkspur	Customer wants Smartmeter Removed	Under Investigation	Open
525	6/25/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
526	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
527	6/26/10			Sanger	Customer wants Smartmeter Removed	Under Investigation	Open
528	6/28/10			Concord	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
529	6/28/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Resolved
530	6/28/10			Moraga	Household items affected by SM installation	Under Investigation	Open
531	6/28/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
532	6/28/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
533	6/28/10			Plumas Lakes	Wellington Installer	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
534	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
535	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
536	6/28/10			Santa Clara	Household items affected by SM installation	Under Investigation	Open
537	6/28/10			Union City	Meter/Module	Under Investigation	Open
538	6/28/10			Vacaville	Customer wants Smartmeter Removed	Under Investigation	Open
539	6/29/10			Aptos	Customer Denies Access	Under Investigation	Open
540	6/29/10			Chico	Wellington Installer	Under Investigation	Open
541	6/29/10			Corte Madera	SmartMeter Customer Communication	Other	Resolved
542	6/29/10			Guerneville	Customer wants Smartmeter Removed	No reason provided	Resolved
543	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
544	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
545	6/29/10			Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
546	6/29/10			Moraga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
547	6/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
548	6/29/10			Oakland	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Resolved
549	6/29/10			Oakland	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
550	6/29/10			Pinole	SmartMeter Customer Communication	Radio Frequency Concerns	Resolved
551	6/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
552	6/29/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
553	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
554	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
555	6/29/10			Twain Harte	Customer Denies Access	Under Investigation	Open
556	6/29/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
557	6/30/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
558	6/30/10			Byron	Customer Denies Access	Customer Denies Wellington Access	Resolved
559	6/30/10			Dublin	Customer Denies Access	Customer Denies Wellington Access	Resolved
560	6/30/10			Merced	Customer Denies Access	Customer Denies Wellington Access	Resolved
561	6/30/10			Mill Valley	Wellington Installer	Under Investigation	Open
562	6/30/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
563	6/30/10			Oakland	Wellington Installer	Under Investigation	Open
564	6/30/10			Oakland	Wellington Installer	Under Investigation	Open
565	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
566	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
567	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
568	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
569	6/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
570	6/30/10			Tracy	Wellington Installer	Under Investigation	Open
571	7/1/10			Oakland	Wellington Installer	Under Investigation	Open
572	7/1/10			San Jose	Customer Denies Access	Under Investigation	Open
573	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
574	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open

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575	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
576	7/1/10			San Jose	Wellington Installer	Under Investigation	Open
577	7/2/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
578	7/2/10			San Jose	Household items affected by SM installation	Under Investigation	Open
579	7/2/10			Union City	Wellington Installer	Under Investigation	Open
580	7/3/10			Arvin	Customer Denies Access	Under Investigation	Open
581	7/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
582	7/3/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
583	7/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
584	7/6/10			Berkeley	Wellington Installer	Under Investigation	Open
585	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
586	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
587	7/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
588	7/6/10			Placerville	Wellington Installer	Under Investigation	Open
589	7/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
590	7/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
591	7/6/10			Santa Rosa	Wellington Installer	Under Investigation	Open
592	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
593	7/7/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
594	7/7/10			Richmond	Household items affected by SM installation	Under Investigation	Open
595	7/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
596	7/7/10			San Jose	Wellington Installer	Under Investigation	Open
597	7/8/10			Marysville	Wellington Installer	Under Investigation	Open
598	7/8/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
599	7/8/10			Oakland	Wellington Installer	Under Investigation	Open
600	7/8/10			Placerville	Household items affected by SM installation	Under Investigation	Open
601	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
602	7/8/10			San Jose	Wellington Installer	Under Investigation	Open
603	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
604	7/9/10			Oakland	Household items affected by SM installation	Under Investigation	Open
605	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
606	7/9/10			Saratoga	Wellington Installer	Under Investigation	Open
607	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
608	7/9/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
609	7/10/10			Chico	Customer Denies Access	Under Investigation	Open
610	7/10/10			Forest Ranch	Household items affected by SM installation	Under Investigation	Open
611	7/11/10			San Jose	Household items affected by SM installation	Under Investigation	Open
612	7/12/10			Byron	Household items affected by SM installation	Under Investigation	Open
613	7/12/10			Campbell	Customer Denies Access	Under Investigation	Open
614	7/12/10			Campbell	Wellington Installer	Under Investigation	Open
615	7/12/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved

