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 2/1/10	4		Napa	Scheduling Problems Customer Denies Access	Under Investigation	Open Resolved
4	2/8/10	-		La Honda Sonoma	Customer Denies Access	Customer does not want a SmartMeter Under Investigation	Open
5	2/10/10	1		Carmel	Network Equipment Installation	Under Investigation	Open
6	2/10/10	1		Cupertino	Scheduling Problems	Under Investigation	Open
7	2/12/10	1		San Ramon	Wellington Installer	Other	Resolved
8	2/16/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open
9	2/16/10			Berkeley	Wellington Installer	Other	Resolved
10	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
11	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
12	2/19/10			American Canyon	Wellington Installer	Installer jumped fence, broke lock	Resolved
13	2/22/10			Occidental	Customer Denies Access	Under Investigation	Open
14	2/22/10			Vallejo	Network Equipment Installation	Under Investigation	Open
15	2/23/10	1		Sebastopol	Customer Denies Access	Under Investigation	Open
16	2/26/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open
17	2/26/10	4		Sebastopol	Customer Denies Access	Under Investigation	Open
18 19	3/1/10 3/1/10	4		Fresno	Wellington Installer	Under Investigation	Open
20	3/1/10	4		Vallejo Richmond	Wellington Installer	Under Investigation	Open
21	3/3/10			Glen Ellen	Wellington Installer Scheduling Problems	Damaged private property	Resolved Open
22	3/7/10	-			-	Under Investigation	'
23	3/7/10	1		Santa Rosa Sebastopol	Customer Denies Access Customer Denies Access	Under Investigation Under Investigation	Open Open
24	3/7/10	1		Sonoma	Customer Denies Access	Under Investigation	Open
25	3/8/10	1		Cotati	Household items affected by SM installation	Under Investigation	Open
26	3/8/10	1		San Ramon	Household items affected by SM installation	Under Investigation	Open
27	3/8/10	1		San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
28	3/10/10	1		San Jose	Wellington Installer	Under Investigation	Open
29	3/10/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open
30	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
31	3/10/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open
32	3/10/10	1		Sonoma	Customer Denies Access	Under Investigation	Open
33	3/10/10	1		Vallejo	Customer Denies Access	Under Investigation	Open
34	3/10/10	1		Berkeley	Wellington Installer	Installer rude to customer	Resolved
35	3/11/10	1		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
36	3/12/10			Union City	Meter/Module	Under Investigation	Open
37	3/12/10	1		Vallejo	Customer Denies Access	Under Investigation	Open
38	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
39	3/15/10	1		Placerville	Customer Denies Access	Under Investigation	Open
40	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
41	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
42	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
43	3/16/10			Fracy	Meter/Module	Under Investigation	Open
44	3/17/10			Napa -	Customer Denies Access	Under Investigation	Open
45	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
46	3/19/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open
47	3/19/10			Sunnyvale	Wellington Installer	Damaged private property	Resolved
48	3/21/10	4		Diamond Springs	Meter/Module	Under Investigation	Open
49	3/22/10	4		Saint Helena	Other	Under Investigation	Open
50 51	3/22/10 3/22/10	1		San Jose	Scheduling Problems Customer Denies Access	Under Investigation	Open Open
51	3/22/10	1		Tracy Santa Rosa		Under Investigation Under Investigation	Open
53	3/23/10	1		San Jose	Customer Denies Access Wellington Installer	Theft	Resolved
54	3/25/10	1		El Sobrante	Wellington Installer	Damaged private property	Resolved
55	3/25/10	1		Mariposa Mariposa	Wellington Installer	Installer upset animals	Resolved
56	3/25/10	1		San Jose	Wellington Installer	Damaged private property	Resolved
57	3/25/10	1		San Jose	Wellington Installer	Installer fails to knock	Resolved
58	3/27/10	1		San Jose	Wellington Installer	Other	Resolved
59	3/30/10	1		Daly City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
60	4/2/10	1		San Jose	Scheduling Problems	Under Investigation	Open
61	4/2/10	1		San Jose	Wellington Installer	Damaged private property	Resolved
62	4/5/10	1		Vacaville	Other	Under Investigation	Open
63	4/6/10	1		Fracy	Wellington Installer	Other	Resolved
64	4/7/10	1		San Ramon	Power Interruption	Under Investigation	Open
65	4/7/10	1		Santa Clara	Wellington Installer	Under Investigation	Open
66	4/7/10	1		San Jose	Wellington Installer	No time given to power down equipment	Resolved
67	4/7/10]		San Jose	Wellington Installer	Other	Resolved
68	4/14/10]		Kingsburg	Power Interruption	Under Investigation	Open
69	4/14/10			Madera	Wellington Installer	Under Investigation	Open
70	4/14/10			San Jose	Other	Under Investigation	Open
71	4/15/10]		Madera	Other	Under Investigation	Open
72	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
73	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
74	4/16/10]		San Jose	Scheduling Problems	Under Investigation	Open
75	4/19/10]		Brentwood	Household items affected by SM installation	Under Investigation	Open
76	4/19/10]		San Jose	Customer Denies Access	Under Investigation	Open
77	4/19/10	i		San Ramon	Wellington Installer	Under Investigation	Open



No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
78 79	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
80	4/21/10 4/21/10			El Dorado Madera	Wellington Installer	Under Investigation	Open
81	4/21/10			Sunnyvale	Household items affected by SM installation Wellington Installer	Under Investigation Under Investigation	Open Open
82	4/21/10			Berkeley	Other	Under Investigation	Open
83	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
84	4/23/10			Madera	Wellington Installer	Under Investigation	Open
85	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
86	4/26/10			Madera	Wellington Installer	Under Investigation	Open
87	4/26/10			Napa	Wellington Installer	Under Investigation	Open
88	4/26/10			Orinda	Meter/Module	Under Investigation	Open
89	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
90	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
91	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
92	4/29/10			Madera	Wellington Installer	Under Investigation	Open
93	4/29/10			Oakland	Wellington Installer	Other	Resolved
94	4/30/10			Richmond	Other	Under Investigation	Open
95	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
96	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
97	5/7/10			· ·	-	-	Open
				Daly City	Wellington Installer	Under Investigation	<u> </u>
98 99	5/7/10 5/7/10			Livermore	Wellington Installer Customer Denies Access	Under Investigation	Open
				San Jose		Under Investigation	Open
100	5/7/10			San Jose	Meter/Module	Under Investigation	Open
101	5/8/10			Placerville	Wellington Installer	Under Investigation	Open
102	5/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
103	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
104	5/10/10			Milpitas	Wellington Installer	Under Investigation	Open
105	5/10/10			Petaluma	Wellington Installer	Under Investigation	Open
106	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
107	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
108	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
109	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
110	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
111	5/10/10			San Jose	Other	Under Investigation	Open
112	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
113	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
114	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
115	5/11/10			Chico	Wellington Installer	Under Investigation	Open
116	5/11/10			Concord	Household items affected by SM installation	Under Investigation	Open
117	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
118	5/11/10			Milpitas	Wellington Installer	Under Investigation	Open
119	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open
120	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
121	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
122	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
123	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
124	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
125	5/11/10			San Jose	Wellington Installer	Under Investigation	Open
126	5/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
127	5/11/10			Fracy	Wellington Installer	Under Investigation	Open
128	5/11/10			Vallejo	Wellington Installer	Under Investigation	Open
129	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
130	5/11/10			Alamo	SmartMeter Customer Communication	Other	Resolved
131	5/11/10	l		Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
132	5/11/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
133	5/11/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
134	5/11/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
135	5/11/10			Richmond	SmartMeter Customer Communication	Q on SM communication materials	Resolved
136	5/11/10	l		San Leandro	SmartMeter Customer Communication	Other	Resolved
137	5/12/10	l		Fresno	Other	Under Investigation	Open
138	5/12/10	l		Livermore	Wellington Installer	Under Investigation	Open
139	5/12/10	l		Martinez	Household items affected by SM installation	Under Investigation	Open
140	5/12/10	l		Marysville	Wellington Installer	Under Investigation	Open
141	5/12/10	l		Mountain View	Wellington Installer	Under Investigation	Open
142	5/12/10			Napa	Wellington Installer	Under Investigation	Open
143	5/12/10			Richmond	Other	Under Investigation	Open
144	5/12/10			Richmond	Wellington Installer	Under Investigation	Open
145	5/12/10	l		San Jose	Customer Denies Access	Under Investigation	Open
146	5/12/10	l		San Jose	Wellington Installer	Under Investigation	Open
147	5/12/10	l		San Jose	Wellington Installer	Under Investigation	Open
148	5/12/10	l		San Ramon	Wellington Installer	Under Investigation	Open
149	5/12/10	l		Sonoma	Wellington Installer	Under Investigation	Open
150	5/12/10	l		Fracy	Wellington Installer	Under Investigation	Open
150	5/12/10			racy Oakland		-	
					Customer Denies Access	Customer does not want a SmartMeter	Resolved
152 153	5/12/10			Oakland Dinale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
173	5/12/10			Pinole Clovis	Customer Denies Access SmartMeter Customer Communication	Customer does not want a SmartMeter Under Investigation	Resolved Open
154	5/13/10						