{Redacted}

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**Pacific Gas and Electric Company  
SmartMeter™ Complaint Report  
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
616	7/12/10			Oakland	Wellington Installer	Under Investigation	Open
617	7/12/10			San Jose	Customer Denies Access	Under Investigation	Open
618	7/12/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
619	7/12/10			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
620	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
621	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
622	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
623	7/13/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
624	7/13/10			Fairfax	Customer Denies Access	Under Investigation	Open
625	7/13/10			Grass Valley	Household items affected by SM installation	Under Investigation	Open
626	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
627	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
628	7/13/10			Hercules	Power Interruption	Partial Power Outage	Resolved
629	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
630	7/13/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
631	7/14/10			Fairfax	Customer Denies Access	Under Investigation	Open
632	7/14/10			Felton	Customer Denies Access	Under Investigation	Open
633	7/14/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
634	7/14/10			Petaluma	Wellington Installer	Under Investigation	Open
635	7/14/10			Placerville	Customer Denies Access	Under Investigation	Open
636	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
637	7/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
638	7/14/10			Vallejo	Wellington Installer	Under Investigation	Open
639	7/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
640	7/15/10			El Cerrito	Customer wants Smartmeter Removed	Under Investigation	Open
641	7/15/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
642	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
643	7/15/10			Oakland	Customer Denies Access	Under Investigation	Open
644	7/15/10			Petaluma	Wellington Installer	Under Investigation	Open
645	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
646	7/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
647	7/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
648	7/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
649	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
650	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
651	7/16/10			Emeryville	SmartMeter Customer Communication	Under Investigation	Open
652	7/16/10			Kensington	Customer wants Smartmeter Removed	Under Investigation	Open
653	7/16/10			Lafayette	Customer Denies Access	Under Investigation	Open
654	7/16/10			Oakland	Customer Denies Access	Under Investigation	Open
655	7/16/10			Oakland	Customer Denies Access	Under Investigation	Open
656	7/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
657	7/16/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
658	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
659	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
660	7/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
661	7/16/10			San Jose	Meter/Module	Under Investigation	Open
662	7/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
663	7/17/10			Emeryville	Customer Denies Access	Under Investigation	Open
664	7/17/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
665	7/18/10			Livermore	Customer Denies Access	Under Investigation	Open
666	7/19/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
667	7/19/10			Concord	Customer Denies Access	Under Investigation	Open
668	7/19/10			Emeryville	Customer Denies Access	Under Investigation	Open
669	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
670	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
671	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
672	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
673	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
674	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
675	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
676	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
677	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
678	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
679	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
680	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
681	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
682	7/19/10			Guerneville	Wellington Installer	Under Investigation	Open
683	7/19/10			Inverness	SmartMeter Customer Communication	Under Investigation	Open
684	7/19/10			Los Gatos	Customer Denies Access	Under Investigation	Open
685	7/19/10			Oakland	Customer Denies Access	Under Investigation	Open
686	7/19/10			Oakland	Customer Denies Access	Under Investigation	Open
687	7/19/10			Oakland	Household items affected by SM installation	Under Investigation	Open
688	7/19/10			Oakland	Wellington Installer	Under Investigation	Open
689	7/19/10			Redwood Ests	Customer Denies Access	Under Investigation	Open
690	7/19/10			Rio Oso	Customer Denies Access	Under Investigation	Open
691	7/19/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
692	7/19/10			San Jose	Wellington Installer	Under Investigation	Open
693	7/19/10			Tracy	Household items affected by SM installation	Under Investigation	Open
694	7/19/10			Vallejo	Wellington Installer	Under Investigation	Open
695	7/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
696	7/20/10			San Carlos	Household items affected by SM installation	Under Investigation	Open
697	7/20/10			San Rafael	Wellington Installer	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
698	7/20/10			Santa Clara	Wellington Installer	Under Investigation	Open
699	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
700	7/21/10			Concord	Customer Denies Access	Under Investigation	Open
701	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
702	7/21/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
703	7/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
704	7/21/10			Oakland	Customer Denies Access	Under Investigation	Open
705	7/21/10			San Jose	Customer Denies Access	Under Investigation	Open
706	7/21/10			San Jose	Wellington Installer	Under Investigation	Open
707	7/21/10			San Jose	Wellington Installer	Under Investigation	Open
708	7/21/10			San Rafael	Wellington Installer	Under Investigation	Open
709	7/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
710	7/22/10			Belvedere	Customer Denies Access	Under Investigation	Open
711	7/22/10			Campbell	Household items affected by SM installation	Under Investigation	Open
712	7/22/10			Emeryville	Customer wants Smartmeter Removed	Under Investigation	Open
713	7/22/10			Fairfax	Customer Denies Access	Under Investigation	Open
714	7/22/10			Oakland	Customer Denies Access	Under Investigation	Open
715	7/22/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
716	7/22/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
717	7/23/10			Fremont	Customer Denies Access	Under Investigation	Open
718	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
719	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
720	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
721	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
722	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
723	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
724	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
725	7/23/10			Oakland	Customer Denies Access	Under Investigation	Open
726	7/23/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
727	7/23/10			Paradise	Household items affected by SM installation	Under Investigation	Open
728	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
729	7/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
730	7/24/10			Oakland	Customer Denies Access	Under Investigation	Open
731	7/24/10			Oakland	Customer Denies Access	Under Investigation	Open
732	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
733	7/25/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
734	7/25/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
735	7/26/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
736	7/26/10			Groveland	Household items affected by SM installation	Under Investigation	Open
737	7/26/10			Hayward	Customer Denies Access	Under Investigation	Open
738	7/26/10			Hayward	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
739	7/26/10			Oakland	Customer Denies Access	Under Investigation	Open
740	7/26/10			Oakland	Customer Denies Access	Under Investigation	Open
741	7/26/10			Oakland	Meter/Module	Other	Resolved
742	7/26/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
743	7/26/10			Oakland	Wellington Installer	Under Investigation	Open
744	7/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
745	7/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
746	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
747	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
748	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
749	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
750	7/26/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
751	7/27/10			Benicia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
752	7/27/10			Berkeley	Customer Denies Access	Under Investigation	Open
753	7/27/10			Chico	Wellington Installer	Under Investigation	Open
754	7/27/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
755	7/27/10			Grass Valley	Customer Denies Access	Under Investigation	Open
756	7/27/10			Los Altos Hills	Customer Denies Access	Under Investigation	Open
757	7/27/10			Moss Landing	Customer wants Smartmeter Removed	Under Investigation	Open
758	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
759	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
760	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
761	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
762	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
763	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
764	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
765	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
766	7/27/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
767	7/27/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
768	7/27/10			Oakland	Wellington Installer	Under Investigation	Open
769	7/27/10			Penn Valley	Customer Denies Access	Under Investigation	Open
770	7/27/10			Pleasant Hill	Household items affected by SM installation	Under Investigation	Open
771	7/27/10			San Jose	Wellington Installer	Under Investigation	Open
772	7/27/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
773	7/28/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Resolved
774	7/28/10			Oakland	Customer Denies Access	Under Investigation	Open
775	7/28/10			Oakland	Customer Denies Access	Under Investigation	Open
776	7/28/10			Oakland	Household items affected by SM installation	Under Investigation	Open
777	7/28/10			Oakland	Wellington Installer	Under Investigation	Open
778	7/28/10			Petaluma	Customer Denies Access	Under Investigation	Open
779	7/28/10			Placerville	Wellington Installer	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
780	7/28/10			San Jose	Customer Denies Access	Under Investigation	Open
781	7/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
782	7/28/10			San Jose	Network Equipment Installation	Under Investigation	Open
783	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
784	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
785	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
786	7/28/10			San Rafael	Customer Denies Access	Under Investigation	Open
787	7/29/10			Larkspur	Customer Denies Access	Under Investigation	Open
788	7/29/10			Larkspur	Customer Denies Access	Under Investigation	Open
789	7/29/10			Larkspur	Customer Denies Access	Under Investigation	Open
790	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
791	7/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
792	7/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
793	7/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
794	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
795	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
796	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
797	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
798	7/29/10			Novato	Customer Denies Access	Under Investigation	Open
799	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
800	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
801	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
802	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
803	7/29/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
804	7/29/10			Oakland	Household items affected by SM installation	Under Investigation	Open
805	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
806	7/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
807	7/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
808	7/29/10			Petaluma	Customer Denies Access	Under Investigation	Open
809	7/29/10			Placerville	Household items affected by SM installation	Under Investigation	Open
810	7/29/10			Placerville	Wellington Installer	Under Investigation	Open
811	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
812	7/29/10			San Anselmo	Customer Denies Access	Under Investigation	Open
813	7/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
814	7/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
815	7/29/10			San Jose	Wellington Installer	Under Investigation	Open
816	7/29/10			San Rafael	Customer Denies Access	Under Investigation	Open
817	7/29/10			San Rafael	Customer Denies Access	Under Investigation	Open
818	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
819	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
820	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
821	7/29/10			Tiburon	Customer Denies Access	Under Investigation	Open
822	7/29/10			Tiburon	Customer Denies Access	Under Investigation	Open
823	7/30/10			Alameda	Customer Denies Access	Under Investigation	Open
824	7/30/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
825	7/30/10			American Canyon	Customer Denies Access	Under Investigation	Open
826	7/30/10			Ben Lomond	Household items affected by SM installation	Under Investigation	Open
827	7/30/10			Dobbinns	Wellington Installer	Under Investigation	Open
828	7/30/10			El Cerrito	Customer Denies Access	Under Investigation	Open
829	7/30/10			El Sobrante	Customer wants Smartmeter Removed	Under Investigation	Open
830	7/30/10			Fremont	Customer Denies Access	Under Investigation	Open
831	7/30/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
832	7/30/10			Mendocino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
833	7/30/10			Oakland	Customer Denies Access	Under Investigation	Open
834	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
835	7/30/10			Penngrove	Customer Denies Access	Under Investigation	Open
836	7/30/10			San Jose	Customer Denies Access	Under Investigation	Open
837	7/30/10			San Rafael	Customer Denies Access	Under Investigation	Open
838	7/30/10			San Rafael	Customer Denies Access	Under Investigation	Open
839	7/30/10			San Rafael	Customer Denies Access	Under Investigation	Open
840	7/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
841	7/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
842	7/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
843	7/30/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
844	7/30/10			Sebastopol	Customer Denies Access	Under Investigation	Open
845	7/30/10			Sebastopol	Customer Denies Access	Under Investigation	Open
846	7/30/10			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
847	7/30/10			Union City	Customer Denies Access	Under Investigation	Open
848	7/30/10			Vallejo	Customer Denies Access	Under Investigation	Open
849	7/31/10			Alameda	Customer Denies Access	Under Investigation	Open
850	7/31/10			Los Gatos	Customer Denies Access	Under Investigation	Open
851	7/31/10			Mill Valley	Household items affected by SM installation	Under Investigation	Open
852	7/31/10			Oakland	Customer Denies Access	Under Investigation	Open
853	8/1/10			Oakland	Household items affected by SM installation	Other	Resolved
854	8/2/10			Alameda	Household items affected by SM installation	Under Investigation	Open
855	8/2/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
856	8/2/10			Bolinas	Customer Denies Access	Under Investigation	Open
857	8/2/10			Cloverdale	SmartMeter Customer Communication	Under Investigation	Open
858	8/2/10			Emeryville	SmartMeter Customer Communication	Under Investigation	Open
859	8/2/10			Grass Valley	Customer Denies Access	Under Investigation	Open
860	8/2/10			La Honda	Customer Denies Access	Under Investigation	Open
861	8/2/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
862	8/2/10			Mill Valley	Customer Denies Access	Under Investigation	Open
863	8/2/10			Oakland	Customer Denies Access	Under Investigation	Open
864	8/2/10			Oakland	Household items affected by SM installation	Under Investigation	Open
865	8/2/10			Pinole	Customer Denies Access	Under Investigation	Open
866	8/2/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
867	8/2/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
868	8/2/10			San Ramon	Household items affected by SM installation	Other	Resolved
869	8/2/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
870	8/2/10			Sausalito	Customer Denies Access	Under Investigation	Open
871	8/2/10			Sausalito	Customer Denies Access	Under Investigation	Open
872	8/2/10			Sebastopol	Customer Denies Access	Under Investigation	Open
873	8/3/10			Alameda	Customer Denies Access	Under Investigation	Open
874	8/3/10			Berkeley	Customer Denies Access	Under Investigation	Open
875	8/3/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
876	8/3/10			Emeryville	Customer Denies Access	Under Investigation	Open
877	8/3/10			Menlo Park	SmartMeter Customer Communication	Under Investigation	Open
878	8/3/10			Monte Rio	Household items affected by SM installation	Other	Resolved
879	8/3/10			Napa	Customer Denies Access	Under Investigation	Open
880	8/3/10			Oakland	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
881	8/3/10			Petaluma	Wellington Installer	Under Investigation	Open
882	8/3/10			Pittsburg	Customer Denies Access	Under Investigation	Open
883	8/3/10			San Anselmo	Customer Denies Access	Under Investigation	Open
884	8/3/10			San Francisco	Customer Denies Access	Under Investigation	Open
885	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
886	8/3/10			San Rafael	Customer Denies Access	Under Investigation	Open
887	8/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
888	8/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
889	8/3/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
890	8/3/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
891	8/4/10			Alameda	Customer Denies Access	Under Investigation	Open
892	8/4/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
893	8/4/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
894	8/4/10			Berkeley	Household items affected by SM installation	Damaged Computer	Resolved
895	8/4/10			Jenner	Customer Denies Access	Under Investigation	Open
896	8/4/10			Jenner	Customer wants Smartmeter Removed	Under Investigation	Open
897	8/4/10			Lincoln	SmartMeter Customer Communication	Under Investigation	Open
898	8/4/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
899	8/4/10			Napa	SmartMeter Customer Communication	Under Investigation	Open
900	8/4/10			Oakland	Customer Denies Access	Under Investigation	Open
901	8/4/10			Oakland	Household items affected by SM installation	Under Investigation	Open
902	8/4/10			Oakland	Power Interruption	Partial Power Outage	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
903	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
904	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
905	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
906	8/4/10			Penn Valley	Wellington Installer	Under Investigation	Open
907	8/4/10			Penngrove	Customer Denies Access	Under Investigation	Open
908	8/4/10			Placerville	Household items affected by SM installation	Under Investigation	Open
909	8/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
910	8/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
911	8/4/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
912	8/4/10			Sausalito	Customer Denies Access	Under Investigation	Open
913	8/4/10			Sausalito	Customer wants Smartmeter Removed	Under Investigation	Open
914	8/5/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
915	8/5/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
916	8/5/10			Cameron Park	Household items affected by SM installation	Under Investigation	Open
917	8/5/10			Mill Valley	Customer Denies Access	Under Investigation	Open
918	8/5/10			Novato	Customer Denies Access	Under Investigation	Open
919	8/5/10			Novato	Customer Denies Access	Under Investigation	Open
920	8/5/10			Oakland	Customer Denies Access	Under Investigation	Open
921	8/5/10			Oakland	Customer Denies Access	Under Investigation	Open
922	8/5/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
923	8/5/10			Richmond	Power Interruption	Partial Power Outage	Resolved
924	8/5/10			San Jose	Wellington Installer	Under Investigation	Open
925	8/5/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
926	8/5/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
927	8/5/10			Watsonville	Household items affected by SM installation	Under Investigation	Open
928	8/5/10			Windsor	Customer Denies Access	Under Investigation	Open
929	8/6/10			Alameda	Customer Denies Access	Under Investigation	Open
930	8/6/10			Alameda	Household items affected by SM installation	Other	Resolved
931	8/6/10			Benicia	Household items affected by SM installation	Other	Resolved
932	8/6/10			Boulder Creek	Household items affected by SM installation	Under Investigation	Open
933	8/6/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
934	8/6/10			Chico	Household items affected by SM installation	Under Investigation	Open
935	8/6/10			Coulterville	Wellington Installer	Under Investigation	Open
936	8/6/10			Dublin	Household items affected by SM installation	Other	Resolved
937	8/6/10			Dublin	Household items affected by SM installation	Other	Resolved
938	8/6/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
939	8/6/10			Livermore	Customer Denies Access	Under Investigation	Open
940	8/6/10			Los Altos	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
941	8/6/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
942	8/6/10			Los Gatos	Customer Denies Access	Under Investigation	Open
943	8/6/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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944	8/6/10			Napa	Customer Denies Access	Under Investigation	Open
945	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
946	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
947	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
948	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
949	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
950	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
951	8/6/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
952	8/6/10			Point Reyes	Customer Denies Access	Under Investigation	Open
953	8/6/10			Redwood Ests	Household items affected by SM installation	Under Investigation	Open
954	8/6/10			Richmond	Customer Denies Access	Under Investigation	Open
955	8/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
956	8/6/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Resolved
957	8/6/10			San Jose	Household items affected by SM installation	Under Investigation	Open
958	8/6/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
959	8/6/10			Saratoga	Customer Denies Access	Under Investigation	Open
960	8/6/10			Saratoga	Power Interruption	Under Investigation	Open
961	8/6/10			Sutter	Customer Denies Access	Under Investigation	Open
962	8/7/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
963	8/7/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
964	8/7/10			Nevada City	Customer Denies Access	Under Investigation	Open
965	8/7/10			Oakland	Customer Denies Access	Under Investigation	Open
966	8/7/10			Oakland	Household items affected by SM installation	Under Investigation	Open
967	8/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
968	8/7/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
969	8/7/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
970	8/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
971	8/7/10			Scotts Valley	SmartMeter Customer Communication	Q on SM communication materials	Resolved
972	8/7/10			Tracy	Household items affected by SM installation	Other	Resolved
973	8/8/10			Cloverdale	Power Interruption	Under Investigation	Open
974	8/8/10			San Francisco	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Resolved
975	8/8/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
976	8/8/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
977	8/9/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
978	8/9/10			Aptos	Customer Denies Access	Under Investigation	Open
979	8/9/10			Aptos	Customer Denies Access	Under Investigation	Open
980	8/9/10			Aptos	Customer Denies Access	Under Investigation	Open
981	8/9/10			Berkeley	Power Interruption	Under Investigation	Open
982	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
983	8/9/10			Cameron Park	Wellington Installer	Under Investigation	Open
984	8/9/10			Camino	Wellington Installer	Under Investigation	Open

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985	8/9/10			Chico	Meter/Module Equipment	Under Investigation	Open
986	8/9/10			Cloverdale	Customer Denies Access	Under Investigation	Open
987	8/9/10			Fairfax	Customer Denies Access	Under Investigation	Open
988	8/9/10			Grass Valley	Household items affected by SM installation	Damaged Fans	Resolved
989	8/9/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
990	8/9/10			Manteca	SmartMeter Customer Communication	Estimated Bills	Resolved
991	8/9/10			Milpitas	SmartMeter Customer Communication	Other	Resolved
992	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
993	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
994	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
995	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
996	8/9/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
997	8/9/10			Oakland	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
998	8/9/10			Oakland	Household items affected by SM installation	Meter/Module clearance issues	Resolved
999	8/9/10			Oakland	Household items affected by SM installation	Motion/Sensor Appliance Malfunctionin	Resolved
1000	8/9/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1001	8/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1002	8/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1003	8/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1004	8/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1005	8/9/10			San Jose	Customer Denies Access	Under Investigation	Open
1006	8/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1007	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1008	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1009	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1010	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1011	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1012	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1013	8/9/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
1014	8/9/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1015	8/9/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1016	8/9/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1017	8/9/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1018	8/9/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1019	8/9/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1020	8/9/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1021	8/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1022	8/9/10			Saratoga	Wellington Installer	Under Investigation	Open
1023	8/9/10			Sausalito	Customer Denies Access	Under Investigation	Open
1024	8/9/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1025	8/9/10			Sonoma	SmartMeter Customer Communication	Under Investigation	Open