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

Dec Dec De	No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
Seating			Customer Name	Account				
Sar Jose Descrete Personal Copen (Open 1997) Fings (1997)	156						-	
150 517-10 100 1	157	5/13/10			Redding	Wellington Installer	Under Investigation	Open
Section Property Post							Under Investigation	· ·
166 141-10							-	
Part					•	-	-	-
Schieff Schieff Mainting Mainting Mainting Mainting Mainting Cipies							-	
Moders							-	
February Property						-		· ·
Fiscantion Septimbrie Department Depar	165	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
Sein John Sein					Piedmont	Customer Denies Access	Under Investigation	Open
Sein Ramon Custoner Danies Access								· .
\$777 \$74410 \$74							-	
1712 551470							-	· -
\$775 \$7670							-	
							-	
Feitro	173							770000000000000000000000000000000000000
	174	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
177 178							-	
\$76 \$7670							-	
Dalsfard Dustomer Denne Access								
Dalakand Customer Denies Access Under Investigation Open							-	
1816 1871/10 Dakland Customer Dennes Access Under Investigation Open 1812 5716/10 Dakland Customer Dennes Access Under Investigation Open 1814 5717/10 Strictley Customer Dennes Access Cus							-	_
						I .	•	
Nameda Customer Denses Access Under Investigation Open	182	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
Nameda					Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Name						J	-	
Name							-	· •
Bencia Mélington Installer Under Investigation Open						· · · · · · · · · · · · · · · · · · ·	-	
180						-		<u> </u>
						-	-	
1925 5/17/10 Dos Galos Customer Denies Access Under Investigation Open	190	5/17/10				-	-	Open
1914 577710 Dakland Customer Denes Access Under Investigation Open Denes March Under Investiga							Under Investigation	
1946 5/17/10 Dakland Customer Denies Access Under Investigation Open							-	<u> </u>
1966 547710 Dakkand							-	
Dakkland							-	<u> </u>
1976 5/17/10 Dakland Customer Denies Access Under Investigation Open Dedmont Customer Denies Access Under Investigation Open Denies Access Under Investigation Open Denies Decision Denies Access Under Investigation Open Denies Access Under Investigatio							-	_
Dakland Dakland Dakland Customer Denies Access Under Investigation Open							-	
Dakland Dustomer Denies Access Under Investigation Open	198	5/17/10			Dakland	Customer Denies Access	Under Investigation	Open
201 5/17/10 201 5/17/10 201 20							Under Investigation	<u> </u>
Pedmont Customer Denies Access Under Investigation Open							-	
Piedmont Customer Denies Access Under Investigation Open							-	
Piedmont Customer Denies Access Under Investigation Open							-	
Richmond Customer wants Smartmeter Removed Under Investigation Open							-	<u> </u>
San Jose Customer Denies Access Under Investigation Open							-	
Santa Rosa Wellington Installer Under Investigation Open Sunnyvale Customer Denies Access Under Investigation Open Fracy Customer Denies Access Under Investigation Open Fracy Wellington Installer Under Investigation Open Fracy Wellington Installer Under Investigation Open Serkeley Customer Denies Access Customer does not want a SmartMeter Resolved Chowchilla Customer Denies Access Under Investigation Open Dos Palos Wellington Installer Under Investigation Open Dos Palos Wellington Installer Under Investigation Open	206	5/17/10			S. San Francisco	Other	Under Investigation	Open
Sunnyvale Customer Denies Access Under Investigation Open							-	
210 5/17/10 Fracy Customer Denies Access Under Investigation Open							-	<u> </u>
Tracy Wellington Installer Under Investigation Open Berkeley Customer Denies Access Customer does not want a SmartMeter Resolved Chowchilla Customer Denies Access Under Investigation Open Copen Cope					*		-	
Berkeley Customer Denies Access Customer does not want a SmartMeter Resolved								<u> </u>
Chowchilla Customer Denies Access Under Investigation Open Dos Palos Wellington Installer Under Investigation Open Dos Palos Wellington Installer Under Investigation Open Dublin Open Dublin Wellington Installer Under Investigation Open Dublin Under Investigation Open Dublin Open Dublin Under Investigation Open Dublin Open Dublin Wellington Installer Under Investigation Open Dublin Under Investigation Open Dublin Open Dublin Wellington Installer Under Investigation Open Dublin Open Dublin Wellington Installer Under Investigation Open Dublin Open Dublin Wellington Installer Under Investigation Open Dublin U					•		-	L
Dublin Wellington Installer Under Investigation Open Livermore Customer Denies Access Under Investigation Open Livermore Customer De								200000000000000000000000000000000000000
Livermore Customer Denies Access Under Investigation Open 217 5/18/10 218 5/18/10 219 5/18/10 219 5/18/10 220 5/18/10 221 5/18/10 221 5/18/10 222 5/18/10 223 5/18/10 224 5/18/10 225 5/18/10 226 5/18/10 227 5/18/10 228 5/18/10 229 5/18/10 229 5/18/10 220 5/18/10 220 5/18/10 221 5/18/10 222 5/18/10 223 5/18/10 224 5/18/10 225 5/18/10 226 5/18/10 227 5/18/10 228 5/18/10 229 5/18/10 229 5/18/10 220 5/18/10 220 5/18/10 221 5/18/10 222 5/18/10 223 5/18/10 225 5/18/10 226 5/18/10 227 5/18/10 228 5/18/10 229 5/18/10 229 5/18/10 220 5/18/10 220 5/18/10 221 5/18/10 222 5/18/10 223 5/18/10 225 5/18/10 226 5/18/10 227 5/18/10 228 5/18/10 229 5/18/10 229 5/18/10 220 5/18/10 220 5/18/10 221 5/18/10 222 5/18/10 223 5/18/10 225 5/18/10 226 5/18/10 227 5/18/10 228 5/18/10 229 5/18/10 229 5/18/10 220 5/18/10 220 5/18/10 220 5/18/10 221 5/18/10 222 5/18/10 223 5/18/10 224 5/18/10 225 5/18/10 226 5/18/10 227 5/18/10 228 5/18/10 229 5/18/10 229 5/18/10 220 5/18/10 220 5/18/10 220 5/18/10 221 5/18/10 222 5/18/10 223 5/18/10 224 5/18/10 225 5/18/10 226 5/18/10 227 5/18/10 228 5/18/10 229 5/18/10 229 5/18/10 220 5/18/10	214	5/18/10				Wellington Installer	Under Investigation	Open
217 5/18/10 218 5/18/10 219 5/18/10 219 5/18/10 220 5/18/10 221 5/18/10 222 5/18/10 223 5/18/10 224 5/18/10 225 5/18/10 226 5/18/10 227 5/18/10 228 5/18/10 229 5/18/10 230 5/18/10 240 5/18/10 250 5/18/10 261 5/18/10 270 5/18/10 281 5/18/10 282 5/18/10 283 5/18/10 284 5/18/10 285 5/18/10 286 5/18/10 287 5/18/10 288 5/18/10 289 5/18/10 290 5/18/10 291 5/18/10 292 5/18/10 293 5/18/10 294 5/18/10 295 5/18/10 296 5/18/10 297 5/18/10 298 5/18/10 298 5/18/10 299 5/18/10 290 5/18/10 290 5/18/10 291 5/18/10 292 5/18/10 293 5/18/10 294 5/18/10 295 5/18/10 296 5/18/10 297 5/18/10 298 5/18/10 298 5/18/10 299 5/18/10 290 5/								
218 5/18/10 219 5/18/10 220 5/18/10 220 5/18/10 221 5/18/10 222 5/18/10 223 5/18/10 224 5/18/10 225 5/18/10 226 5/18/10 227 5/18/10 228 5/18/10 229 5/18/10 220 5/18/10 221 5/18/10 222 5/18/10 223 5/18/10 224 5/18/10 225 5/18/10 226 5/18/10 227 5/18/10 228 5/18/10 229 5/18/10 228 5/18/10 229 5/18/10 220 5/18/10 221 5/18/10 222 5/18/10 223 5/18/10 224 5/18/10 225 5/18/10 226							_	
219 5/18/10 220 5/18/10 221 5/18/10 221 5/18/10 222 5/18/10 223 5/18/10 224 5/18/10 225 5/18/10 226 5/18/10 227 5/18/10 228 5/18/10 229 5/18/10 220 5/18/10 221 5/18/10 222 5/18/10 223 5/18/10 224 5/18/10 225 5/18/10 226 5/18/10 227 5/18/10 228 5/18/10 229 5/18/10 220 5/18/10 221 5/18/10 222 5/18/10 223 5/18/10 224 5/18/10 225 5/18/10 226 5/18/10 227 5/18/10 228 5/18/10 229								
Placerville Customer Denies Access Under Investigation Open San Jose Customer Denies Access Under Investigation Open San Jose Customer Denies Access Under Investigation Open San Jose Customer wants Smartmeter Removed Under Investigation Open San Jose Wellington Installer Under Investigation Open Santa Rosa Wellington Installer Under Investigation Open Stockton Customer wants Smartmeter Removed Under Investigation Open Stockton Customer Wants Smartmeter Removed Under Investigation Open Tracy Customer Denies Access Under Investigation Open Solven Investigation Open Tracy Customer Denies Access Under Investigation Open Under Investigation Open							ŭ .	<u> </u>
San Jose Customer Denies Access Under Investigation Open San Jose Customer wants Smartmeter Removed Under Investigation Open San Jose Wellington Installer Under Investigation Open Santa Rosa Vellington Installer Under Investigation Open Stockton Customer wants Smartmeter Removed Under Investigation Open Tracy Customer Denies Access Under Investigation Open Solt Investigation Open Tracy Customer Denies Access Under Investigation Open Under Investigation Open							•	<u> </u>
San Jose Customer wants Smartmeter Removed Under Investigation Open San Jose Wellington Installer Under Investigation Open Santa Rosa Vellington Installer Under Investigation Open Stockton Customer wants Smartmeter Removed Under Investigation Open Tracy Customer Denies Access Under Investigation Open Solve Investigation Open Under Investigation Open							-	<u> </u>
2245/18/10San JoseWellington InstallerUnder InvestigationOpen2255/18/10San JoseWellington InstallerUnder InvestigationOpen2265/18/10Santa RosaWellington InstallerUnder InvestigationOpen2275/18/10Santa RosaWellington InstallerUnder InvestigationOpen2285/18/10StocktonCustomer wants Smartmeter RemovedUnder InvestigationOpen2295/18/10TracyCustomer Denies AccessUnder InvestigationOpen2305/18/10Yuba CityPower InterruptionUnder InvestigationOpen					San Jose	Customer wants Smartmeter Removed	-	Open
225 5/18/10 226 5/18/10 227 5/18/10 228 5/18/10 229 5/18/10 229 5/18/10 229 5/18/10 230 5/18/10 240 San Jose Wellington Installer Under Investigation Open 251 San Jose Wellington Installer Under Investigation Open 262 San Jose Wellington Installer Under Investigation Open 270 Santa Rosa Wellington Installer Under Investigation Open 280 Santa Rosa Wellington Installer Under Investigation Open 281 San Jose Wellington Installer Under Investigation Open 282 San Jose Wellington Installer Under Investigation Open 283 San Jose Wellington Installer Under Investigation Open 284 San Jose Wellington Installer Under Investigation Open 285 San Jose Wellington Installer Under Investigation Open 286 San Jose Wellington Installer Under Investigation Open 287 San Jose Wellington Installer Under Investigation Open 288 San Jose Wellington Installer Under Investigation Open 298 San Jose Wellington Installer Under Investigation Open 298 San Jose Wellington Installer Under Investigation Open 299 Santa Rosa Wellington Installer Under Investigation Open 299 Santa Rosa Wellington Installer Under Investigation Open 290 Santa Rosa Wellington Installer Under Investigation Open 291 Santa Rosa Wellington Installer Under Investigation Open 291 Santa Rosa Wellington Installer Under Investigation Open 292 Santa Rosa Wellington Installer Under Investigation Open 293 Santa Rosa Wellington Installer Under Investigation Open 294 Santa Rosa Wellington Installer Under Investigation Open 295 Santa Rosa Wellington Installer Under Investigation Open 296 Santa Rosa Wellington Installer Under Investigation Open 297 Santa Rosa Wellingto						-	-	<u> </u>
2265/18/10Santa RosaWellington InstallerUnder InvestigationOpen2275/18/10Santa RosaWellington InstallerUnder InvestigationOpen2285/18/10StocktonCustomer wants Smartmeter RemovedUnder InvestigationOpen2295/18/10FracyCustomer Denies AccessUnder InvestigationOpen2305/18/10Yuba CityPower InterruptionUnder InvestigationOpen						_	_	<u> </u>
2275/18/10Santa RosaWellington InstallerUnder InvestigationOpen2285/18/10StocktonCustomer wants Smartmeter RemovedUnder InvestigationOpen2295/18/10TracyCustomer Denies AccessUnder InvestigationOpen2305/18/10Yuba CityPower InterruptionUnder InvestigationOpen						-		<u> </u>
228 5/18/10 229 5/18/10 230 5/18/10 250 5/18/10 250 5/18/10 250 5/18/10 250 5/18/10 250 5/18/10 250 5/18/10 250 5/18/10 250 5/18/10 250 5/18/10 250 5/18/10 250 100 250						-	-	<u> </u>
229 5/18/10 230 5/18/10 Tracy Customer Denies Access Under Investigation Open Yuba City Power Interruption Under Investigation Open							-	
230 5/18/10 Yuba City Power Interruption Under Investigation Open							-	<u> </u>
231 5/19/10 Brentwood Customer wants Smartmeter Removed Under Investigation Open					<u> </u>			<u> </u>
	231	5/19/10			Brentwood	Customer wants Smartmeter Removed	Under Investigation	Open

Pacific Gas and Electric Company SmartMeterTM Issues Report

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
232	5/19/10 5/19/10			Chico Oakland	Customer Denies Access Customer Denies Access	Under Investigation Under Investigation	Open Open
234	5/19/10			Dakland	Customer wants Smartmeter Removed	Under Investigation	Open
235	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
236	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
237	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
238	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
239	5/20/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
240	5/20/10			Fresno	Customer Denies Access	Under Investigation	Open
241	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
242	5/20/10			Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
243	5/20/10			Madera	Customer Denies Access	Under Investigation	Open
244	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
245	5/20/10			Oakley	Customer wants Smartmeter Removed	Under Investigation	Open
246	5/20/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
247	5/20/10 5/20/10			San Jose	Wellington Installer	Under Investigation	Open
249	5/20/10			Tracy	Customer Denies Access Customer Denies Access	Under Investigation	Open
250	5/20/10			Fracy Fracy	Power Interruption	Under Investigation	Open Open
251	5/20/10			Yuba City	Wellington Installer	Under Investigation Under Investigation	Open
252	5/20/10			Dakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
253	5/20/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
254	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
255	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
256	5/21/10			Berkeley	Wellington Installer	Under Investigation	Open
257	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
258	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
259	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
260	5/21/10			Dublin	Customer wants Smartmeter Removed	Under Investigation	Open
261	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
262	5/21/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
263	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
264	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
265	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
266	5/21/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
267	5/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
268	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
269	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
270	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
271	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
272	5/21/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
273	5/21/10			Petaluma	Wellington Installer	Under Investigation	Open
274	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
275	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
276	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
277	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
278	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
279	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
280	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
281	5/22/10 5/22/10			Oakland Oakland	Customer Denies Access Customer Denies Access	Under Investigation	Open
282	5/22/10			Dakland Dakland	Customer Denies Access Customer Denies Access	Under Investigation Under Investigation	Open Open
284	5/22/10			Dakland Dakland	Customer Denies Access Customer Denies Access	Under Investigation Under Investigation	Open
285	5/22/10			San Jose	Customer Denies Access Customer Denies Access	Under Investigation Under Investigation	Open
286	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
287	5/23/10			Emeryville	Customer Denies Access	Under Investigation	Open
288	5/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
289	5/23/10			Dakland	Customer Denies Access	Under Investigation	Open
290	5/23/10			Dakland	Customer Denies Access	Under Investigation	Open
291	5/23/10			Dakland	Customer Denies Access	Under Investigation	Open
292	5/23/10			San Jose	Customer Denies Access	Under Investigation	Open
293	5/23/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
294	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
295	5/24/10			Concord	Household items affected by SM installation	Under Investigation	Open
296	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
297	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
298	5/24/10			Livermore	Household items affected by SM installation	Under Investigation	Open
299	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
300	5/24/10			Dakland	Customer Denies Access	Under Investigation	Open
301	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
302	5/24/10			Dakland	Customer Denies Access	Under Investigation	Open
303	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
304	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
305	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
306	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
307	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
308	5/24/10		1	Oakland	Customer Denies Access	Under Investigation	Open

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
309	5/24/10 5/24/10			Oakland Piedmont	Customer Denies Access Customer Denies Access	Under Investigation Under Investigation	Open Open
311	5/24/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
312	5/24/10			Pleasanton	Customer Denies Access	Under Investigation	Open
313	5/24/10			San Jose	Wellington Installer	Under Investigation	Open
314	5/24/10			Yuba City	Wellington Installer	Under Investigation	Open
315	5/24/10			Moraga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
316	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
317	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
318	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
319	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
320	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
321	5/25/10			W heatland	Wellington Installer	Under Investigation	Open
322	5/26/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
323	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
324	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
325	5/26/10			San Jose	Wellington Installer	Under Investigation	Open
326	5/26/10			San Pablo	Wellington Installer	Under Investigation	Open
327	5/27/10			Citrus Heights	Wellington Installer	Under Investigation	Open
328	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
329	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
330	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open
331	5/27/10			Richmond	Customer Denies Access	Under Investigation	Open
332	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
333	5/27/10		1	Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
334	5/28/10			Lemoore	Meter/Module Equipment	Under Investigation	Open
335	5/28/10			Port Costa	Customer Denies Access	Under Investigation	Open
336	5/28/10			San Jose	Wellington Installer	Under Investigation	Open
337	5/29/10			Clayton	Customer wants Smartmeter Removed	Under Investigation	Open
338	5/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
339	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
340	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
341	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
342	5/29/10			Richmond	Customer Denies Access	Under Investigation	Open
343	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
344	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
345	5/31/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
346	6/1/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
347	6/1/10			Livermore	Wellington Installer	Under Investigation	Open
348 349	6/1/10 6/2/10			Wheatland Bakersfield	Power Interruption	Under Investigation	Open
350	6/2/10				Household items affected by SM installation	Under Investigation	Open
351	6/2/10			Berkeley Cupertino	Customer wants Smartmeter Removed	Under Investigation	Open Open
352	6/2/10			Los Gatos	Wellington Installer Wellington Installer	Under Investigation Under Investigation	Open
353	6/3/10			Dakdale	Household items affected by SM installation	Under Investigation	Open
354	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
355					· ·	Under Investigation	Open
356	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
357	6/7/10			Corte Madera San Jose	Customer Denies Access	Under Investigation	Open
358	6/7/10				Household items affected by SM installation	Under Investigation	Open
359	6/8/10 6/8/10		1	Fresno Milnitos	Power Interruption Household items affected by SM installation	Under Investigation	Open
360	6/8/10		1	Milpitas Oakland	Customer Denies Access	Under Investigation	Open
361	6/8/10			Dakland Dakland	Customer Denies Access Customer Denies Access	Under Investigation	Open
362	6/8/10			Piedmont	Customer Denies Access Customer Denies Access	Under Investigation	Open
363	6/8/10			Redwood City	Wellington Installer	Under Investigation	Open
364	6/8/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
365	6/8/10			Santa Rosa Santa Rosa	Wellington Installer	Under Investigation	Open
366	6/9/10			Alameda	Wellington Installer	Under Investigation	Open
367	6/9/10			Concord	Customer Denies Access	Under Investigation	Open
368	6/9/10			Concord Oakland	Customer Denies Access Customer Denies Access	Under Investigation	Open
369	6/9/10		1	San Jose	Household items affected by SM installation	Under Investigation	Open
370	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
371	6/9/10			San Jose	Wellington Installer	Under Investigation	Open
372	6/10/10			Monte Rio	Wellington Installer	Under Investigation	Open
373	6/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
374	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
375	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
376	6/10/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
377	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
378	6/10/10		1	Vallejo	Household items affected by SM installation	Under Investigation	Open
379	6/11/10		1	Parkeley	Customer wants Smartmeter Removed	Under Investigation	Open
380	6/11/10		1	San Jose	Wellington Installer	Under Investigation	Open
	6/11/10		1	San Rafael	Customer Denies Access	Under Investigation	Open
381	0/11/10		1			Under Investigation	Open
381 382	6/11/10			Saratoga	Household items affected by SM installation	-	
382	6/11/10			Chinale Coving	Household items offeeted by CM in-t-II-1	Under Investigation	Onen
	6/11/10 6/11/10 6/13/10			Shingle Springs San Ramon	Household items affected by SM installation Customer Denies Access	Under Investigation Under Investigation	Open Open

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
386	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
387	6/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
388	6/14/10			San Jose	Wellington Installer	Under Investigation	Open
389	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
390	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
391	6/15/10			Dakland	Customer Denies Access	Under Investigation	Open
392	6/15/10]		Dakland	Customer Denies Access	Under Investigation	Open
393	6/15/10			Dakland	Customer wants Smartmeter Removed	Under Investigation	Open
394	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
395	6/15/10			Oakland Oakland	SmartMeter Customer Communication	Under Investigation	Open
396	6/15/10					Under Investigation	Open
397				Pittsburg	Household items affected by SM installation	Under Investigation	Open
398	6/15/10	1		Pleasant Hill	Customer Denies Access		
399	6/15/10			San Jose	Customer Denies Access	Under Investigation	Open
400	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
	6/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
401	6/15/10			San Jose	Wellington Installer	Under Investigation	Open
402	6/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
403	6/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
404	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
405	6/15/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
406	6/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
407	6/16/10			Dinuba	Customer Denies Access	Under Investigation	Open
408	6/16/10	1		Dakland	Customer Denies Access	Under Investigation	Open
409	6/16/10	1				Under Investigation	Open
410		1		Oakland	Customer Denies Access		<u> </u>
411	6/16/10	1		Oakland Oakland	Customer Denies Access	Under Investigation	Open
412	6/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
	6/16/10			Pollock Pines	Wellington Installer	Under Investigation	Open
413	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
414	6/16/10			San Jose	Wellington Installer	Under Investigation	Open
415	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
416	6/16/10			Santa Rosa	Wellington Installer	Under Investigation	Open
417	6/17/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
418	6/17/10			Concord	Customer Denies Access	Under Investigation	Open
419	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
420	6/17/10			Dakland	Customer Denies Access	Under Investigation	Open
421	6/17/10					Under Investigation	Open
422				Oakland	Customer Denies Access	Under Investigation	Open
423	6/17/10			Penryn	Household items affected by SM installation	-	
424	6/17/10			Pleasanton	Customer Denies Access	Under Investigation	Open
425	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
	6/17/10			San Francisco	Wellington Installer	Under Investigation	Open
426	6/17/10		l	San Jose	Customer Denies Access	Under Investigation	Open
427	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
428	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
429	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
430	6/17/10			San Jose	Wellington Installer	Under Investigation	Open
431	6/17/10			San Mateo	Wellington Installer	Under Investigation	Open
432	6/17/10			Sausalito	Customer Denies Access	Under Investigation	Open
433	6/17/10			Tracy	SmartMeter Customer Communication	Under Investigation	Open
434	6/17/10			Windsor	Customer Denies Access	Under Investigation	Open
435	6/18/10					Under Investigation	Open
436	6/18/10			Danville Danville	SmartMeter Customer Communication	Under Investigation	Open
437				Danville	Wellington Installer	Under Investigation	
438	6/18/10			Oakland Oakland	Customer Denies Access		Open
439	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
440	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
	6/18/10			Petaluma	Customer Denies Access	Under Investigation	Open
441	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
442	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
443	6/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
444	6/18/10			San Jose	Wellington Installer	Under Investigation	Open
445	6/18/10			Saratoga	Customer Denies Access	Under Investigation	Open
446	6/18/10			Tracy	Wellington Installer	Under Investigation	Open
447	6/20/10			Martinez	Household items affected by SM installation	Under Investigation	Open
448	6/20/10			Milpitas	Power Interruption	Under Investigation	Open
449	6/21/10					under investigation	Open
450				Newcastle	Household items affected by SM installation		
451	6/21/10				Customer Denies Access	under investigation	Open
451	6/21/10				Power Interruption	Under Investigation	Open
	6/21/10				Wellington Installer	Under Investigation	Open
453	6/21/10				Customer Denies Access	Under Investigation	Open
454	6/22/10			Fair Oaks	Network Equipment Installation	Under Investigation	Open
455	6/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
456	6/22/10			Olivehurst	Household items affected by SM installation	Under Investigation	Open
457	6/22/10				Customer Denies Access	Under Investigation	Open
458	6/22/10				Wellington Installer	Under Investigation	Open
459	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
460	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
461	6/23/10					Under Investigation	Open
462				Dakland Diadmont	Wellington Installer	Under Investigation	Open
	6/23/10		ı	Piedmont	Customer Denies Access	Ondor Invodugation	Open