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1026	8/9/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1027	8/9/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1028	8/10/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1029	8/10/10			Boulder Creek	SmartMeter Customer Communication	Under Investigation	Open
1030	8/10/10			Campbell	Customer Denies Access	Under Investigation	Open
1031	8/10/10			Cazadero	Customer Denies Access	Under Investigation	Open
1032	8/10/10			Cloverdale	Customer Denies Access	Under Investigation	Open
1033	8/10/10			Cupertino	Customer Denies Access	Under Investigation	Open
1034	8/10/10			Fairfax	Customer Denies Access	Under Investigation	Open
1035	8/10/10			Forest Knolls	SmartMeter Customer Communication	Under Investigation	Open
1036	8/10/10			Forestville	Customer Denies Access	Under Investigation	Open
1037	8/10/10			Kensington	Household items affected by SM installation	Meter/Module clearance issues	Resolved
1038	8/10/10			Livermore	Customer Denies Access	Under Investigation	Open
1039	8/10/10			Los Altos	Customer Denies Access	Under Investigation	Open
1040	8/10/10			Oakland	Customer Denies Access	Under Investigation	Open
1041	8/10/10			Oakland	Customer Denies Access	Under Investigation	Open
1042	8/10/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1043	8/10/10			Occidental	Customer Denies Access	Under Investigation	Open
1044	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
1045	8/10/10			Pope Valley	Wellington Installer	Under Investigation	Open
1046	8/10/10			Rohnert Park	SmartMeter Customer Communication	Under Investigation	Open
1047	8/10/10			San Jose	Customer Denies Access	Under Investigation	Open
1048	8/10/10			San Jose	Customer Denies Access	Under Investigation	Open
1049	8/10/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1050	8/10/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1051	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
1052	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
1053	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
1054	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
1055	8/10/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1056	8/10/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1057	8/10/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1058	8/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1059	8/10/10			Soquel	Customer Denies Access	Under Investigation	Open
1060	8/10/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
1061	8/10/10			Tiburon	Wellington Installer	Under Investigation	Open
1062	8/11/10			Alameda	Customer Denies Access	Under Investigation	Open
1063	8/11/10			Alamo	Customer wants Smartmeter Removed	Under Investigation	Open
1064	8/11/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
1065	8/11/10			Benicia	Network Equipment Installation	Under Investigation	Open
1066	8/11/10			Boulder Creek	Customer Denies Access	Under Investigation	Open

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1067	8/11/10			Boulder Creek	SmartMeter Customer Communication	Under Investigation	Open
1068	8/11/10			Fresno	Household items affected by SM installation	Other	Resolved
1069	8/11/10			Los Altos Hills	Customer Denies Access	Under Investigation	Open
1070	8/11/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1071	8/11/10			Napa	Customer Denies Access	Under Investigation	Open
1072	8/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1073	8/11/10			Oakland	Customer Denies Access	Under Investigation	Open
1074	8/11/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1075	8/11/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1076	8/11/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
1077	8/11/10			San Francisco	Meter/Module Equipment	Under Investigation	Open
1078	8/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1079	8/11/10			San Jose	Customer Denies Access	Under Investigation	Open
1080	8/11/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1081	8/11/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1082	8/11/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1083	8/11/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1084	8/11/10			Saratoga	Customer Denies Access	Under Investigation	Open
1085	8/11/10			Saratoga	Household items affected by SM installation	Damaged Refrigerator	Resolved
1086	8/11/10			Sausalito	Customer Denies Access	Under Investigation	Open
1087	8/11/10			Tracy	SmartMeter Customer Communication	Unhappy with SM program	Resolved
1088	8/11/10			Tuolumne	SmartMeter Customer Communication	Under Investigation	Open
1089	8/12/10			Aptos	Customer Denies Access	Under Investigation	Open
1090	8/12/10			Bakersfield	Customer Denies Access	Under Investigation	Open
1091	8/12/10			Chico	SmartMeter Customer Communication	Under Investigation	Open
1092	8/12/10			Fremont	Household items affected by SM installation	Under Investigation	Open
1093	8/12/10			Los Gatos	Wellington Installer	Under Investigation	Open
1094	8/12/10			Magalia	Household items affected by SM installation	Under Investigation	Open
1095	8/12/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1096	8/12/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
1097	8/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1098	8/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1099	8/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1100	8/12/10			Oakland	Customer Denies Access	Under Investigation	Open
1101	8/12/10			Oakland	Household items affected by SM installation	Other	Resolved
1102	8/12/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1103	8/12/10			San Francisco	Meter/Module Equipment	Under Investigation	Open
1104	8/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1105	8/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1106	8/12/10			San Jose	Customer Denies Access	Under Investigation	Open
1107	8/12/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1108	8/12/10			San Rafael	Customer Denies Access	Under Investigation	Open
1109	8/12/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1110	8/12/10			Soquel	Customer Denies Access	Under Investigation	Open
1111	8/12/10			Watsonville	Customer wants Smartmeter Removed	Under Investigation	Open
1112	8/12/10			Windsor	Wellington Installer	Under Investigation	Open
1113	8/12/10			Woodacre	Customer Denies Access	Under Investigation	Open
1114	8/13/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1115	8/13/10			Camino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1116	8/13/10			Chico	Household items affected by SM installation	Under Investigation	Open
1117	8/13/10			Cupertino	Customer wants Smartmeter Removed	Under Investigation	Open
1118	8/13/10			Cupertino	Customer wants Smartmeter Removed	Under Investigation	Open
1119	8/13/10			Forest Knolls	SmartMeter Customer Communication	Under Investigation	Open
1120	8/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
1121	8/13/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1122	8/13/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1123	8/13/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
1124	8/13/10			Oakland	Customer Denies Access	Under Investigation	Open
1125	8/13/10			Placerville	Wellington Installer	Under Investigation	Open
1126	8/13/10			Redwood Ests	Household items affected by SM installation	Under Investigation	Open
1127	8/13/10			Sacramento	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Resolved
1128	8/13/10			San Jose	Customer Denies Access	Under Investigation	Open
1129	8/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
1130	8/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
1131	8/13/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1132	8/13/10			Saratoga	Customer Denies Access	Under Investigation	Open
1133	8/13/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
1134	8/13/10			Tracy	Customer Denies Access	Under Investigation	Open
1135	8/14/10			Campbell	Household items affected by SM installation	Under Investigation	Open
1136	8/14/10			Half Moon Bay	Household items affected by SM installation	Under Investigation	Open
1137	8/14/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1138	8/14/10			Nicasio	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1139	8/14/10			Oakland	Customer Denies Access	Under Investigation	Open
1140	8/14/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1141	8/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1142	8/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1143	8/14/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1144	8/14/10			San Rafael	Customer Denies Access	Under Investigation	Open
1145	8/14/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1146	8/14/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1147	8/15/10			Camino	Household items affected by SM installation	Other	Resolved
1148	8/15/10			Oakland	Household items affected by SM installation	Gas Appliance Not Working	Resolved

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1149	8/15/10			San Jose	Household items affected by SM installation	Damaged Refrigerator	Resolved
1150	8/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1151	8/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1152	8/15/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1153	8/15/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
1154	8/16/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1155	8/16/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1156	8/16/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1157	8/16/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1158	8/16/10			Aptos	Customer Denies Access	Under Investigation	Open
1159	8/16/10			Ben Lomond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1160	8/16/10			Ben Lomond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1161	8/16/10			Ben Lomond	Power Interruption	Under Investigation	Open
1162	8/16/10			Ben Lomond	SmartMeter Customer Communication	Under Investigation	Open
1163	8/16/10			Benicia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1164	8/16/10			Boulder Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1165	8/16/10			Boulder Creek	Household items affected by SM installation	Under Investigation	Open
1166	8/16/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1167	8/16/10			Campbell	Household items affected by SM installation	Under Investigation	Open
1168	8/16/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
1169	8/16/10			Capitola	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1170	8/16/10			Cazadero	SmartMeter Customer Communication	Under Investigation	Open
1171	8/16/10			Chico	Wellington Installer	Under Investigation	Open
1172	8/16/10			Cloverdale	Customer Denies Access	Customer Denies Wellington Access	Resolved
1173	8/16/10			Concord	Household items affected by SM installation	Under Investigation	Open
1174	8/16/10			Concord	SmartMeter Customer Communication	Under Investigation	Open
1175	8/16/10			Danville	Customer wants Smartmeter Removed	Under Investigation	Open
1176	8/16/10			El Dorado	Wellington Installer	Under Investigation	Open
1177	8/16/10			El Sobrante	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1178	8/16/10			Firebaugh	Household items affected by SM installation	Other	Resolved
1179	8/16/10			Forest Knolls	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1180	8/16/10			Fremont	Household items affected by SM installation	Under Investigation	Open
1181	8/16/10			Gilroy	Customer Denies Access	Under Investigation	Open
1182	8/16/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1183	8/16/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1184	8/16/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1185	8/16/10			Grass Valley	SmartMeter Customer Communication	Other	Resolved
1186	8/16/10			Half Moon Bay	Customer Denies Access	Customer Denies Wellington Access	Resolved
1187	8/16/10			Hayward	Household items affected by SM installation	Motion/Sensor Appliance Malfunctionin	Resolved
1188	8/16/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Resolved
1189	8/16/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1190	8/16/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1191	8/16/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1192	8/16/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1193	8/16/10			Livermore	Customer Denies Access	Under Investigation	Open
1194	8/16/10			Livermore	Household items affected by SM installation	Damaged Television	Resolved
1195	8/16/10			Los Altos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1196	8/16/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1197	8/16/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1198	8/16/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1199	8/16/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1200	8/16/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
1201	8/16/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
1202	8/16/10			Los Gatos	Wellington Installer	Under Investigation	Open
1203	8/16/10			Madera	Customer wants Smartmeter Removed	No reason provided	Resolved
1204	8/16/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1205	8/16/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1206	8/16/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
1207	8/16/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
1208	8/16/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1209	8/16/10			Nevada City	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1210	8/16/10			Newark	Household items affected by SM installation	Under Investigation	Open
1211	8/16/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
1212	8/16/10			Novato	Household items affected by SM installation	Under Investigation	Open
1213	8/16/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
1214	8/16/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1215	8/16/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1216	8/16/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1217	8/16/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1218	8/16/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1219	8/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1220	8/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1221	8/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1222	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1223	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1224	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1225	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1226	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1227	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1228	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1229	8/16/10			Oakland	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1230	8/16/10			Oakland	Household items affected by SM installation	Under Investigation	Open