Section	No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
Section Description Desc	463	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
Service Description of the process o		6/23/10			San Jose	Customer Denies Access		Open
Section		6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
Sent 1902 Sent 1		6/23/10			San Jose	Household items affected by SM installation		Open
Santage Declared process (April 1997) Santage (April 1997) Santa		6/23/10			San Jose	Wellington Installer		Open
Security		6/23/10			Santa Rosa	Wellington Installer		Open
507 2 920-0 TOROND. Shellweith items affected by 5M insulation. Under mestagation: Op- postage begy with growing that in the state of		6/23/10			Saratoga	Customer Denies Access	Under Investigation	Open
sociation (accompression for the comment of the com		6/23/10	}		Shingle Springs	Wellington Installer	Under Investigation	Open
252 252/10 255		6/24/10			Antioch	Household items affected by SM installation		Open
Supplied		6/24/10			Bodega Bay	Wellington Installer	Under Investigation	Open
April December D		6/24/10			Los Gatos	Customer Denies Access	Under Investigation	Open
Sea Dear Content		6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
Sept		6/24/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
Seption Sept	476	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
Arrival Special Spec	477	6/24/10			San Jose		Under Investigation	Open
According Continues Cont		6/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
Automotion	479	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
262910	480	6/25/10			Larkspur		Under Investigation	Open
Age	481	6/25/10			•		Under Investigation	Open
Moraga	482	6/26/10					Under Investigation	Open
Petaturna Quistorner wants Smartmeter Removed Moder Investigation Opt	483					Household items affected by SM installation	Under Investigation	Open
Plumas Lakes Wellington Installer Once Household ferms affected by SM Installation Open Sept	484]	l	-			Open
San Jose — Household Items affected by SM Installation Private Investigation Op- Sant Clara — Household Items affected by SM Installation Private Investigation Op- Sant Clara — Household Items affected by SM Installation Private Investigation Op- Activated Script Operation of Script Op	485							Open
San Jose Signate (28210) San Jose Santa Carra Household items affected by SM Installatord-Order Investigation Open Junior City Meter/Module Junior City Junior	486							Open
Santa Clara Household tiems affected by SM installation Under Investigation Ope Acade 196 628410 Junion City Meter/Module unsers and the Country of Acade (Investigation Ope Acade) Gozerno Acade (Investigation Ope Acade (Investi	487							Open
Dispose Disp	488					Household items affected by SM installation	Under Investigation	Open
490 62/89/10	489]					Open
Aption Customer Denies Access Unider Investigation Opio	490							Open
Age	491							Open
6/29/10	492							Open
Georgia Geor								Open
San Jose SmartMeter Customer Communication Linder Investigation Op- San Jose Mellington Installer Linder Investigation Op- San Jose Louisomer Denies Appeas Linder Investigation Op- San Jose Louisomer Denies Appeas Linder Investigation Op- San Jose Louisomer Denies Appeas Linder Investigation Op- San Jose Mellington Installer Linder Investigation Op- San Jose Customer wants Smartmeter Removed Linder Investigation Op- San Jose								Open
San Jose Mellington Installer Judice Investigation Op- der Gray10 San Jose Mellington Installer Judice Investigation Op- der Gray10 San Jose Mellington Installer Judice Investigation Op- der Gray10 San Jose Household Items affected by SM Installation Jose Gray10 Mellington Installer Op- der Investigation Op- der Gray10 Sakland Mellington Installer Op- der Investigation Op							-	Open
San Jose Wellington Installer Under Investigation Ope								Open
Fig.							-	
San Jose Household ferms affected by SM installation Damaged Other Household Appliances Residence Society Damaged Other Household Appliances Service Society Control C				l		-		
Mil Valley Wellington Installer Under Investigation Ope								
Dakland SmartMeter Customer Communication Under Investigation Ope								TOTAL PROPERTY OF THE PROPERTY
Saction								
Deskland Mellington Installer Under Investigation Ope								-
San Jose Customer wants Smartmeter Removed Under Investigation Ope 6/30/10 San Jose Wellington Installer Under Investigation Ope 6/30/10 Tracy Household Items affected by SM installation Under Investigation Ope 6/30/10 Tracy Household Items affected by SM installation Under Investigation Ope 6/30/10 Tracy Wellington Installer Under Investigation Ope 6/30/10 San Jose Customer wants Smartmeter Removed Under Investigation Ope 6/30/10 San Jose SmartMeter Customer Communication Under Investigation Ope 6/30/10 San Jose SmartMeter Ope 6/30/10 San Jose SmartMeter Ope 6/30/10 San Jose Customer Ope 7/4/10 San Jose Under Investigation Ope 7/4/10 San Jose Mellington Installer Under Investigation Ope 7/4/10 S							-	
San Jose Mellington Installer Under Investigation Ope Gravity Mellington Installer Under Investigation Ope San Jose Mellington Installer Under Investigation Ope San Jose Under Investigation Ope San Jose Under Investigation Ope San Jose Customer warts Santimeter Removed Under Investigation Ope San Jose Customer warts Santimeter Removed Under Investigation Ope San Jose Customer warts Santimeter Removed Under Investigation Ope San Jose Customer warts Santimeter Removed Under Investigation Ope San Jose Wellington Installer Under Investigation Ope San Jose Household Items affected by SM installation Under Investigation Ope San Jose Household Items affected by SM installation Under Investigation Ope John City Wellington Installer Under Investigation Ope John City Investigation Ope John City Investigation Ope John City Investigation Ope Joh							-	-
San Jose Mellington Installer Under investigation Ope San Jose Mellington Installer Under investigation Ope San Jose Mellington Installer Under investigation Ope G30/10 Fracy Household Items affected by SM installation Under investigation Ope G30/10 Fracy Mellington Installer Under investigation Ope G30/10 Fracy Mellington Installer Under investigation Ope						1		
San Jose Wellington Installer Under Investigation Ope								
Fig. 2016 Fig. 2017 Fig.								
Fracy Wellington Installer Under Investigation Ope								-
San Jose	$\overline{}$				_			
San Jose Customer wants Smartmeter Removed Under Investigation Ope San Jose Customer wants Smartmeter Removed Under Investigation Ope San Jose Customer wants Smartmeter Removed Under Investigation Ope San Jose SmartMeter Customer Communication Under Investigation Ope San Jose Wellington Installer Under Investigation Ope San Jose Wellington Installer Under Investigation Ope San Jose Unstance Deliver Secret Open Under Investigation Open San Jose Unstance Deliver Investigation Open Inve							-	_
San Jose Customer wants Smartmeter Removed Under Investigation Ope San Jose SmartMeter Customer Communication Under Investigation Ope San Jose SmartMeter Customer Communication Under Investigation Ope San Jose Wellington Installer Under Investigation Ope San Jose Customer Denies Access Customer does not want a SmartMeter Resol National Customer Denies Access Customer does not want a SmartMeter Resol Involved Investigation Ope Union City Wellington Installer Under Investigation Ope Ope Open Investigation Ope Open Investigation Open Investigation Open Investigation Open Open Investigation Open Investigation Open Investigation Open Open Investigation Ope	$\overline{}$							
San Jose SmartMeter Customer Communication Under Investigation Ope								
San Jose Wellington Installer Under Investigation Ope								Open
San Jose Customer Denies Access Customer does not want a SmartMeter Resol San Jose Household items affected by SM installation Under Investigation Ope Union City Wellington Installer Under Investigation Ope Ope Union City Wellington Installer Under Investigation Ope Ope Union City Wellington Installer Under Investigation Ope Ope Ope Union City Ope Ope Union City Wellington Installer Under Investigation Ope								
San Jose						-		Open
Display of the property of t								Resolved
Dakland Customer wants Smartmeter Removed No reason provided Resol		_						Open
Arvin Customer Denies Access Under Investigation Ope 520 7/5/10 Serkeley Mellington Installer Under Investigation Ope 521 7/6/10 Serkeley Wellington Installer Under Investigation Ope 522 7/6/10 San Toerville Customer Communication Under Investigation Ope 523 7/6/10 Paradise SmartMeter Customer Communication Under Investigation Ope 624 7/6/10 Petaluma Customer Denies Access Under Investigation Ope 625 7/6/10 Petaluma Customer Denies Access Under Investigation Ope 626 7/6/10 Paradise SmartMeter Customer Communication Under Investigation Ope 627 7/6/10 Santa Rosa Wellington Installer Under Investigation Ope 628 7/6/10 San Jose Household items affected by SM installatior Gas Appliance Not Working Resoin 630 7/7/10 San Jose Household items affected by SM installatior Under Investigation Ope 631 7/7/10 San Jose Wellington Installer Under Investigation Ope 632 7/6/10 San Jose Wellington Installer Under Investigation Ope 633 7/6/10 San Jose Wellington Installer Under Investigation Ope 634 7/8/10 San Jose Wellington Installer Under Investigation Ope 637 7/8/10 San Jose Wellington Installer Under Investigation Ope 638 7/8/10 San Jose Wellington Installer Under Investigation Ope 639 7/8/10 San Jose Wellington Installer Under Investigation Ope 630 7/8/10 San Jose Wellington Installer Under Investigation Ope 631 7/8/10 San Jose Wellington Installer Under Investigation Ope 632 7/8/10 San Jose Wellington Installer Under Investigation Ope 633 7/8/10 San Jose Wellington Installer Under Investigation Ope 634 7/8/10 San Jose Wellington Installer Under Investigation Ope 636 7/8/10 San Jose Wellington Installer Under Investigation Ope 637 7/8/10 San Jose Wellington Installer Under Investigation Under Investigation Ope 638 7/8/10 San Jose Wellington Installer Under Investigation Ope 638 7/8/10 San Jose Wellington Installer Under Investigation Ope 639 7/8/10 San Jose Wellington Installer Under Investigation Ope 640 Placerville Household items affected by SM installatior Damaged Other Household Appliances 64								Open
Solution								Resolved
Serkeley Wellington Installer Under Investigation Ope								Open
522 7/6/10 523 7/6/10 524 7/6/10 525 7/6/10 526 7/6/10 527 7/6/10 528 7/6/10 528 7/6/10 529 7/6/10 520 7/6/10 520 7/6/10 521 7/6/10 522 7/6/10 523 7/6/10 524 7/6/10 525 7/6/10 526 7/6/10 527 7/6/10 528 7/6/10 529 7/7/10 520 7/7/10 520 7/7/10 521 7/6/10 522 7/7/10 523 7/7/10 524 7/6/10 525 7/6/10 526 7/6/10 527 7/6/10 528 7/6/10 529 7/7/10 520 7/7/10 520 7/7/10 521 7/7/10 522 7/7/10 523 7/7/10 524 7/6/10 525 7/6/10 526 7/6/10 527 7/6/10 528 7/6/10 529 7/7/10 520 7/7/10 520 7/7/10 521 7/7/10 522 7/7/10 523 7/7/10 524 7/6/10 525 7/6/10 526 7/6/10 527 7/6/10 528 7/6/10 529 7/7/10 520 7/7/10 520 7/7/10 521 7/7/10 522 7/7/10 523 7/7/10 524 7/6/10 525 7/6/10 526 7/6/10 527 7/6/10 528 7/6/10 529 7/7/10 520 7/7/10 520 7/7/10 521 7/7/10 522 7/7/10 523 7/7/10 524 7/6/10 525 7/6/10 526 7/6/10 527 7/6/10 528 7/6/10 529 7/7/10 520 7/7/10 520 7/7/10 521 7/7/10 522 7/7/10 523 7/8/10 524 7/6/10 525 7/8/10 526 7/8/10 527 7/8/10 528 7/8/10 529 7/8/10 520 7/6/10 520 7/6/10 521 7/6/10 522 7/6/10 523 7/8/10 524 7/6/10 525 7/8/10 526 7/8/10 527 7/8/10 528 7/8/10 529 7/8/10 520 7/6/10 520 7/6/10 520 7/6/10 520 7/6/10 520 7/6/10 521 7/6/10 522 7/6/10 523 7/8/10 524 7/6/10 525 7/6/10 526 7/6/10 527 7/6/10 528 7/6/10 529 7/7/10 520 7/6/10 520 7/6/10 520 7/6/10 520 7/6/10 521 7/6/10 522 7/7/10 523 7/6/10 524 7/6/10 525 7/6/10 526 7/6/10 527 7/6/10 528 7/6/10 529 7/6/10 520 7/6/10 520 7/6/10 520 7/6/10 520 7/6/10 520 7/6/10 520 7/6/10 520 7/6/10 520 7/6/10 520 7/6/10 520 7/6/10 520 7/6/10 520 7/6/10 520 7/6/10 520 7/6/10 521 7/6/10 522 7/6/10 523 7/6/10 524 7/6/10 525 7/6/10 526 7/6/10 527 7/6/10 527 7/6/10 528 7/6/10 529 7/6/10 520 7/6/10								Open
523 7/6/10 524 7/6/10 525 7/6/10 526 7/6/10 527 7/6/10 528 7/6/10 529 7/7/10 520 7/7/10 520 7/7/10 521 7/7/10 522 7/7/10 523 7/7/10 524 7/7/10 525 7/6/10 526 7/6/10 527 7/6/10 528 7/6/10 529 7/7/10 529 7/7/10 520 7/7/10 520 7/7/10 521 7/7/10 522 7/7/10 523 7/7/10 524 7/7/10 525 7/7/10 526 7/7/10 527 7/7/10 528 7/7/10 529 7/7/10 520 7/7/10 520 7/7/10 521 7/7/10 522 7/7/10 523 7/7/10 524 7/7/10 525 7/7/10 526 7/7/10 527 7/7/10 528 7/7/10 529 7/7/10 520 7/7/10 520 7/7/10 521 7/7/10 522 7/7/10 523 7/7/10 524 7/7/10 525 7/7/10 526 7/7/10 527 7/7/10 528 7/7/10 529 7/7/10 520 7/7/10 520 7/7/10 521 7/7/10 522 7/7/10 523 7/7/10 524 7/7/10 525 7/7/10 526 7/7/10 527 7/7/10 528 7/7/10 529 7/7/10 530 7/7/10 531 7/7/10 531 7/7/10 532 7/7/10 533 7/8/10 534 7/8/10 535 7/8/10 536 7/8/10 537 7/8/10 538 7/8/10 539 7/8/10 530 7/8/10 530 7/8/10 531 7/8/10 532 7/8/10 533 7/8/10 534 7/8/10 535 7/8/10 536 7/8/10 537 7/8/10 538 7/8/10 539 7/8/10 540 7/8/10 550 7/8/10 551 7/8/10 552 7/8/10 553 7/8/10 553 7/8/10 553 7/8/10 554 7/8/10 555 7/8/10 555 7/8/10 557 7/8/10 558 7/8/10 558 7/8/10 568 7/8/10 579 7/8/10 579 7/8/10 570 7/8/10								Open
524 7/6/10 525 7/6/10 526 7/6/10 527 7/6/10 528 7/6/10 529 7/7/10 529 7/7/10 520 7/7/10 520 7/7/10 521 7/7/10 522 7/7/10 523 7/7/10 524 7/6/10 525 7/8/10 527 7/6/10 528 7/6/10 529 7/7/10 529 7/7/10 520 7/7/10 520 7/7/10 520 7/7/10 521 7/7/10 522 7/7/10 523 7/8/10 524 7/8/10 525 7/8/10 527 7/8/10 528 7/8/10 529 7/7/10 520 7/7/10 520 7/7/10 521 7/7/10 522 7/7/10 523 7/8/10 524 7/8/10 525 7/8/10 526 7/8/10 527 7/8/10 528 7/8/10 529 7/7/10 520 7/7/10 520 7/7/10 521 7/7/10 522 7/7/10 523 7/8/10 524 7/8/10 525 7/8/10 526 7/8/10 527 7/8/10 528 7/8/10 529 7/8/10 520 7/8/10 520 7/8/10 520 7/8/10 521 7/8/10 522 7/7/10 523 7/8/10 524 7/8/10 525 7/8/10 526 7/8/10 527 7/8/10 528 7/8/10 529 7/8/10 520 7/8/10 520 7/8/10 521 7/8/10 522 7/8/10 523 7/8/10 524 7/8/10 525 7/8/10 526 7/8/10 527 7/8/10 528 7/8/10 529 7/8/10 529 7/8/10 520 7/8/10 520 7/8/10 520 7/8/10 521 7/8/10 522 7/8/10 523 7/8/10 524 7/8/10 525 7/8/10 526 7/8/10 527 7/8/10 528 7/8/10 529 7/8/10 520 7/8/10 520 7/8/10 520 7/8/10 520 7/8/10 521 7/8/10 522 7/8/10 523 7/8/10 524 7/8/10 525 7/8/10 526 7/8/10 527 7/8/10 528 7/8/10 529 7/8/10 529 7/8/10 520 7/8/10 520 7/8/10 520 7/8/10 521 7/8/10 522 7/8/10 523 7/8/10 524 7/8/10 525 7/8/10 526 7/8/10 527 7/8/10 528 7/8/10 529 7/8/10 529 7/8/10 520 7/8/10 520 7/8/10 520 7/8/10 520 7/8/10 520 7/8/10 520 7/8/10 520 7/8/10 521 7/8/10 522 7/8/10 523 7/8/10 524 7/8/10 525 7/8/10 526 7/8/10 527 7/8/10 528 7/8/10 529 7/8/10 529 7/8/10 520 7/8/10 520 7/8/10 520 7/8/10 520 7/8/10 520 7/8/10 520 7/8/10 521 7/8/10 522 7/8/10 523 7/8/10 524 7/8/10 525 7/8/10 526 7/8/10 527 7/8/10 528 7/8/10 528 7/8/10 529 7/8/10 520 7/8/10							-	Open
Placerville Wellington Installer Under Investigation Ope								Open
Santa Rosa Wellington Installer Under Investigation Ope 527 7/6/10 528 7/6/10 529 7/7/10 520 7/7/10 520 7/7/10 521 7/6/10 522 7/7/10 523 7/7/10 524 7/6/10 525 7/7/10 525 7/7/10 526 7/7/10 527 7/7/10 527 7/7/10 528 7/7/10 529 7/7/10 529 7/7/10 520 7/7/10 520 7/7/10 521 7/7/10 522 7/7/10 523 7/8/10 524 7/8/10 525 7/8/10 526 7/8/10 527 7/8/10 528 7/8/10 529 7/8/10 520 7/8/10 520 7/8/10 521 7/8/10 522 7/8/10 523 7/8/10 524 7/8/10 525 7/8/10 526 7/8/10 527 7/8/10 528 7/8/10 529 7/8/10 530 7/8/10 531 7/8/10 532 7/8/10 533 7/8/10 534 7/8/10 535 7/8/10 536 7/8/10 537 7/8/10 538 7/8/10 539 7/8/10 530 7/8/10 530 7/8/10 531 7/8/10 532 7/8/10 533 7/8/10 534 7/8/10 535 7/8/10 536 7/8/10 537 7/8/10 538 7/8/10 539 7/8/10 540 7/8/10 550 7/8/10 551 7/8/10 552 7/8/10 553 7/8/10 553 7/8/10 553 7/8/10 554 7/8/10 555 7/8/10 555 7/8/10 556 7/8/10 567 7/8/10 568 7/8/10 578 7/8/10 589 7/8/10 580 7/8/10		_						Open
Stockton SmartMeter Customer Communication Under Investigation Ope 528 7/6/10 529 7/7/10 530 7/7/10 531 7/7/10 531 7/7/10 532 7/7/10 533 7/8/10 534 7/8/10 535 7/8/10 536 7/8/10 537 7/8/10 538 7/8/10 539 7/8/10 540 7/8/10 551 7/8/10 552 7/8/10 553 7/8/10 553 7/8/10 553 7/8/10 554 7/8/10 555 7/8/10 555 7/8/10 557 7/8/10 558 7/8/10 559 7/8/10 559 7/8/10 550 7/8/10 550 7/8/10 551 7/8/10 552 7/8/10 553 7/8/10 553 7/8/10 554 7/8/10 555 7/8/10 555 7/8/10 557 7/8/10 558 7/8/10 559 7/8/10 569 7/8/10 570 7/8/10						-		Open
528 7/6/10 San Jose Household items affected by SM installation Gas Appliance Not Working Resol Richmond Household items affected by SM installation Under Investigation Ope San Jose Household items affected by SM installation Under Investigation Ope San Jose Wellington Installer Under Investigation Ope San Jose Wellington Installer Under Investigation Ope Oakland Customer wants Smartmeter Removed Radio Frequency Concerns Resol Marysville Wellington Installer Under Investigation Ope Oakland Oakla								Open
Figure 1. September 2. Septembe								Open
Fig. 17/10 San Jose Household items affected by SM installation Under Investigation Ope San Jose Household items affected by SM installation Under Investigation Ope San Jose Wellington Installer Under Investigation Ope Ope San Jose Wellington Installer Under Investigation Ope Ope San Jose Wellington Installer Under Investigation Ope Ope Saland Customer wants Smartmeter Removed Radio Frequency Concerns Resol Marysville Wellington Installer Under Investigation Ope Ope Ope Saland Wellington Installer Under Investigation Ope San Francisco SmartMeter Customer Communication Under Investigation Ope San Jose Wellington Installer Under Invest					San Jose	Household items affected by SM installation	Gas Appliance Not Working	Resolved
San Jose Household items affected by SM installation Under Investigation Ope San Jose Wellington Installer Under Investigation Ope Sal 7/8/10 San Jose Wellington Installer Under Investigation Ope Sal 7/8/10 San Francisco SmartMeter Customer Communication Under Investigation Ope San Francisco SmartMeter Customer Communication Under Investigation Ope San Jose Wellington Installer Under Investigation Ope San Jose Wellington I		_			Richmond	Household items affected by SM installation	Under Investigation	Open
San Jose Wellington Installer Under Investigation Ope 752 7/7/10 San Jose Wellington Installer Under Investigation Ope 753 7/8/10 San Jose Wellington Installer Under Investigation Ope 753 7/8/10 San Jose Wellington Installer Under Investigation Ope 753 7/8/10 San Jose Wellington Installer Under Investigation Ope 753 7/8/10 San Francisco SmartMeter Customer Communication Under Investigation Ope 753 7/8/10 San Jose Wellington Installer Under Investigation Ope 753 7/8/10 San Jose Wellington Installer Under Investigation Ope 753 7/8/10 San Jose Wellington Installer Under Investigation Ope 753 7/8/10 San Jose Wellington Installer Under Investigation Ope 754 7/8/10 San Jose Wellington Installer Under Investigation Ope 755 7/8/10 San Jose Wellington Installer Under Investigation Ope 756 7/8/10 San Jose Wellington Installer Under Investigation Ope 757 7/8/10 San Jose Wellington Installer Under Investigation Ope 758 7/8/10 San Jose Wellington Installer Under Investigation Ope 758 7/8/10 San Jose Wellington Installer Under Investigation Ope 758 7/8/10 San Jose Wellington Installer Under Investigation Ope 758 7/8/10 San Jose Wellington Installer Under Investigation Ope 758 7/8/10					San Jose	Household items affected by SM installation	Under Investigation	Open
5327/7/10OaklandCustomer wants Smartmeter RemovedRadio Frequency ConcernsResol5337/8/10MarysvilleWellington InstallerUnder InvestigationOpe5347/8/10OaklandWellington InstallerUnder InvestigationOpe5357/8/10PlacervilleHousehold items affected by SM installationUnder InvestigationOpe5367/8/10San FranciscoSmartMeter Customer CommunicationUnder InvestigationOpe5377/8/10San JoseWellington InstallerUnder InvestigationOpe5387/8/10Mountain ViewHousehold items affected by SM installationDamaged Other Household AppliancesResolution		7/7/10			San Jose			Open
Marysville Wellington Installer Under Investigation Ope 534 7/8/10 535 7/8/10 536 7/8/10 537 7/8/10 538 7/8/10 539 San Francisco SmartMeter Customer Communication Under Investigation Ope 530 San Jose Wellington Installer Under Investigation Ope 531 7/8/10 532 Mountain View Household items affected by SM installation Under Investigation Ope 533 Mountain View Household items affected by SM installation Damaged Other Household Appliances Resolution Damaged Other Household Ap		7/7/10			Oakland		Radio Frequency Concerns	Resolved
5347/8/10OaklandWellington InstallerUnder InvestigationOpe5357/8/10PlacervilleHousehold items affected by SM installationUnder InvestigationOpe5367/8/10San FranciscoSmartMeter Customer CommunicationUnder InvestigationOpe5377/8/10San JoseWellington InstallerUnder InvestigationOpe5387/8/10Household items affected by SM installationDamaged Other Household AppliancesResolution		7/8/10			Marysville		Under Investigation	Open
Flacerville Household items affected by SM installation Under Investigation Ope San Francisco SmartMeter Customer Communication Under Investigation Ope San Jose Wellington Installer Under Investigation Ope San Jose Wellington Installer Under Investigation Ope Mountain View Household items affected by SM installation Damaged Other Household Appliances Resolution		7/8/10				Wellington Installer		Open
536 7/8/10 San Francisco SmartMeter Customer Communication Under Investigation Ope 537 7/8/10 San Jose Wellington Installer Under Investigation Ope 538 7/8/10 Mountain View Household items affected by SM installation Damaged Other Household Appliances Resolution		7/8/10					Under Investigation	Open
537 7/8/10 San Jose Wellington Installer Under Investigation Ope 538 7/8/10 Mountain View Household items affected by SM installation Damaged Other Household Appliances Resolution	536							Open
538 7/8/10 Mountain View Household items affected by SM installation Damaged Other Household Appliances Resol	537							Open
	538					Household items affected by SM installation	Damaged Other Household Appliances	Resolved
Under Investigation Ope 1/9/10	539	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open