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1231	8/16/10			Oakland	Power Interruption	Under Investigation	Open
1232	8/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1233	8/16/10			Oakland	Wellington Installer	Under Investigation	Open
1234	8/16/10			Oroville	Power Interruption	Breaker keeps tripping	Resolved
1235	8/16/10			Paradise	Household items affected by SM installation	Other	Resolved
1236	8/16/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1237	8/16/10			Petaluma	Household items affected by SM installation	Under Investigation	Open
1238	8/16/10			Placerville	Customer Denies Access	Under Investigation	Open
1239	8/16/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1240	8/16/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1241	8/16/10			Point Reyes Station	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1242	8/16/10			Point Reyes Station	Customer Denies Access	Under Investigation	Open
1243	8/16/10			Pollock Pines	Household items affected by SM installation	Under Investigation	Open
1244	8/16/10			Rescue	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1245	8/16/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1246	8/16/10			San Geronimo	Customer Denies Access	Under Investigation	Open
1247	8/16/10			San Jose	CPUC- Escalated Complaint	Hand off to Customer Impact Team	Resolved
1248	8/16/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1249	8/16/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1250	8/16/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1251	8/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1252	8/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1253	8/16/10			San Jose	Customer Denies Access	Under Investigation	Open
1254	8/16/10			San Jose	Customer Denies Access	Under Investigation	Open
1255	8/16/10			San Jose	Customer Denies Access	Under Investigation	Open
1256	8/16/10			San Jose	Customer Denies Access	Under Investigation	Open
1257	8/16/10			San Jose	Customer Denies Access	Under Investigation	Open
1258	8/16/10			San Jose	Customer Denies Access	Under Investigation	Open
1259	8/16/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1260	8/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1261	8/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1262	8/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1263	8/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1264	8/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1265	8/16/10			San Jose	Wellington Installer	Under Investigation	Open
1266	8/16/10			San Leandro	Scheduling Problems	Under Investigation	Open
1267	8/16/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1268	8/16/10			San Rafael	Customer Denies Access	Under Investigation	Open
1269	8/16/10			Santa Clara	Customer Denies Access	Customer Denies Wellington Access	Resolved
1270	8/16/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1271	8/16/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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1272	8/16/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1273	8/16/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1274	8/16/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1275	8/16/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1276	8/16/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1277	8/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1278	8/16/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1279	8/16/10			Saratoga	Customer Denies Access	Under Investigation	Open
1280	8/16/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1281	8/16/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1282	8/16/10			Soquel	Customer Denies Access	Customer Denies Wellington Access	Resolved
1283	8/16/10			Soquel	Customer Denies Access	Customer Denies Wellington Access	Resolved
1284	8/16/10			Soquel	Customer Denies Access	Customer Denies Wellington Access	Resolved
1285	8/16/10			Suisun	Meter/Module	Meter/Module clearance issues	Resolved
1286	8/16/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1287	8/16/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1288	8/16/10			Watsonville	Customer wants Smartmeter Removed	Under Investigation	Open
1289	8/16/10			Windsor	Customer Denies Access	Under Investigation	Open
1290	8/16/10			Windsor	Household items affected by SM installation	Other	Resolved
1291	8/16/10			Woodacre	Customer Denies Access	Under Investigation	Open
1292	8/16/10			Woodacre	SmartMeter Customer Communication	Under Investigation	Open
1293	8/17/10			Alamo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1294	8/17/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
1295	8/17/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1296	8/17/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1297	8/17/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1298	8/17/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1299	8/17/10			Aromas	Customer Denies Access	Customer Denies Wellington Access	Resolved
1300	8/17/10			Aromas	Customer Denies Access	Under Investigation	Open
1301	8/17/10			Auburn	Household items affected by SM installation	Other	Resolved
1302	8/17/10			Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1303	8/17/10			Bakersfield	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1304	8/17/10			Benicia	Customer Denies Access	Customer Denies Wellington Access	Resolved
1305	8/17/10			Berkeley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1306	8/17/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1307	8/17/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1308	8/17/10			Berry Creek	Customer wants Smartmeter Removed	No reason provided	Resolved
1309	8/17/10			Berry Creek	Wellington Installer	Under Investigation	Open
1310	8/17/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1311	8/17/10			Bolinas	Customer Denies Access	Under Investigation	Open
1312	8/17/10			Boulder Creek	Customer Denies Access	Under Investigation	Open

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1313	8/17/10			Castro Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1314	8/17/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Resolved
1315	8/17/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1316	8/17/10			Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1317	8/17/10			Cloverdale	Household items affected by SM installation	Damaged Television	Resolved
1318	8/17/10			Cloverdale	Wellington Installer	Under Investigation	Open
1319	8/17/10			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1320	8/17/10			El Cerrito	Customer Denies Access	Customer Denies Wellington Access	Resolved
1321	8/17/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1322	8/17/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
1323	8/17/10			Emeryville	Household items affected by SM installation	Under Investigation	Open
1324	8/17/10			Felton	Customer Denies Access	Under Investigation	Open
1325	8/17/10			Felton	Customer Denies Access	Under Investigation	Open
1326	8/17/10			Hayward	Customer Denies Access	Customer Denies Wellington Access	Resolved
1327	8/17/10			Hercules	Customer Denies Access	Customer Denies Wellington Access	Resolved
1328	8/17/10			Lagunitas	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1329	8/17/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1330	8/17/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1331	8/17/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1332	8/17/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1333	8/17/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1334	8/17/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1335	8/17/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1336	8/17/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1337	8/17/10			Morgan Hill	SmartMeter Customer Communication	Under Investigation	Open
1338	8/17/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1339	8/17/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1340	8/17/10			Nevada City	Wellington Installer	Under Investigation	Open
1341	8/17/10			Novato	Power Interruption	Under Investigation	Open
1342	8/17/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1343	8/17/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1344	8/17/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1345	8/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1346	8/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1347	8/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1348	8/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1349	8/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1350	8/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1351	8/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1352	8/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1353	8/17/10			Oakland	Household items affected by SM installation	Under Investigation	Open

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1354	8/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1355	8/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1356	8/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1357	8/17/10			Oakland	Wellington Installer	Under Investigation	Open
1358	8/17/10			Penn Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1359	8/17/10			Penn Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1360	8/17/10			Petaluma	Wellington Installer	Under Investigation	Open
1361	8/17/10			Point Reyes	Customer Denies Access	Customer Denies Wellington Access	Resolved
1362	8/17/10			San Bruno	Household items affected by SM installation	Under Investigation	Open
1363	8/17/10			San Geronimo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1364	8/17/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1365	8/17/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1366	8/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1367	8/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1368	8/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1369	8/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1370	8/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1371	8/17/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1372	8/17/10			San Jose	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1373	8/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1374	8/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1375	8/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1376	8/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1377	8/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1378	8/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1379	8/17/10			San Jose	Meter/Module Equipment	Under Investigation	Open
1380	8/17/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Resolved
1381	8/17/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1382	8/17/10			San Jose	Wellington Installer	Under Investigation	Open
1383	8/17/10			San Leandro	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1384	8/17/10			San Leandro	Customer Denies Access	Under Investigation	Open
1385	8/17/10			San Pablo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1386	8/17/10			San Rafael	CPUC- Escalated Complaint	Hand off to Customer Impact Team	Resolved
1387	8/17/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1388	8/17/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1389	8/17/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1390	8/17/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1391	8/17/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1392	8/17/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1393	8/17/10			San Rafael	Household items affected by SM installation	Under Investigation	Open
1394	8/17/10			San Ramon	Household items affected by SM installation	Under Investigation	Open