No.	Complaint Date	Customer Name	Account	Sandae City	Care Proposes	N. 6 5. C 1. 3. 4	
540	7/9/10	Customer Name	Account	Service City Dakland	Core Process Household items affected by SM installation	Nature of Complaint	Status Open
541	7/9/10	1		San Jose	•	Under Investigation	Open
542	7/9/10			Saratoga	Scheduling Problems Wellington Installer	Under Investigation	Open
543	7/9/10			Vacaville	Wellington Installer Customer Denies Access	Under Investigation	Open
544	7/9/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
545	7/10/10			Chico	Customer Denies Access	Under Investigation	Open
546	7/10/10			Forest Ranch	Household items affected by SM installation	Under Investigation	Open
547	7/11/10			San Jose		Damaged Other Household Appliances	Resolved
548	7/11/10			Byron	Household items affected by SM installation Household items affected by SM installation	Under Investigation	Open
549	7/12/10		ł	Campbell	Customer Denies Access	Under Investigation	Open
550	7/12/10			Campbell		Under Investigation	Open
551	7/12/10			Oakland	Wellington Installer	Under Investigation	Open
552	7/12/10			Santa Cruz	Wellington Installer	Under Investigation	Open
553	7/12/10				Customer wants Smartmeter Removed	Under Investigation	Open
554				Santa Rosa	Customer Denies Access	Under Investigation	Open
555	7/12/10 7/12/10			Sunnyvale	Household items affected by SM installation	Customer does not want a SmartMeter	Resolved
556				San Jose	Customer Denies Access	Under Investigation	PARTICULAR SPECIAL SPE
557	7/13/10			Amador City	SmartMeter Customer Communication	-	Open
558	7/13/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
559	7/13/10			Fairfax	Customer Denies Access	Under Investigation	Open
560	7/13/10			Grass Valley	Household items affected by SM installation	Under Investigation	Open
561	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
	7/13/10		I	Grass Valley	Wellington Installer	Under Investigation	Open
562	7/13/10		I	Oakland	Household items affected by SM installation	Under Investigation	Open
563	7/13/10		I	Saratoga	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
564	7/14/10		I	Felton	Customer Denies Access	Under Investigation	Open
565	7/14/10		I	Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
566	7/14/10		I	Petaluma	Wellington Installer	Under Investigation	Open
567	7/14/10		I	Placerville	Customer Denies Access	Under Investigation	Open
568	7/14/10		I	San Jose	Customer Denies Access	Under Investigation	Open
569	7/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
570	7/14/10			Vallejo	Wellington Installer	Under Investigation	Open
571	7/14/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
572	7/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
573	7/15/10			El Cerrito	Customer wants Smartmeter Removed	Under Investigation	Open
574	7/15/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
575	7/15/10		ľ	Petaluma	Wellington Installer	Under Investigation	Open
576	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
577	7/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
578	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
579	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
580	7/15/10			Dakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
581	7/15/10			Oakland	Customer Denies Access	Radio Frequency Concerns	Resolved
582	7/15/10			San Jose	Household items affected by SM installation	Damaged Fans	Resolved
583	7/15/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Resolved
584	7/16/10			Dakland Dakland	Customer Denies Access	Under Investigation	Open
585	7/16/10			Oakland	Customer Denies Access	Under Investigation	Open
586	7/16/10			Oakland Oakland		Under Investigation	Open
587	7/16/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
588	7/16/10			Santa Rosa	Meter/Module	Under Investigation	Open
589					Customer Denies Access	Other	Resolved
590	7/16/10 7/16/10			Emeryville Cancington	SmartMeter Customer Communication	Radio Frequency Concerns	Resolved
591	7/16/10			Kensington Lafavetto	Customer Popies Assess	Customer does not want a SmartMeter	Resolved
592	7/16/10			Lafayette	Customer Denies Access	Other	Resolved
593				San Francisco	Household items affected by SM installation	Other	Resolved
594	7/16/10			San Jose	Household items affected by SM installation	Other	
595	7/16/10			San Jose	Household items affected by SM installation		Resolved
596	7/16/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
597	7/17/10			Los Gatos	Household items affected by SM installation		Open
598	7/17/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
	7/18/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
599	7/19/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
600	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
601	7/19/10		l	Fairfax	Customer Denies Access	Under Investigation	Open
602	7/19/10		l	Fairfax	Customer Denies Access	Under Investigation	Open
603	7/19/10		l	Fairfax	Customer Denies Access	Under Investigation	Open
604	7/19/10		l	Fairfax	Customer Denies Access	Under Investigation	Open
605	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
606	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
607	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
608	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
609	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
610	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
611	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
612	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
613	7/19/10		l	Guerneville	Wellington Installer	Under Investigation	Open
614	7/19/10	ı		Los Gatos	Customer Denies Access	Under Investigation	Open
615	7/19/10			Oakland	Customer Denies Access	Under Investigation	Open
616	7/19/10			Oakland	Wellington Installer	Under Investigation	Open
			•				

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

Section Sect	Complai	int		The second secon			
No. Color			Account				
San Formische Potential profession Court reveloption Operation Potential Profession Potential Profession Potential Profession Potential Profession Profess	771071					9	·
Sea July							· -
Page 1997 Page 1997 Page 2997 Page	7,10,1				•		
Vallego Melington Insalater Open Typiston Common Common Service Accesses Common Service Acces	171071						<u> </u>
Content Cont	771071						•
Exercised Customer Communication Custome	171071				3		· ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '
reverses Smarthetic Customer Correctionation Christ Stationard does not work a Smarthetic Control Cont	771071				Guotornor Bornoo / todoco		
Datastand Customer Cenner Accesses Customer does not worst a Streamford Str	7,10,1				Cuoterner Denico / toccoo		200000000000000000000000000000000000000
December	171071				Official and Committee Com		
Section	771071						
Sent Care Wellington Installer Under Investigation Open	171071			San Carlos	Household items affected by SM installation	Under Investigation	
Staff Claims Staff Claims Wellington Installer Under Investigation Open Staff Claims Wellington Installer Control Investigation Open Ope	772071					Under Investigation	
Betraisey Customer warts Smartmeter Removed Batton Frequency Concerns Streeters Streeters Concerns Streeters Concerns Streeters Concerns Concer							Open
Solinias Network Equipment Installation Under Investigation Open					Training tark materials		Resolved
Montgan Blatt				-			Open
Sam. Jose						Under Investigation	Open
San Jose Mellington Installer Direct Investigation Open						Under Investigation	Open
San Jose Wellington Installer Under Investigation Open						Under Investigation	Open
Statis Rosa Wellengton Installater Under Investigation Conn. 2 Statis Rosa Wellengton Installater Dense Access Customer and a Smartfelder Resource 147,2110 Novato Customer wards Smartfelder Removed Raco Frequency Concerns Resource 147,2110 Dakland Customer Dense Access Customer and Smartfelder Resource 147,2110 Edit 7,72/10 Edit 7,72/10 Edit 7,72/10 Customer wards Smartfelder Removed Under Investigation Concerns Sheepeder Customer Dense Access Customer and Smartfelder Resource 147,2110 Edit 7,72/10 Edit 7,					i	Under Investigation	Open
Sarta Rosa Wellington Installer Under Investigation Open 1989 772/110 Open 1989 772/					1	Under Investigation	Open
Invator December	638 7/21/1	0			i	Under Investigation	Open
Dakland Customer Denies Access Customer does not wart a SmartMeter Secology 147, 722/10 14	639 7/21/1	0		Concord	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Fig. 17, 27210	640 7/21/1	0		Novato	Customer wants Smartmeter Removed	Radio Frequency Concerns	
Belvedere Customer Denies Ancess Customer does not want a SmartMeet Resident	172 17 1	0		Oakland	Customer Denies Access		200000000000000000000000000000000000000
Dampbell Household items affected by SM installation Dampset Computer Resolver	() LL	0		Emeryville			· · · · · · · · · · · · · · · · · · ·
Fairfax Customer Denies Access Customer does not wart a SmartMeter Dakland Customer Denies Access Customer does not wart a SmartMeter Resolver	172211	0		Belvedere			200720000000000000000000000000000000000
Daktand Customer Denies Access Customer does not wart a SmartMeter A	772271			Campbell	Household items affected by SM installation	Damaged Computer	
Dakkand SmartMeter Customer Communication andersials Resolved	172211	0		Fairfax	Suctoffice Berlies 7 to seed		BATACON TRANSPORTATION OF THE PARTY OF THE P
Santa Cruz Customer Denies Access Customer does not wart a SmartMeter Resolveri	77227				Cuotoffici Deffico / toocoo		
Paradise Household terms affected by SM installation/Under Investigation Open Sin 1/52/10 San Jose Customer Denies Access Under Investigation Open Sin 1/52/10 Denies Access Under Investigation Open Denies Access Under Investigation Open Open Open Open Open Open Open Ope	7,221				Official Model Continue Contin		
San Jose Customer Denies Access Dustomer does not wart a SmartMeter Received Premont Customer Denies Access Dustomer does not wart a SmartMeter Received Premont Premo	77227				Cuctoffic, Dolling , 100000		E77.02.02.02.02.02.02.02.02.02.02.02.02.02.
Fernant Customer Denies Access Customer does not want a Smarthleter Resolved	772071						<u> </u>
Dakland Customer Denies Access Customer does not want a SmantMeter Resolved Dakland Customer Denies Access Customer does not want a SmantMeter Resolved Dakland Customer Denies Access Customer does not want a SmantMeter Resolved Dakland Customer Denies Access Customer does not want a SmantMeter Resolved Dakland Customer Denies Access Customer does not want a SmantMeter Resolved Dakland Customer Denies Access Customer does not want a SmantMeter Resolved Dakland Customer Denies Access Customer does not want a SmantMeter Resolved Dakland Customer Denies Access Customer does not want a SmantMeter Resolved Dakland Customer Denies Access Customer does not want a SmantMeter Resolved Dakland Customer Denies Access Customer does not want a SmantMeter Resolved Dakland Customer Denies Access Customer does not want a SmantMeter Resolved Dakland Customer Denies Access Customer does not want a SmantMeter Resolved Dakland Customer Denies Access Customer does not want a SmantMeter Resolved Dakland Customer Denies Access Customer does not want a SmantMeter Resolved Dakland Customer Denies Access Customer does not want a SmantMeter Resolved Dakland Customer Denies Access Customer Denies Access Customer Denies Access Dakland Customer Denies Access Customer Denies Access Dakland Customer Denies Access Customer Denies Access Dakland Daklan	172011						<u> </u>
Dakland Customer Denies Access Customer does not want a SmanMeter Resolved Dakland Customer Denies Access Customer does not want a SmanMeter Resolved Dakland Customer Denies Access Customer does not want a SmanMeter Resolved Dakland Customer Denies Access Customer does not want a SmanMeter Resolved Dakland Customer Denies Access Customer does not want a SmanMeter Resolved Dakland Customer Denies Access Customer does not want a SmanMeter Resolved Dakland Customer Denies Access Customer does not want a SmanMeter Resolved Dakland Customer Denies Access Customer does not want a SmanMeter Resolved Dakland Customer Denies Access Customer does not want a SmanMeter Resolved Dakland Customer Denies Access Customer does not want a SmanMeter Resolved Dakland Customer Denies Access Customer does not want a SmanMeter Resolved Dakland Customer Denies Access Under Investigation Dakland Customer Denies Access Under Investigation Customer Denies Access Customer does not want a SmanMeter Resolved Dakland Customer Version Customer Denies Access Under Investigation Customer Denies Access Customer Denies Access Under Investigation Customer Denies Access Customer Denies Acc	172011				Custoffie, Bernet, 18866		
Dakland Customer Denies Access Customer does not want a SmartfMeter Resolved Sci 77.23/10 Dakland Customer Denies Access Customer does not want a SmartfMeter Resolved Cast Tyr. 23/10 Dakland Customer Denies Access Customer does not want a SmartfMeter Dakland Customer Denies Access Customer does not want a SmartfMeter Dakland Customer Denies Access Customer does not want a SmartfMeter Dakland Customer Denies Access Customer does not want a SmartfMeter Dakland Customer Denies Access Customer does not want a SmartfMeter Dakland Customer Denies Access Customer does not want a SmartfMeter Dakland Customer Denies Access Customer does not want a SmartfMeter Dakland Customer Denies Access Customer does not want a SmartfMeter Dakland Customer Denies Access Under Investigation Dakland Customer Denies Access Under Investigation Open Dakland Customer Denies Access Under Investigation Open Dakland Customer Denies Access Under Investigation Open Dakland Customer Denies Access Customer does not want a SmartfMeter Resolved Dakland Customer Denies Access Under Investigation Open Dakland Customer Denies Access Customer does not want a SmartfMeter Dakland Customer Denies Access Customer does not want a SmartfMeter Dakland Customer Denies Access Customer does not want a SmartfMeter Dakland Customer Denies Access Customer does not want a SmartfMeter Dakland Customer Denies Access Customer does not want a SmartfMeter Dakland Customer Denies Access Customer does not want a SmartfMeter Dakland Dakland Customer Denies Access Customer does not want a SmartfMeter Dakland Dakland Customer Denies Access Customer does not want a SmartfMeter Dakland Dakland Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer does not want a SmartfMeter Dakland Dakland Customer Denies Access Customer does not want a SmartfMeter Dakland Customer Denies Access Customer does not want a SmartfMeter Dakland Customer Denies Access Customer does not want a SmartfMeter Dakland Customer Denies Access Under Investigation	772071				Cucterrior Derillocation		
Dakland Customer Denies Access Customer does not wart a SmartMeter Resolved Section Page 1973 Page 1	772011						The state of the s
Dakland Customer Denies Access Customer does not wart a SmartMeter Resolved S77 7723/10 Dakland Customer Denies Access Customer does not wart a SmartMeter Resolved Customer Penies Access Customer does not wart a SmartMeter Resolved Customer Penies Access Customer does not wart a SmartMeter Resolved Customer Penies Access Customer does not wart a SmartMeter Resolved Customer Penies Access Customer does not wart a SmartMeter Resolved Dakland Customer Penies Access Customer does not wart a SmartMeter Resolved Customer Penies Access Customer does not wart a SmartMeter Resolved Customer Penies Access Under Investigation Open Dakland Customer Denies Access Under Investigation Open Sacramento Customer Denies Access Under Investigation Open Dakland Customer Penies Access Under Investigation Open Dakland Customer Penies Access Under Investigation Open Dakland Under Investigation Open Dakland Under Investigation Open Dakland Under Investigation Open Dakland Wellington Installer Under Investigation Open Dakland Wellington Installer Under Investigation Open Dakland Wellington Installer Under Investigation Open Dakland Open Dakland Open Denies Access Customer does not wart a SmartMeter Dakland Dakland Open Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Under Investigation Open Dakland Customer Denies Access Under Investigation Open Dakland Customer Denies Access Under Investigatio	772071				Gudterner Berneer teeded		
Dakland Customer Denies Access Customer does not want a SmartMeter Resolved	7,20,1				Cuoterner Denied / todado		CANDON CONTRACTOR AND
Dakland Customer Denies Access Customer does not want a SmartMeter Resolved San Jose Alaland Customer Denies Access Customer does not want a SmartMeter Resolved Dakland Customer Wants Smartmeter Removed Unhappy with SM Program Resolved	172011				Ductorner Berneer teecee		CONTRACTOR
Dakland Customer Denies Access Customer dees not wart a SmartMeter Resolved	172011				Cuotoffici Deffico / toocoo		
Dakland Customer wants Smartmeter Removed Unhappy with SM Program Reackvet	172011				Cuotorner Denico / toocoo		2/4/20/20/20/20/20/20/20/20/20/20/20/20/20/
San Jose	772071				Guotornor Bornoc / tococo		PROCESSOR STATES AND ADDRESS OF
Dakland Customer Denies Access Under Investigation Open	7,20,1			San Jose			
Sacramento Sacramento Customer Denies Access Under Investigation Open	172071						
Dakland Customer Denies Access Customer does not want a SmartMeter Resolved	772 0 1				- data in a contract in a cont		
Castand	172 01				Gueterner Berneer teecee		·
Scrowland Household items affected by SM installation Under Investigation Open	772 0 1				- dottolinar - dottod		200000000000000000000000000000000000000
Dakland Wellington Installer Under Investigation Open							***************************************
San Jose Household items affected by SM installation Under Investigation Open							
San Jose Wellington Installer Under Investigation Open				San Jose			
San Jose Wellington Installer Under Investigation Open							Open
San Jose Wellington Installer Under Investigation Open 672 7/26/10 673 7/26/10 674 7/26/10 675 7/26/10 676 7/26/10 677 7/26/10 678 7/26/10 679 7/26/10 679 7/26/10 670 7/26/10 670 7/26/10 670 7/26/10 671 7/26/10 671 7/26/10 672 7/26/10 673 7/26/10 674 7/26/10 675 7/26/10 676 7/26/10 677 7/26/10 677 7/26/10 678 7/26/10 679 7/26/10 670 7/26/10 670 7/26/10 671 7/26/10 671 7/26/10 672 7/26/10 673 7/26/10 674 7/26/10 675 7/26/10 676 7/26/10 677 7/26/10 677 7/26/10 678 7/26/10 679 7/26/10 680 7/27/10 680 7/27/10 680 7/27/10 681 7/27/10 682 7/27/10 683 7/27/10 684 7/27/10 685 7/27/10 686 7/27/10 686 7/27/10 687 7/27/10 688 7/27/10 688 7/27/10 688 7/27/10 688 7/27/10 688 7/27/10 688 7/27/10 688 7/27/10 689 7/27/10 680 7/27/10	172071				rremingter metaner		
San Jose Wellington Installer Under Investigation Open					Training territories	-	Open
Hayward Customer Denies Access Customer does not want a SmartMeter Resolved Hayward Customer Denies Access Customer does not want a SmartMeter Resolved Hayward Customer Denies Access Customer does not want a SmartMeter Resolved Customer Denies Access Customer does not want a SmartMeter Resolved Customer Denies Access Customer does not want a SmartMeter Resolved Customer Denies Access Customer does not want a SmartMeter Resolved Customer Denies Access Customer does not want a SmartMeter Resolved Customer Denies Access Customer does not want a SmartMeter Resolved Customer Denies Access Customer does not want a SmartMeter Resolved Customer Denies Access					9	Under Investigation	Open
Hayward Customer Denies Access Customer does not want a SmartMeter Resolved	673 7/26/1				1	Customer does not want a SmartMeter	
Dakland Customer Denies Access Customer does not want a SmartMeter Resolved						Customer does not want a SmartMeter	Resolved
Cakland Customer Denies Access Customer does not want a SmartMeter Resolved SmartMeter Customer Communication Radio Frequency Concerns Resolved San Jose Household items affected by SM installation Damaged Computer Resolved Chico Wellington Installer Under Investigation Open Grass Valley Customer Denies Access Under Investigation Open Moss Landing Customer Denies Access Under Investigation Open Oakland Octomer Denies Access Under Investigation Open Octomer Denies Access Under Inv	675 7/26/1					Customer does not want a SmartMeter	
Dakland SmartMeter Customer Communication Radio Frequency Concerns Resolved	676 7/26/1				Dudition Donner to to to		
San Jose Household items affected by SM installation Damaged Computer Resolved Chico Wellington Installer Under Investigation Open G80 7/27/10 Grass Valley Customer Denies Access Under Investigation Open G81 7/27/10 G82 7/27/10 G83 7/27/10 G84 7/27/10 G85 7/27/10 G86 7/27/10 G86 7/27/10 G86 7/27/10 G87 7/27/10 G88 7/27/10 G88 7/27/10 G88 7/27/10 G88 7/27/10 G88 7/27/10 G89 7/27/10 G89 7/27/10 G89 7/27/10 G89 7/27/10 G80 7/27/10 G81 7/27/10 G81 7/27/10 G82 7/27/10 G83 7/27/10 G84 7/27/10 G85 7/27/10 G86 7/27/10 G87 7/27/10 G88 7/27/10 G89 7/	677 7/26/1			Oakland			500000000000000000000000000000000000000
Chico Wellington Installer Under Investigation Open Grass Valley Customer Denies Access Under Investigation Open 680 7/27/10 681 7/27/10 682 7/27/10 683 7/27/10 684 7/27/10 685 7/27/10 686 7/27/10 686 7/27/10 687 7/27/10 688 7/27/10 688 7/27/10 689 7/27/10 689 7/27/10 690 7/27/10 690 7/27/10 691 7/27/10 692 7/27/10 692 7/27/10 696 Grass Valley Customer Denies Access Under Investigation Open 691 7/27/10 692 7/27/10 692 7/27/10 696 Grass Valley Customer Denies Access Under Investigation Open 698 Open 699 Open 699 Open 690 Open 690 Open 690 Open 690 Open 690 Open 690 Open 691 7/27/10 692 Open 692 Open 692 Open 698 Open 699 Open	772071	0		San Jose	Household items affected by SM installation	Damaged Computer	Resolved
681 7/27/10 682 7/27/10 683 7/27/10 684 7/27/10 685 7/27/10 685 7/27/10 686 7/27/10 686 7/27/10 687 7/27/10 688 7/27/10 689 7/27/10 689 7/27/10 680 7/27/10 680 7/27/10 681 7/27/10 682 7/27/10 683 7/27/10 684 7/27/10 685 7/27/10 686 7/27/10 687 7/27/10 688 7/27/10 689 7/27/10 689 7/27/10 680 7/	679 7/27/1				Wellington Installer	Under Investigation	
Moss Landing Customer wants Smartmeter Removed Under Investigation Open	1,21,1	0		Grass Valley	Customer Denies Access		· · · · ·
6837/27/10DaklandCustomer Denies AccessUnder InvestigationOpen6847/27/10DaklandCustomer Denies AccessUnder InvestigationOpen6857/27/10DaklandCustomer Denies AccessUnder InvestigationOpen6867/27/10DaklandCustomer Denies AccessUnder InvestigationOpen6877/27/10DaklandCustomer Denies AccessUnder InvestigationOpen6887/27/10DaklandCustomer Denies AccessUnder InvestigationOpen6897/27/10DaklandCustomer Wants Smartmeter RemovedUnder InvestigationOpen6907/27/10DaklandSmartMeter Customer CommunicationUnder InvestigationOpen6917/27/10DaklandWellington InstallerUnder InvestigationOpen6927/27/10Penn ValleyCustomer Denies AccessUnder InvestigationOpen	172171	0		Los Altos Hills			
684 7/27/10 685 7/27/10 686 7/27/10 687 7/27/10 688 7/27/10 688 7/27/10 689 7/27/10 689 7/27/10 680 7/27/10				Moss Landing	Customer wants Smartmeter Removed	-	
Customer Denies Access Under Investigation Open	172771			Oakland	Customer Denies Access	-	· -
686 7/27/10 Cakland Customer Denies Access Under Investigation Open Cakland Customer Wants Smartmeter Removed Under Investigation Open Cakland SmartMeter Customer Communication Under Investigation Open Cakland Wellington Installer Under Investigation Open Cakland Wellington Installer Under Investigation Open Cakland Wellington Installer Under Investigation Open Cakland Vellington Installer Under Investigation Open Cakland Vellington Installer Under Investigation Open Cakland Vellington Installer Under Investigation Open Cakland Outcomer Denies Access Under Investigation Open	684 7/27/1	0					
687 7/27/10 Cakland Customer Denies Access Under Investigation Open Customer Wants Smartmeter Removed Under Investigation Open Customer Wants Smartmeter Removed Under Investigation Open Customer Customer Communication Under Investigation Open Customer Customer Communication Under Investigation Open Customer Customer Communication Under Investigation Open Customer Denies Access Under Investigation Open	172171				Customer Denies Access	-	<u> </u>
688 7/27/10 689 7/27/10 689 7/27/10 690 7/27/10 691 7/27/10 692 7/27/10 692 7/27/10 698 7/27/10 699 7/27/10 690 7/27/10 690 7/27/10 691 7/27/10 692 7/27/10 693 7/27/10 694 7/27/10 695 7/27/10 696 7/27/10 697 7/27/10 698 7/27/10 698 7/27/10 699 7/27/10 699 7/27/10 690 7/27/10 690 7/27/10 690 7/27/10 690 7/27/10 690 7/27/10 690 7/27/10 690 7/27/10 690 7/27/10 690 7/27/10 690 7/27/10 690 7/27/10 690 7/27/10 690 7/27/10 690 7/27/10 690 7/27/10 690 7/27/10	77277	0		Oakland			
689 7/27/10 Oakland Customer wants Smartmeter Removed Under Investigation Open Ope	172171				Gueterner Berneer teecee		
690 7/27/10 Oakland SmartMeter Customer Communication Under Investigation Open Ope	172771					-	· •
691 7/27/10 Oakland Wellington Installer Under Investigation Open 692 7/27/10 Penn Valley Customer Denies Access Under Investigation Open	172771						
692 7/27/10 Penn Valley Customer Denies Access Under Investigation Open	172771					-	<u> </u>
	772771				i		
Pleasant Hill Household items affected by SM installation Under Investigation Open	1,21,1						
	693 7/27/1	0		Pleasant Hill	Household items affected by SM installation	Under Investigation	Open

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

Section Description Desc	No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
Designation	694	7/27/10				-	Under Investigation	Open
Designation								
Dasbarred Demis Accesse Judei rives grapion Open 728/19 Dasbarred Demis Accesse Judei rives grapion Open Open		t	1					RESIDENCE OF THE PROPERTY OF T
December 1998 Justice		t	-					233333333333333333333333333333333333333
Daklard Household Brims affected by Ski industation, More Invest gross Open								
Dealman Wellington Installer Under Investigation Open Pagenrell			4					
Paces wille Weitingfort Installer Under Investigation Cybin 1987 792810 San Jose Luctorer Deviers Access Sul Installation (Installation (Insta								_
San Jose Country Description Descrip		t	4				-	
Sm. Joseph Household Immer afferded by 5th industrated - Novel meetingstine Open 1709 728910. Sm. Joseph Melleroff, Desponsibility of the Sm. Joseph Melle		t	4			-	-	
San Jose Metwork Sayment Installation Under Investigation Open 1703 7/28/10 San Jose Smartifeter Customer Communication Under Investigation Open 1704 7/28/10 San Jose Smartifeter Customer Communication Under Investigation Open 1705 7/28/10 San Jose Smartifeter Customer Communication Under Investigation Open 1707 7/28/10 San Say 10 Value Smartifeter Customer Communication Under Investigation Open 1707 7/28/10 San Say 10 San			-					•
San Joseph San Joseph San Joseph San Joseph San Joseph Wellington Installater United Investigation Open San Joseph Wellington Installater Open San Joseph Wellington Installater Open San Joseph Sa			4					· .
San Jose Wellington Installer Morel investigation San Jose Wellington Installer Morel investigation Felalurus Castomer Dense Access Louismer does not want a SmartMolen Felalurus Castomer Dense Access Louismer does not want a SmartMolen Felalurus Castomer Dense Access Louismer does not want a SmartMolen Felalurus Castomer Dense Access Louismer does not want a SmartMolen Felalurus Castomer Dense Access Louismer does not want a SmartMolen Control Castomer Dense Access Louismer Dense Access Morel investigation Control Dense Access Louismer Dense Access			-				_	
Sen Joseph (Jesting) Sen Josep								<u> </u>
Petalum							_	
Sam Rafuel Dustorme Durines Access Justomer does not word a Grandfaller Response			-					<u> </u>
## 1729/10 ## 172			4					
Dakland Customer Denes Access Lived investigation Open 714 728/10. Dakland Customer Denes Access Lived investigation Open 715 728/10. Dakland Customer Denes Access Lived investigation Open 716 728/10. Dakland Customer Denes Access Lived investigation Open 717 728/10. Dakland Customer Denes Access Lived investigation Open 718 728/10. Dakland Customer Denes Access Lived investigation Open 719 728/10. Dakland Customer Denes Access Lived investigation Open 719 728/10. Dakland Customer Denes Access Lived investigation Open 719 728/10. Dakland Customer Denes Access Lived investigation Open 719 728/10. Dakland Mellengton Installer Mellengton Installer Denes Access 100 728/10. Dakland Mellengton Installer Denes Access Lived Investigation Open 717 728/10. Placerville Household terms affected by SM installation-Under Investigation Open 718 728/10. Dakland Mellengton Installer Denes Access Lived Investigation Open 719 728/10. Dakland Mellengton Installer Denes Access Customer does not war a SenarAlver Lived Investigation Open 710 728/10. Dakland Mellengton Installer Denes Access Customer does not war a SenarAlver Lived Investigation Open 710 728/10. Dakland Mellengton Installer Denes Access Customer does not war a SenarAlver Lived Investigation Open 710 728/10. Dakland Mellengton Installer Denes Access Customer does not war a SenarAlver Lived Investigation Open 710 728/10. Dakland Mellengton Installer Denes Access Customer does not war a SenarAlver Lived Investigation Open 710 728/10. Dakland Mellengton Installer Denes Access Customer does not war a SenarAlver Lived Investigation Open 710 728/10. Dakland Mellengton Installer Denes Access Customer does not war a SenarAlver Lived Investigation Open 710 728/10. Dakland Mellengton Installer Denes Access Customer does not war a SenarAlver Lived Investigation Open 710 728/10. Dakland Mellengton Installer Denes Access Customer does not war a SenarAlver Lived Investigation Open 710 728/10. Dakland Mellengton Installer Denes Access Customer does not war a Sen			4					
Dakland Customer Dense Anceses More Investigation Open 715 772910 Dakland Customer Dense Anceses More Investigation Open 716 772910 Dakland Customer Dense Anceses More Investigation Open 717 772910 Dakland Customer Dense Anceses More Investigation Open 718 772910 Dakland Customer Dense Anceses More Investigation Open 719 772910 Dakland Customer Dense Anceses More Investigation Open 710 772910 Dakland Customer Wards Stratification Investigation Open 720 772910 Dakland Household Intern affected by SM installation More Investigation Open 721 772910 Placerville Household Intern affected by SM installation More Investigation Open 722 772910 Placerville Household Intern affected by SM installation More Investigation Open 723 772910 Placerville Household Intern affected by SM installation More Investigation Open 724 772910 David More Investigation Open 725 772910 David More Investigation Open 726 772910 David More Investigation Open 727 772910 David More Investigation Open 728 772910 David More Investigation Open 729 772910 David More Investigation Open 729 772910 David More Investigation Open 720 772910 David More Investigation Open 721 772910 David More Investigation Open 722 772910 David More Investigation Open 723 772910 David More Investigation Open 724 772910 David More Investigation Open 725 772910 David More Investigation Open 726 772910 David More Investigation Open 727 772910 David More Investigation Open 728 772910 David More Investigation Open 729 772910 David More Investigation Open								<u> </u>
Dakland Customer Denies Access Under Investigation Open 716 7729/10 Dakland Customer Denies Access Under Investigation Open 717 7729/10 Dakland Customer Denies Access Under Investigation Open 718 7729/10 Dakland Customer Denies Access Under Investigation Open 718 7729/10 Dakland Customer Denies Access Under Investigation Open 718 7729/10 Dakland Mellington Installer 10 Under Investigation Open 718 7729/10 Dakland Mellington Installer 10 Under Investigation Open 720 7729/10 Dakland Mellington Installer 10 Under Investigation Open 721 7729/10 Dakland Mellington Installer 10 Under Investigation Open 722 7729/10 Dakland Mellington Installer 10 Under Investigation Open 723 7729/10 Dakland Mellington Installer 10 Under Investigation Open 724 7729/10 Dakland Mellington Installer 10 Under Investigation Open 725 7729/10 Dakland Mellington Installer 10 Under Investigation Open 10 Under Investiga		t					-	
Daktand Customer Denies Access Under Investigation Open 717 7729/10 Daktand Customer Denies Access Under Investigation Open 718 7729/10 Daktand Customer wants Smartheler Removed Daktand Household them affected by Ski Installation-Under Investigation Open 718 7729/10 Daktand Household them affected by Ski Installation-Under Investigation Open 719 7729/10 Daktand Mellington Installer Piecerville Household them affected by Ski Installation-Under Investigation Open 710 7729/10 Piecerville Household them affected by Ski Installation-Under Investigation Open 710 7729/10 Piecerville Household them affected by Ski Installation-Under Investigation Open 710 7729/10 Piecerville Household them affected by Ski Installation-Under Investigation Open 710 7729/10 Piecerville Household them affected by Ski Installation-Under Investigation Open 710 7729/10 Piecerville Household them affected by Ski Installation-Under Investigation Open 710 7729/10 Piecerville Household them affected by Ski Installation-Under Investigation Open 710 7729/10 Piecerville Household them affected by Ski Installation-Under Investigation Open 710 7729/10 Piecerville Household them affected by Ski Installation-Under Investigation Open 710 7729/10 Piecerville Household them affected by Ski Installation-Under Investigation Open 710 7729/10 Piecerville Household them affected by Ski Installation-Under Investigation Open 710 7729/10 Piecerville Household Them affected by Ski Installation-Under Investigation Open 710 7729/10 Piecerville Household Piecerville Household Piecerville Piecerville Piecerville Household Piecerville Piecerville Household Piecerville P		t					-	<u> </u>
Deskind Customer Denies Ancess Under Investigation Open			1				_	
Dakland Customer wants Smartmeter Removed Under Investigation Open 710 7/29/10 Dakland Household items affected by SM Installation investigation Open 720 7/29/10 Placerville Household items affected by SM Installation investigation Open 721 7/29/10 Placerville Household items affected by SM Installation investigation Open 722 7/29/10 Placerville Household items affected by SM Installation investigation Open 723 7/29/10 Placerville Household items affected by SM Installation investigation Open 724 7/29/10 Placerville Household items affected by SM Installation Under Investigation Open 725 7/29/10 Placerville San Jose Melington Installer Placerville Household items affected by SM Installation Under Investigation Open 726 7/29/10 Placerville San Jose Melington Installer Placerville Melington Installer Placerville San Jose Melington Installer Placerville Melington Installer Placerville Melington Installer Placerville San Jose Melington Installer Placerville Melington Installer Placerville Melington Installer Placerville San Jose Melington Installer Placerville San Jose Melington Installer Placerville Melington Installer Placerville Deline Ances Customer Gene to wart a Sarrathteer Placerville Deline Ances Customer Deline Ances Customer Gene to wart a Grantheer Placerville Deline Ances Customer Deline Ances Customer Gene to wart a Grantheer Placerville San Jose Melington Installer Placerville San Jose Melington In		t	1				-	<u> </u>
Dakland Household Jerns affected by SM installation-Under Investigation Open 720 7729/10 Pacerville Household Installation (Investigation Open 721 7729/10 Pacerville Household Installation (Investigation Open 722 7729/10 Pacerville Household Investigation Open 723 7729/10 Pacerville Household Investigation (Open 724 7729/10 Pacerville Mellington Installation (Investigation Open 725 7729/10 Pacerville Mellington Installation (Investigation Open 726 7729/10 Pacerville Mellington Installation (Investigation Open 727 7729/10 Pacerville Mellington Installation (Investigation Open 727 7729/10 Pacerville Mellington Installation (Investigation Open 727 7729/10 Pacerville Mellington Installation (Investigation Open Pacerville Mellington Installation (Investigation (Investigation Open Pacerville Mellington Installa			1	Ī				<u> </u>
Dakamd Wellington Installar Under Investigation Open		t	1					
Placenville Household items affected by SM installation/Index Investigation Open Pace 1721 1729/10 Placenville Wellington Installar Investigation Open Received Wellington Installar Investigation Open Received Wellington Installar Investigation Open San Jose Household items affected by SM Installation Investigation Open San Jose Household items affected by SM Installation Investigation Open San Jose Wellington Installar Investigation Open Joseph San Jose Wellington Installar Investigation Open San Jose Wellington Installar Investigation Open Joseph San Jose Wellington Installar Investigation Open San Jose Wellington Installar Open San Jose Open San Jose Wellington Installar Investigation Open Joseph San Jose Wellington Installar Investigation Open Joseph San Jose			1					<u> </u>
Pagerville Wellington Installer Under Investigation Open 723 77:29/10 San Jose Household Intern affected by SM installation Under Investigation Open 724 77:29/10 San Jose Household Intern affected by SM installation Under Investigation Open 725 77:29/10 San Jose Wellington Installer Under Investigation Open 726 77:29/10 San Jose Wellington Installer Under Investigation Open 727 77:29/10 San Jose Mellington Installer Under Investigation Open 728 77:29/10 San Jose Access Under Investigation Open 729 77:29/10 San Jose San Jose Under Investigation Open 739 77:29/10 San Jose San Jose Under Investigation Open 739 77:29/10 San Jose			1					
Rancho Cortox Wellington Installer Under Investigation Open San Jose San Jose Wellington Installer Under Investigation Open San Jose Open Under Investigation Open O							Under Investigation	
San Jose Household Items affected by SM installation Moder investigation Open			1	Ī			_	<u> </u>
Sam Jose Wellington Installer Under Investigation Open			1			Wellington Installer		· .
Santa Rosa Customer Denies Access Unidorner does not wart a SmartMeter Resolved					San Jose			<u> </u>
Jarkspur Customer Denies Access Gustomer does not want a SmartMeter Resolved Arkspur (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Arkspur (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Will Walley (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Will Walley (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Will Walley (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Will Walley (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer does not want a SmartMeter Resolved Words (Justomer Denies Access) Gustomer d					San Jose	Wellington Installer	_	<u> </u>
278 7/29/10 28 7/29/10 28 7/29/10 28 7/29/10 29 7/29/10 20 7/29/10		7/29/10			Santa Rosa	Customer Denies Access	<u> </u>	·
Mil Valley Customer Denies Access Customer Goes not wart a SmartMeter Resolved National Program					Larkspur	Customer Denies Access		
Mil Valley Customer Denies Access Ousborner does not wart a SmartMeter Resolved		7/29/10			Larkspur	Customer Denies Access		2012/05/05/05/05/05/05/05/05
Mill Valley Customer Denies Access Customer does not want a SmartMeter Resolved		7/29/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	