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1395	8/17/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1396	8/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1397	8/17/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
1398	8/17/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1399	8/17/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1400	8/17/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1401	8/17/10			Sonoma	Wellington Installer	Under Investigation	Open
1402	8/17/10			Soquel	Customer Denies Access	Customer Denies Wellington Access	Resolved
1403	8/17/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1404	8/17/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1405	8/17/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1406	8/17/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1407	8/17/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1408	8/17/10			Windsor	SmartMeter Customer Communication	Under Investigation	Open
1409	8/17/10			Woodacre	Customer Denies Access	Customer Denies Wellington Access	Resolved
1410	8/17/10			Woodacre	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1411	8/18/10			Antioch	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1412	8/18/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1413	8/18/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1414	8/18/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1415	8/18/10			Arnold	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1416	8/18/10			Atwater	Customer Denies Access	Customer Denies Wellington Access	Resolved
1417	8/18/10			Atwater	Customer Denies Access	Customer Denies Wellington Access	Resolved
1418	8/18/10			Bakersfield	Household items affected by SM installation	Other	Resolved
1419	8/18/10			Ben Lomond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1420	8/18/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
1421	8/18/10			Ben Lomond	Meter/Module Equipment	Under Investigation	Open
1422	8/18/10			Bolinas	Customer Denies Access	Customer Denies Wellington Access	Resolved
1423	8/18/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1424	8/18/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1425	8/18/10			Boulder Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1426	8/18/10			Boulder Creek	Power Interruption	Under Investigation	Open
1427	8/18/10			Clovis	Customer Denies Access	Customer Denies Wellington Access	Resolved
1428	8/18/10			Concord	Customer Denies Access	Customer Denies Wellington Access	Resolved
1429	8/18/10			Corte Madera	Customer Denies Access	Customer Denies Wellington Access	Resolved
1430	8/18/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1431	8/18/10			Cupertino	Household items affected by SM installation	Other	Resolved
1432	8/18/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
1433	8/18/10			Dinuba	Customer Denies Access	Customer Denies Wellington Access	Resolved
1434	8/18/10			Dublin	Customer Denies Access	Customer Denies Wellington Access	Resolved
1435	8/18/10			Forest Knolls	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1436	8/18/10			Forestville	Household items affected by SM installation	Other	Resolved
1437	8/18/10			Fremont	Power Interruption	Under Investigation	Open
1438	8/18/10			Fresno	SmartMeter Customer Communication	Other	Resolved
1439	8/18/10			Grass Valley	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1440	8/18/10			Lagunitas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1441	8/18/10			Laton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1442	8/18/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Resolved
1443	8/18/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Resolved
1444	8/18/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1445	8/18/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1446	8/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1447	8/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1448	8/18/10			Los Gatos	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1449	8/18/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
1450	8/18/10			Mariposa	Household items affected by SM installation	Other	Resolved
1451	8/18/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1452	8/18/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1453	8/18/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1454	8/18/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1455	8/18/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1456	8/18/10			Nevada City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1457	8/18/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1458	8/18/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1459	8/18/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1460	8/18/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1461	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1462	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1463	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1464	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1465	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1466	8/18/10			Oakland	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1467	8/18/10			Oakland	Wellington Installer	Under Investigation	Open
1468	8/18/10			Oakland	Wellington Installer	Under Investigation	Open
1469	8/18/10			Occidental	Customer Denies Access	Customer Denies Wellington Access	Resolved
1470	8/18/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1471	8/18/10			Petaluma	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1472	8/18/10			Placerville	Power Interruption	Partial Power Outage	Resolved
1473	8/18/10			Point Reyes Station	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1474	8/18/10			Richmond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1475	8/18/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1476	8/18/10			Rio Vista	Customer Denies Access	Customer Denies Wellington Access	Resolved

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1477	8/18/10			Rohnert Park	Wellington Installer	Under Investigation	Open
1478	8/18/10			San Geronimo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1479	8/18/10			San Geronimo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1480	8/18/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1481	8/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1482	8/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1483	8/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1484	8/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1485	8/18/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctionin	Resolved
1486	8/18/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctionin	Resolved
1487	8/18/10			San Jose	Household items affected by SM installation	Other	Resolved
1488	8/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1489	8/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1490	8/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1491	8/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1492	8/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1493	8/18/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1494	8/18/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1495	8/18/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1496	8/18/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1497	8/18/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1498	8/18/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1499	8/18/10			San Rafael	Customer Denies Access	Under Investigation	Open
1500	8/18/10			San Rafael	Customer Denies Access	Under Investigation	Open
1501	8/18/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1502	8/18/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1503	8/18/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1504	8/18/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
1505	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1506	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1507	8/18/10			Sebastopol	Customer Denies Access	Customer Denies Wellington Access	Resolved
1508	8/18/10			Sonoma	Customer Denies Access	Under Investigation	Open
1509	8/18/10			Sonoma	Wellington Installer	Under Investigation	Open
1510	8/18/10			Tiburon	Household items affected by SM installation	Under Investigation	Open
1511	8/18/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1512	8/18/10			Vacaville	Power Interruption	Other	Resolved
1513	8/18/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
1514	8/18/10			Washington	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1515	8/18/10			Watsonville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1516	8/18/10			Woodacre	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1517	8/18/10			Woodacre	Customer Denies Access	Under Investigation	Open

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1518	8/19/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
1519	8/19/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1520	8/19/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1521	8/19/10			Aptos	Customer Denies Access	Under Investigation	Open
1522	8/19/10			Aptos	Customer Denies Access	Under Investigation	Open
1523	8/19/10			Auburn	Customer Denies Access	Customer Denies Wellington Access	Resolved
1524	8/19/10			Auburn	Household items affected by SM installation	Under Investigation	Open
1525	8/19/10			Belvedere	Customer Denies Access	Under Investigation	Open
1526	8/19/10			Ben Lomond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1527	8/19/10			Ben Lomond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1528	8/19/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1529	8/19/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1530	8/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
1531	8/19/10			Boulder Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1532	8/19/10			Boulder Creek	Household items affected by SM installation	Under Investigation	Open
1533	8/19/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1534	8/19/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1535	8/19/10			Castro Valley	Household items affected by SM installation	Under Investigation	Open
1536	8/19/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1537	8/19/10			Cupertino	Customer Denies Access	Under Investigation	Open
1538	8/19/10			El Cerrito	Customer Denies Access	Customer Denies Wellington Access	Resolved
1539	8/19/10			Fremont	Customer Denies Access	Customer Denies Wellington Access	Resolved
1540	8/19/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1541	8/19/10			Lagunitas	Customer Denies Access	Customer Denies Wellington Access	Resolved
1542	8/19/10			Los Altos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1543	8/19/10			Los Altos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1544	8/19/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1545	8/19/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1546	8/19/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1547	8/19/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1548	8/19/10			Martinez	Customer Denies Access	Customer Denies Wellington Access	Resolved
1549	8/19/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1550	8/19/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1551	8/19/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1552	8/19/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1553	8/19/10			North San Juan	Customer Denies Access	Customer Denies Wellington Access	Resolved
1554	8/19/10			Novato	Customer Denies Access	Under Investigation	Open
1555	8/19/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
1556	8/19/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
1557	8/19/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1558	8/19/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved

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1559	8/19/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1560	8/19/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1561	8/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1562	8/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1563	8/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1564	8/19/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1565	8/19/10			Oroville	Household items affected by SM installation	Under Investigation	Open
1566	8/19/10			Paradise	Household items affected by SM installation	Gas Appliance Not Working	Resolved
1567	8/19/10			Penngrove	Wellington Installer	Under Investigation	Open
1568	8/19/10			Petaluma	Customer Denies Access	Under Investigation	Open
1569	8/19/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
1570	8/19/10			Placerville	Household items affected by SM installation	Other	Resolved
1571	8/19/10			Pleasanton	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Resolved
1572	8/19/10			Redwood City	Household items affected by SM installation	Under Investigation	Open
1573	8/19/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1574	8/19/10			Richmond	Customer Denies Access	Under Investigation	Open
1575	8/19/10			Salinas	Customer Denies Access	Customer Denies Wellington Access	Resolved
1576	8/19/10			San Geronimo	Customer Denies Access	Under Investigation	Open
1577	8/19/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1578	8/19/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1579	8/19/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1580	8/19/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1581	8/19/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1582	8/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1583	8/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1584	8/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1585	8/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1586	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1587	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1588	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1589	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1590	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1591	8/19/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1592	8/19/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1593	8/19/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1594	8/19/10			San Jose	Power Interruption	Partial Power Outage	Resolved
1595	8/19/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1596	8/19/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1597	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
1598	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
1599	8/19/10			San Jose	Wellington Installer	Under Investigation	Open