Novato Customer Denies Access Customer does not want a SmartMeter Resolved	729	7/29/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Novatio Customer Denies Access Customer does not want a SmartMeter Resolved 739 17/29/10 Novatio Customer Denies Access Customer does not want a SmartMeter Resolved 739 17/29/10 Novatio Customer Denies Access Customer does not want a SmartMeter Resolved 736 77/29/10 Novatio Customer Denies Access Customer does not want a SmartMeter Resolved 737 7/29/10 Petaluma Customer Denies Access Customer does not want a SmartMeter Resolved 737 7/29/10 Petaluma Customer Denies Access Customer does not want a SmartMeter Resolved Petaluma Customer Denies Access Customer does not want a SmartMeter Resolved Petaluma Customer Denies Access Customer does not want a SmartMeter Resolved Petaluma Customer Denies Access Customer does not want a SmartMeter Resolved 740 7/29/10 San Anselmo Customer Denies Access Customer does not want a SmartMeter Resolved San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved 740 7/29/10 San Anselmo Customer Denies Access Customer does not want a SmartMeter Resolved 740 7/29/10 San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved 740 7/29/10 San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved 7/29/10 Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved 7/29/10 Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved 7/29/10 Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved 7/29/10 Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved 7/29/10 Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved 7/29/10 Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved 7/29/10 Santa Rosa Customer Denies Access Under Investigation Open Nameda Manareda Customer Denies Access Under Investigation Open Nameda SmartMeter Resolved Petaluma Petalum		7/29/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Novatio Customer Denies Access Customer does not want a SmartMeter Resolved Re		7/29/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Worato Customer Denies Access Customer does not want a SmartMeter Resolved 735 77,9910 Worato Customer Denies Access Customer does not want a SmartMeter Resolved 736 77,9910 Petaluma Customer Denies Access Customer does not want a SmartMeter Resolved 737 77,9910 Petaluma Customer Denies Access Customer does not want a SmartMeter Resolved 738 77,9910 Petaluma Customer Denies Access Customer does not want a SmartMeter Resolved 740 77,9910 Resolved 740 77,9910 Resolved 740 77,9910 Resolved 77,9910 Resolved Resolved Resolved Resolved 741 77,9910 Resolved 77,9910 Resolved Resolved Resolved Resolved 742 77,9910 Resolved Resolve	732	7/29/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Novato Customer Denies Access Customer does not want a SmartMeter Resolved		7/29/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Petaluma Customer Denies Access Customer does not want a SmartMeter Resolved 737 7729/10 Petaluma Customer Denies Access Customer does not want a SmartMeter Resolved 738 7729/10 Petaluma Customer Denies Access Customer does not want a SmartMeter Resolved 740 7729/10 San Anselmo Customer Denies Access Customer does not want a SmartMeter Resolved 740 7729/10 San Anselmo Customer Denies Access Customer does not want a SmartMeter Resolved 740 7729/10 San Anselmo Customer Denies Access Customer does not want a SmartMeter Resolved 742 7729/10 San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved 743 7729/10 San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved 744 7729/10 Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved 745 7729/10 Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved 746 7729/10 Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved 747 7730/10 Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved 748 7729/10 Tiburon Customer Denies Access Customer does not want a SmartMeter Resolved 749 7730/10 Alameda Customer Denies Access Customer does not want a SmartMeter Resolved 749 7730/10 Alameda SmartMeter Customer Denies Access Customer does not want a SmartMeter Resolved 749 7730/10 Alameda SmartMeter Customer Communication Under Investigation Open Alameda SmartMeter Customer Denies Access Under Investigation Open 750 7730/10 Den Lomond Household items affected by SM installation-Under Investigation Open 751 7730/10 Den Lomond Household items affected by SM installation Open 752 7730/10 Den Lomond Household items affected by SM installation Open 753 7730/10 Den Customer Denies Access Under Investigation Open 754 7730/10 Denies Access Under Investigation Open 755 7730/10 Denies Access Under Investigation Open 756 7730/10 Denies Access Under Investigation Open 758 7730/10 Denies Access Under Investigation Open 7730/10 Denies Access Under Investigation Op		7/29/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Petaluma Customer Denies Access Customer does not want a SmartMeter Resolved San Anseimo Customer Denies Access Customer does not want a SmartMeter Resolved San Anseimo Customer Denies Access Customer does not want a SmartMeter Resolved San Anseimo Customer Denies Access Customer does not want a SmartMeter Resolved San Jose Household tems affected by SM installation Damaged Other Household Appliances Resolved San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved Appliances San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved Appliances San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved Appliances San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved Appliance Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved Toburon Customer Denies Access Customer does not want a SmartMeter Resolved Toburon Customer Denies Access Customer does not want a SmartMeter Resolved Toburon Customer Denies Access Customer does not want a SmartMeter Resolved Toburon Customer Denies Access Customer does not want a SmartMeter Resolved Toburon Customer Denies Access Customer does not want a SmartMeter Resolved Toburon Customer Denies Access Customer does not want a SmartMeter Resolved Toburon Customer Denies Access Under Investigation Open Alameda Customer Denies Access Under Investigation Open Alameda SmartMeter Customer Communication Under Investigation Open Alameda SmartMeter Sm		7/29/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	A 18
Petalluma Customer Denies Access Customer does not want a SmartMeter Resolved San Anseimo Resolved		7/29/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	
San Anselmo Customer Denies Access Customer does not want a SmartMeter Resolved		7/29/10			Petaluma	Customer Denies Access		Resolved
7729/10 San Jose Household items affected by SM installation Damaged Other Household Appliances Resolved San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved Resol		7/29/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved		7/29/10			San Anselmo			Resolved
San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved	740	7/29/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved		7/29/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved	742	7/29/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Tiburon Customer Denies Access Customer does not want a SmartMeter Resolved Tiburon Customer Denies Access Customer does not want a SmartMeter Resolved Tiburon Customer Denies Access Customer does not want a SmartMeter Resolved Alameda Customer Denies Access Under Investigation Open Alameda SmartMeter Customer Communication Under Investigation Open Alameda Customer Denies Access Under Investigation Open Alameda Customer Denies Access Under Investigation Open American Canyon Customer Denies Access Under Investigation Open	743	7/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
Tiburon Customer Denies Access Customer does not want a SmartMeter Resolved Alameda Customer Denies Access Under Investigation Open Alameda SmartMeter Customer Communication Open American Canyon Oustomer Denies Access Under Investigation Open		7/29/10			Santa Rosa	Customer Denies Access		
Tiburon Customer Denies Access Customer does not want a SmartMeter Resolved Alameda Rameda		7/29/10			Tiburon	Customer Denies Access		
Alameda SmartMeter Customer Communication Under Investigation Open American Canyon Customer Denies Access Under Investigation Open Fig. 7/30/10 Fig.		7/29/10			Tiburon	Customer Denies Access		
American Canyon American Canyon Customer Denies Access Under Investigation Open Dobbins Wellington Installer Under Investigation Open T52 T730/10 Dobbins Wellington Installer Under Investigation Open T53 T730/10 El Cerrito Customer Denies Access Under Investigation Open T54 T730/10 Under Investigation Open T55 T730/10 El Costomer Denies Access Under Investigation Open T55 T730/10 Under Investigation Open T56 T730/10 Oakland Oustomer Denies Access Under Investigation Open T57 T730/10 Oakland Oustomer Denies Access Under Investigation Open T57 T730/10 Oakland Oustomer Denies Access Under Investigation Open T57 T730/10 Oakland Wellington Installer Under Investigation Open T57 T730/10 Oakland Oustomer Denies Access Under Investigation Open T57 T730/10 Oakland Wellington Installer Under Investigation Open T57 T730/10 Oakland Wellington Installer Under Investigation Open T58 T730/10 Oakland Wellington Installer Under Investigation Open T58 T730/10 Oakland Wellington Installer Under Investigation Open T58 T730/10 Oakland Oustomer Denies Access Under Investigation Open T58 T730/10 Oakland Oustomer Denies Access Under Investigation Open T58 T730/10 Open T58 T730/10 Oakland Oustomer Denies Access Under Investigation Open T58 T730/10 Oakland Oustomer Denies Access Customer does not want a SmartMeter Resolved T60 T730/10 Oakland Oustomer Denies Access Customer Denies Wellington Access Resolved T61 T730/10 Oakland Oustomer Denies Access Customer does not want a SmartMeter Resolved T62 T730/10 Oakland Oustomer Denies Access Customer does not want a SmartMeter Resolved T64 T730/10 Oakland Oustomer Denies Access Customer does not want a SmartMeter Resolved T65 T730/10 Oakland Oustomer Denies Access Customer does not want a SmartMeter Resolved T68 T730/10 Oakland Oustomer Denies Access Customer does not want a SmartMeter Resolved T68 T730/10 Oakland Oustomer Denies Access Customer does not want a SmartMeter Resolved T68 T730/10 Oakland Oustomer Denies Access Customer does not want a SmartMeter Resolved T69 T730/10 Oakland Ousto		7/30/10			Alameda	Customer Denies Access		
Trisolito Sen Lomond Household items affected by SM installation Under Investigation Open		7/30/10]		Alameda	SmartMeter Customer Communication	_	
Total Tota		7/30/10		Ī	American Canyon			<u> </u>
Total Tota		7/30/10		Ī	Ben Lomond	Household items affected by SM installation		•
753 7/30/10 754 7/30/10 755 7/30/10 755 7/30/10 756 7/30/10 757 7/30/10 757 7/30/10 758 7/30/10 759 7/30/10 759 7/30/10 750 7/30/10 750 7/30/10 751 7/30/10 752 7/30/10 753 7/30/10 755 7/30/10 756 7/30/10 757 7/30/10 757 7/30/10 758 7/30/10 759 7/30/10 759 7/30/10 750 7/		7/30/10		Ī	Dobbins		Under Investigation	<u> </u>
754 7/30/10 755 7/30/10 756 7/30/10 757 7/30/10 758 7/30/10 759 7/30/10 759 7/30/10 750 7/				Ī	El Cerrito	-	_	
Fremont Customer Denies Access Under Investigation Open Dakland Customer Denies Access Under Investigation Open Dakland Customer Denies Access Under Investigation Open Dakland Wellington Installer Under Investigation Open	753		1					Open
Trigory Trig	754	7/30/10	1	Ī			Under Investigation	Open
Times				Ī	Oakland	Customer Denies Access	Under Investigation	, ,
Julion City Customer Denies Access Under Investigation Open			1	Ī		 	Under Investigation	Open
Time	757		1	Ī			Under Investigation	Open
759 7/30/10 Penngrove Customer Denies Access Customer does not want a SmartMeter Resolved San Jose Customer Denies Access Customer Denies Wellington Access Resolved 761 7/30/10 San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved 762 7/30/10 San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved 763 7/30/10 San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved 764 7/30/10 Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved 765 7/30/10 Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved 766 7/30/10 Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved 767 7/30/10 Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved 768 7/30/10 Santa Rosa SmartMeter Customer Communication Other Resolved 769 7/30/10 Sebastopol Customer Denies Access Customer does not want a SmartMeter Resolved 769 7/30/10	758			Ī			No reason provided	Resolved
San Jose Customer Denies Access Customer Denies Wellington Access Resolved		7/30/10		Ī				PARTICIPATION OF THE PARTICIPA
761 7/30/10 San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved	760]			Customer Denies Access	Customer Denies Wellington Access	Resolved
Trigon T	761		1	Ī			Customer does not want a SmartMeter	Resolved
763 7/30/10 San Rafael Customer Denies Access Customer does not want a SmartMeter Resolved 764 7/30/10 Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved 765 7/30/10 Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved Santa Rosa Customer Denies Access Customer does not want a SmartMeter Resolved 767 7/30/10 Santa Rosa SmartMeter Customer Communication Other Resolved 768 7/30/10 Sebastopol Customer Denies Access Customer does not want a SmartMeter Resolved 769 7/30/10 Sebastopol Customer Denies Access Customer does not want a SmartMeter Resolved Sebastopol Customer Denies Access Customer does not want a SmartMeter Resolved	762		1	Ī			Customer does not want a SmartMeter	Resolved
7647/30/10Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterResolved7657/30/10Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterResolved7667/30/10Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterResolved7677/30/10Santa RosaSmartMeter Customer CommunicationOtherResolved7687/30/10SebastopolCustomer Denies AccessCustomer does not want a SmartMeterResolved7697/30/10SebastopolCustomer Denies AccessCustomer does not want a SmartMeterResolved	763	t	1	Ī			Customer does not want a SmartMeter	Resolved
7657/30/10Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterResolved7667/30/10Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterResolved7677/30/10Santa RosaSmartMeter Customer CommunicationOtherResolved7687/30/10SebastopolCustomer Denies AccessCustomer does not want a SmartMeterResolved7697/30/10SebastopolCustomer Denies AccessCustomer does not want a SmartMeterResolved7697/30/10SebastopolCustomer Denies AccessCustomer does not want a SmartMeterResolved	764		1	Ī			Customer does not want a SmartMeter	Resolved
7667/30/10Santa RosaCustomer Denies AccessCustomer does not want a SmartMeterResolved7677/30/10Santa RosaSmartMeter Customer CommunicationOtherResolved7687/30/10SebastopolCustomer Denies AccessCustomer does not want a SmartMeterResolved7697/30/10SebastopolCustomer Denies AccessCustomer does not want a SmartMeterResolved860/20SebastopolCustomer Denies AccessCustomer does not want a SmartMeterResolved	765		1				Customer does not want a SmartMeter	Resolved
7677/30/10Santa RosaSmartMeter Customer CommunicationOtherResolved7687/30/10SebastopolCustomer Denies AccessCustomer does not want a SmartMeterResolved7697/30/10SebastopolCustomer Denies AccessCustomer does not want a SmartMeterResolvedResolvedResolved	766		1				Customer does not want a SmartMeter	Resolved
768 7/30/10 Sebastopol Customer Denies Access Customer does not want a SmartMeter Resolved Sebastopol Customer Denies Access Customer does not want a SmartMeter Resolved			1	Ī				200000000000000000000000000000000000000
769 7/30/10 Sebastopol Customer Denies Access Customer does not want a SmartMeter Resolved			1					201000000000000000000000000000000000000
Separate Per la Separate		-	1		•			
EDUCING EDUCING EDUCING EDUCING CONTROL CONTRO	770	7/30/10	1	Ī	Sonoma	SmartMeter Customer Communication	Other	Resolved