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1600	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
1601	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
1602	8/19/10			San Leandro	Household items affected by SM installation	Under Investigation	Open
1603	8/19/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1604	8/19/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1605	8/19/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1606	8/19/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1607	8/19/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1608	8/19/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1609	8/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1610	8/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1611	8/19/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1612	8/19/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1613	8/19/10			Santa Rosa	Household items affected by SM installation	Under Investigation	Open
1614	8/19/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1615	8/19/10			Sausalito	Customer Denies Access	Customer Denies Wellington Access	Resolved
1616	8/19/10			Sausalito	Household items affected by SM installation	Under Investigation	Open
1617	8/19/10			Scotts Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1618	8/19/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Resolved
1619	8/19/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1620	8/19/10			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
1621	8/19/10			Sonoma	Wellington Installer	Under Investigation	Open
1622	8/19/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1623	8/19/10			Soquel	Customer Denies Access	Under Investigation	Open
1624	8/19/10			Tracy	Customer Denies Access	Customer Denies Wellington Access	Resolved
1625	8/19/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1626	8/19/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1627	8/20/10			Alamo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1628	8/20/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1629	8/20/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1630	8/20/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1631	8/20/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1632	8/20/10			Aptos	Customer Denies Access	Under Investigation	Open
1633	8/20/10			Aptos	Customer Denies Access	Under Investigation	Open
1634	8/20/10			Auburn	Customer Denies Access	Customer Denies Wellington Access	Resolved
1635	8/20/10			Bakersfield	Customer Denies Access	Customer Denies Wellington Access	Resolved
1636	8/20/10			Benicia	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1637	8/20/10			Berkeley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1638	8/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
1639	8/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1640	8/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open

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1641	8/20/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1642	8/20/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1643	8/20/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1644	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
1645	8/20/10			Clovis	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1646	8/20/10			Corte Madera	CPUC- Escalated Complaint	Under Investigation	Open
1647	8/20/10			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1648	8/20/10			Dublin	Customer Denies Access	Customer Denies Wellington Access	Resolved
1649	8/20/10			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1650	8/20/10			Forest Knolls	Customer Denies Access	Customer Denies Wellington Access	Resolved
1651	8/20/10			Forest Knolls	Customer Denies Access	Customer Denies Wellington Access	Resolved
1652	8/20/10			Fremont	Meter/Module	Meter/Module clearance issues	Resolved
1653	8/20/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1654	8/20/10			Grass Valley	Customer wants Smartmeter Removed	No reason provided	Resolved
1655	8/20/10			Grass Valley	Household items affected by SM installation	Damaged Television	Resolved
1656	8/20/10			Grass Valley	Household items affected by SM installation	Other	Resolved
1657	8/20/10			Grass Valley	Wellington Installer	Under Investigation	Open
1658	8/20/10			Gridley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1659	8/20/10			Livermore	Customer Denies Access	Under Investigation	Open
1660	8/20/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1661	8/20/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1662	8/20/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1663	8/20/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1664	8/20/10			Los Gatos	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1665	8/20/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
1666	8/20/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1667	8/20/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1668	8/20/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1669	8/20/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1670	8/20/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1671	8/20/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1672	8/20/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1673	8/20/10			Novato	Customer Denies Access	Under Investigation	Open
1674	8/20/10			Novato	Customer Denies Access	Under Investigation	Open
1675	8/20/10			Novato	Customer Denies Access	Under Investigation	Open
1676	8/20/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
1677	8/20/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1678	8/20/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1679	8/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1680	8/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1681	8/20/10			Oroville	Household items affected by SM installation	Other	Resolved

{Redacted}

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

August 26, 2010 – For the Period August 14, 2010 through August 20, 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
1682	8/20/10			Penngrove	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1683	8/20/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1684	8/20/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1685	8/20/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1686	8/20/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1687	8/20/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1688	8/20/10			San Francisco	Customer Denies Access	Under Investigation	Open
1689	8/20/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1690	8/20/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1691	8/20/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1692	8/20/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1693	8/20/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1694	8/20/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1695	8/20/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctionin	Resolved
1696	8/20/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctionin	Resolved
1697	8/20/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1698	8/20/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1699	8/20/10			San Leandro	Customer Denies Access	Customer Denies Wellington Access	Resolved
1700	8/20/10			San Ramon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1701	8/20/10			Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1702	8/20/10			Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1703	8/20/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1704	8/20/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1705	8/20/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1706	8/20/10			Santa Rosa	Power Interruption	Under Investigation	Open
1707	8/20/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1708	8/20/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1709	8/20/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1710	8/20/10			Sausalito	Power Interruption	Partial Power Outage	Resolved
1711	8/20/10			Scotts Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1712	8/20/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1713	8/20/10			Sebastopol	Customer Denies Access	Customer Denies Wellington Access	Resolved
1714	8/20/10			Sonoma	Customer Denies Access	Under Investigation	Open
1715	8/20/10			Soquel	Customer Denies Access	Customer Denies Wellington Access	Resolved
1716	8/20/10			Tiburon	Customer Denies Access	Under Investigation	Open
1717	8/20/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Resolved

1,134 Open Complaints on Last Report  
 137 Open Complaints Resolved Since the Last Report  
 583 New Complaints Since the Last Report  
 349 New Complaints Resolved Since the Last Report  
 234 New Complaints Open

{Redacted}

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

August 26, 2010 – For the Period August 14, 2010 through August 20, 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}	Vallejo	Wellington Installer	Under Investigation	Open
20	3/2/10	{Redacted}	{Redacted}	Richmond	Wellington Installer	Under Investigation	Open
21	3/3/10	{Redacted}	{Redacted}	Glen Ellen	Scheduling Problems	Under Investigation	Open
22	3/7/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
23	3/7/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
24	3/7/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
25	3/8/10	{Redacted}	{Redacted}	Cotati	Household items affected by SM installation	Under Investigation	Open
26	3/8/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
27	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM installation	Under Investigation	Open
28	3/10/10	{Redacted}	{Redacted}	Berkeley	Wellington Installer	Under Investigation	Open
29	3/10/10	{Redacted}	{Redacted}	Mountain View	Customer Denies Access	Customer does not want a SmartMeter	Resolved
30	3/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
31	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
32	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
33	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
34	3/10/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
35	3/10/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
36	3/11/10	{Redacted}	{Redacted}	San Francisco	Customer Denies Access	Under Investigation	Open
37	3/12/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
38	3/12/10	{Redacted}	{Redacted}	Union City	Meter/Module	Under Investigation	Open
39	3/12/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
40	3/12/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
41	3/15/10	{Redacted}	{Redacted}	Placerville	Customer Denies Access	Under Investigation	Open

{Redacted}

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

August 26, 2010 – For the Period August 14, 2010 through August 20, 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	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
43	3/15/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
44	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
45	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
46	3/16/10			Tracy	Meter/Module	Under Investigation	Open
47	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
48	3/17/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
49	3/17/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
50	3/17/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
51	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
52	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
53	3/19/10			Sunnyvale	Wellington Installer	Under Investigation	Open
54	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
55	3/22/10			Saint Helena	Other	Under Investigation	Open
56	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
57	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
58	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
59	3/24/10			San Jose	Wellington Installer	Under Investigation	Open
60	3/25/10			El Sobrante	Wellington Installer	Under Investigation	Open
61	3/25/10			Mariposa	Wellington Installer	Under Investigation	Open
62	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
63	3/25/10			San Jose	Wellington Installer	Under Investigation	Open
64	3/27/10			San Jose	Wellington Installer	Under Investigation	Open
65	3/29/10			Tracy	Meter/Module	Meter/Module clearance issues	Resolved
66	3/30/10			Daly City	Customer Denies Access	Under Investigation	Open
67	4/1/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved
68	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
69	4/2/10			San Jose	Wellington Installer	Under Investigation	Open
70	4/2/10			Tracy	Customer Denies Access	No reason provided	Resolved
71	4/5/10			Vacaville	Other	Under Investigation	Open
72	4/6/10			Tracy	Other	Other	Resolved
73	4/6/10			Tracy	Wellington Installer	Under Investigation	Open
74	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
75	4/7/10			San Jose	Wellington Installer	Under Investigation	Open
76	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
77	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
78	4/8/10			Richmond	Wellington Installer	Intaller failed to knock	Resolved
79	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
80	4/14/10			Madera	Wellington Installer	Under Investigation	Open
81	4/14/10			San Jose	Other	Under Investigation	Open
82	4/14/10			Tracy	Power Interruption	Other	Resolved

{Redacted}

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

August 26, 2010 -- For the Period August 14, 2010 through August 20, 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	4/15/10			Madera	Other	Under Investigation	Open
84	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
85	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
86	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
87	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
88	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
89	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open
90	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
91	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
92	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
93	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	Open
94	4/23/10			Berkeley	Other	Under Investigation	Open
95	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
96	4/23/10			Madera	Wellington Installer	Under Investigation	Open
97	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
98	4/26/10			Madera	Wellington Installer	Under Investigation	Open
99	4/26/10			Napa	Wellington Installer	Under Investigation	Open
100	4/26/10			Orinda	Meter/Module	Under Investigation	Open
101	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
102	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
103	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
104	4/29/10			Madera	Wellington Installer	Under Investigation	Open
105	4/29/10			Oakland	Wellington Installer	Under Investigation	Open
106	4/30/10			Richmond	Other	Under Investigation	Open
107	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
108	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
109	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
110	5/7/10			Livermore	Wellington Installer	Under Investigation	Open
111	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
112	5/7/10			San Jose	Meter/Module	Under Investigation	Open
113	5/8/10			Placerville	Wellington Installer	Under Investigation	Open
114	5/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
115	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
116	5/10/10			Milpitas	Wellington Installer	Under Investigation	Open
117	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open
118	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
119	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
120	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
121	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
122	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
123	5/10/10			San Jose	Other	Under Investigation	Open

{Redacted}

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

August 26, 2010 -- For the Period August 14, 2010 through August 20, 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	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
125	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
126	5/11/10			Alamo	SmartMeter Customer Communication	Under Investigation	Open
127	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
128	5/11/10			Chico	Wellington Installer	Under Investigation	Open
129	5/11/10			Concord	Household items affected by SM installation	Under Investigation	Open
130	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
131	5/11/10			Milpitas	Wellington Installer	Under Investigation	Open
132	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
133	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
134	5/11/10			Oakland	Customer Denies Access	Under Investigation	Open
135	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open
136	5/11/10			Richmond	Customer Denies Access	Under Investigation	Open
137	5/11/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
138	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
139	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
140	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
141	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
142	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
143	5/11/10			San Jose	Wellington Installer	Under Investigation	Open
144	5/11/10			San Leandro	SmartMeter Customer Communication	Under Investigation	Open
145	5/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
146	5/11/10			Tracy	Wellington Installer	Under Investigation	Open
147	5/11/10			Vallejo	Wellington Installer	Under Investigation	Open
148	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
149	5/12/10			Fresno	Other	Under Investigation	Open
150	5/12/10			Livermore	Wellington Installer	Under Investigation	Open
151	5/12/10			Martinez	Household items affected by SM installation	Under Investigation	Open
152	5/12/10			Marysville	Wellington Installer	Under Investigation	Open
153	5/12/10			Mountain View	Wellington Installer	Under Investigation	Open
154	5/12/10			Napa	Wellington Installer	Under Investigation	Open
155	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
156	5/12/10			Oakland	Customer Denies Access	Under Investigation	Open
157	5/12/10			Pinole	Customer Denies Access	Under Investigation	Open
158	5/12/10			Richmond	Other	Under Investigation	Open
159	5/12/10			Richmond	Wellington Installer	Under Investigation	Open
160	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
161	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
162	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
163	5/12/10			San Ramon	Wellington Installer	Under Investigation	Open
164	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open

{Redacted}

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

August 26, 2010 -- For the Period August 14, 2010 through August 20, 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	5/12/10			Tracy	Wellington Installer	Under Investigation	Open
166	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
167	5/13/10			Los Banos	Customer Denies Access	Under Investigation	Open
168	5/13/10			Marysville	Wellington Installer	Under Investigation	Open
169	5/13/10			Redding	Wellington Installer	Under Investigation	Open
170	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
171	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
172	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
173	5/13/10			Tracy	Other	Under Investigation	Open
174	5/14/10			Antioch	Meter/Module	Under Investigation	Open
175	5/14/10			Clayton	Wellington Installer	Under Investigation	Open
176	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
177	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
178	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
179	5/14/10			Pleasanton	Wellington Installer	Under Investigation	Open
180	5/14/10			San Jose	Meter/Module	Under Investigation	Open
181	5/14/10			San Leandro	Customer wants SmartMeter Removed	Under Investigation	Open
182	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
183	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
184	5/14/10			Tracy	Customer Denies Access	Under Investigation	Open
185	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
186	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
187	5/15/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
188	5/15/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
189	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
190	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
191	5/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
192	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
193	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
194	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
195	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
196	5/17/10			Alameda	Customer Denies Access	Under Investigation	Open
197	5/17/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
198	5/17/10			Alameda	Wellington Installer	Under Investigation	Open
199	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
200	5/17/10			Benicia	Wellington Installer	Under Investigation	Open
201	5/17/10			Berkeley	Customer Denies Access	Under Investigation	Open
202	5/17/10			Dos Palos	Wellington Installer	Under Investigation	Open
203	5/17/10			El Cerrito	Customer Denies Access	Under Investigation	Open
204	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
205	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open

{Redacted}

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

August 26, 2010 -- For the Period August 14, 2010 through August 20, 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	5/17/10			Los Gatos	Scheduling Problems	Under Investigation	Open
207	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
208	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
209	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
210	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open

{Redacted}



Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 August 26, 2010 -- For the Period August 14, 2010 through August 20, 2010

<b>Color Key</b>	
	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	Resolved	{Redacted}
2	5/21/10			SAN MATEO	Open	
3	6/17/10			SACRAMENTO	Resolved	
4	8/6/10			SAN LEANDRO	Open	
5	8/6/10			FRESNO	Open	
6	8/9/10			SAN RAMON	Open	
7	8/9/10			BERKELEY	Resolved	

Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 August 26, 2010 -- For the Period August 14, 2010 through August 20, 2010

<b>Color Key</b>	
	Resolved Since the Last Report
	New Since the Last Report
	No SmartMeter™ Device Installed

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
8	8/10/10			BRENTWOOD	Resolved	
9	8/11/10			YUBA CITY	Open	
10	8/12/10			LIVE OAK	Resolved	
11	8/17/10			SCOTTS VALLEY	Open	
12	8/20/10			ALAMO	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.

- 10 Open Complaints on Last Report
- 5 Open Complaints Resolved Since the Last Report
- 2 New Complaints Since the Last Report
- 0 New Complaints Resolved Since the Last Report
- 2 New Complaints Open

Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 August 26, 2010 -- For the Period August 14, 2010 through August 20, 2010

<b>Color Key</b>	
	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	Resolved	{Redacted}
2	5/21/10			SAN MATEO	Open	
3	6/17/10			SACRAMENTO	Resolved	
4	8/6/10			SAN LEANDRO	Open	
5	8/6/10			FRESNO	Open	
6	8/9/10			SAN RAMON	Open	
7	8/9/10			BERKELEY	Resolved	

Pacific Gas and Electric Company  
 SmartMeter™ Complaint Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 August 26, 2010 -- For the Period August 14, 2010 through August 20, 2010

<b>Color Key</b>	
	Resolved Since the Last Report
	New Since the Last Report
	No SmartMeter™ Device Installed

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
8	8/10/10			BRENTWOOD	Resolved	
9	8/11/10			YUBA CITY	Open	
10	8/12/10			LIVE OAK	Resolved	
11	8/17/10			SCOTTS VALLEY	Open	
12	8/20/10			ALAMO	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.

10 Open Complaints on Last Report  
 5 Open Complaints Resolved Since the Last Report  
 2 New Complaints Since the Last Report  
 0 New Complaints Resolved Since the Last Report  
 2 New Complaints Open