No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
771	7/30/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
773	7/31/10			Alameda	Customer Denies Access	Under Investigation	Open Open
774	7/31/10			Los Gatos	Customer Denies Access	Under Investigation	Open
775	7/31/10			Mill Valley	Household items affected by SM installation	Under Investigation	Open
776	7/31/10 8/2/10			Oakland Alameda	Customer Denies Access Household items affected by SM installation		Open
777	8/2/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
778	8/2/10			Emeryville	SmartMeter Customer Communication	Under Investigation	Open
779	8/2/10			Grass Valley	Customer Denies Access	Under Investigation	Open
780	8/2/10			La Honda	Customer Denies Access	Under Investigation	Open
781	8/2/10			Oakland	Customer Denies Access	Under Investigation	Open
782	8/2/10			Pinole	Customer Denies Access	Under Investigation	Open
783	8/2/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
784	8/2/10			Sausalito	Customer Denies Access	Under Investigation	Open
785	8/2/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
786	8/2/10			Cloverdale	SmartMeter Customer Communication	Other	Resolved
787	8/2/10			Los Gatos	Household items affected by SM installation	Other	Resolved
788	8/2/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
789				····· · · · · · · · · · · · · · · · ·		Damaged Other Household Appliances	Resolved
	8/2/10			Oakland	Household items affected by SM installation		
790	8/2/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
791	8/2/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
792	8/2/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
793	8/2/10		Ī	Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
794	8/3/10		Ī	Alameda	Customer Denies Access	Under Investigation	Open
795	8/3/10		Ī	Berkeley	Customer Denies Access	Under Investigation	Open
796	8/3/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
797	8/3/10			Emeryville	Customer Denies Access	Under Investigation	Open
798	8/3/10			Menlo Park	SmartMeter Customer Communication	Under Investigation	Open
799	8/3/10			Napa	Customer Denies Access	Under Investigation	Open
800	8/3/10			Petaluma	Wellington Installer	Under Investigation	Open
801	8/3/10			Pittsburg	Customer Denies Access	Under Investigation	Open
802	8/3/10			San Francisco	Customer Denies Access	Under Investigation	Open
803	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
804	8/3/10			San Rafael	Customer Denies Access	Under Investigation	Open
805	8/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
806	8/3/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
807	8/3/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
808	8/3/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
809	8/3/10			Santa Rosa	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
810	8/4/10			Alameda	Customer Denies Access	Under Investigation	Open
811	8/4/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
813	8/4/10			Jenner	Customer wants Smartmeter Removed	Under Investigation	Open Open
814	8/4/10			Lincoln	SmartMeter Customer Communication	Under Investigation	Open
815	8/4/10			Oakland	Customer Denies Access	Under Investigation	Open
816	8/4/10			Oakland	Household items affected by SM installation	Under Investigation	Open
817	8/4/10 8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
818				Paradise	Wellington Installer	Under Investigation	Open
819	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
820	8/4/10 8/4/10			Penn Valley	Wellington Installer	Under Investigation	Open
821	8/4/10		Ī	Penngrove	Customer Denies Access Household items affected by SM installation		Open
822	8/4/10		Ī	Placerville		Under Investigation	Open
823	8/4/10		Ī	San Rafael San Rafael	Customer Denies Access Customer wants Smartmeter Removed	Under Investigation	Open
824	8/4/10		Ī	Sausalito	Customer Denies Access	Under Investigation	Open
825	8/4/10			Jenner	Customer Denies Access	Customer does not want a SmartMeter	Resolved
826	8/4/10			Napa	SmartMeter Customer Communication	Other	Resolved
827	8/4/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
828	8/4/10		Ī	Sausalito	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
829	8/5/10		Ī	Cameron Park	Household items affected by SM installation		Open
830	8/5/10	1		Mill Valley	Customer Denies Access	Under Investigation	Open
831	8/5/10	1	Ī	Novato	Customer Denies Access	Under Investigation	Open
832	8/5/10			Novato	Customer Denies Access	Under Investigation	Open
833	8/5/10		Ī	Oakland	Customer Denies Access	Under Investigation	Open
834	8/5/10			Oakland	Customer Denies Access	Under Investigation	Open
835	8/5/10			San Jose	Wellington Installer	Under Investigation	Open
836	8/5/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
837	8/5/10			Windsor	Customer Denies Access	Under Investigation	Open
838	8/5/10			Oakland	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Resolved
839	8/5/10			Watsonville	Household items affected by SM installation		Resolved
840	8/6/10			Alameda	Customer Denies Access	Under Investigation	Open
841	8/6/10	1		Camp Meeker	Customer Denies Access	Under Investigation	Open
842	8/6/10			Chico	Household items affected by SM installation		Open
843	8/6/10		Ī	Coulterville	Wellington Installer	Under Investigation	Open
844	8/6/10		Ī	Livermore	Customer Denies Access	Under Investigation	Open
845	8/6/10	1	Ī	Napa	Customer Denies Access	Under Investigation	Open
846	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
	5,5/10	ı	•	Samuria	Subtainer Bellieur (69000	<u> </u>	,



No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
847 848	8/6/10			Oakland	Customer Denies Access	Under Investigation Under Investigation	Open
849	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open Open
850	8/6/10 8/6/10			Oakland Oakland	Customer Denies Access Customer Denies Access	Under Investigation	Open
851	8/6/10			Oakland Oakland	Customer Denies Access	Under Investigation	Open
852	8/6/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
853	8/6/10			Point Reyes	Customer Denies Access	Under Investigation	Open
854	8/6/10			Richmond	Customer Denies Access	Under Investigation	Open
855	8/6/10			Saratoga	Customer Denies Access	Under Investigation	Open
856	8/6/10			Sutter	Customer Denies Access	Under Investigation	Open
857	8/6/10			Boulder Creek	Household items affected by SM installation		Resolved
858	8/6/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
859	8/6/10			Redwood Ests	Household items affected by SM installation	Meter/Module clearance issues	Resolved
860	8/6/10			San Jose	Household items affected by SM installation	Partial Power Outage	Resolved
861	8/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
862	8/6/10			Saratoga	Power Interruption	Other	Resolved
863	8/7/10			Nevada City	Customer Denies Access	Under Investigation	Open
864	8/7/10			Oakland	Customer Denies Access	Under Investigation	Open
865 866	8/7/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
867	8/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open Resolved
868	8/7/10			Oakland	Household items affected by SM installation	Customer does not want a SmartMeter	Resolved
869	8/7/10		1	Santa Cruz	Customer Denies Access	Under Investigation	Open
870	8/8/10		1	Cloverdale	Power Interruption	Under Investigation	Open
871	8/9/10		1	Berkeley	Power Interruption Wellington Installer	Under Investigation	Open
872	8/9/10		1	Boulder Creek	Wellington Installer	Under Investigation	Open
873	8/9/10 8/9/10		1	Cameron Park Camino	Wellington Installer	Under Investigation	Open
874	8/9/10			Chico	Wellington Installer	Under Investigation	Open
875	8/9/10		1	Cloverdale	Meter/Module Equipment Customer Denies Access	Under Investigation	Open
876	8/9/10			Fairfax	Customer Denies Access	Under Investigation	Open
877	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
878	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
879	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
880	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
881	8/9/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
882	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
883	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
884	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
885	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
886	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
887	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
888	8/9/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
889	8/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
890	8/9/10			Saratoga	Wellington Installer	Under Investigation	Open
891	8/9/10			Sausalito	Customer Denies Access	Under Investigation	Open
892	8/9/10			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
893	8/9/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
894 895	8/9/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
	8/9/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
896 897	8/9/10		1	Oakland	Household items affected by SM installation	Customer does not want a SmartMeter	Resolved Resolved
898	8/9/10		1	San Jose	Customer Denies Access		Resolved
899	8/9/10		1	San Jose	Household items affected by SM installation	Customer does not want a SmartMeter	Resolved
900	8/9/10 8/9/10		1	Santa Cruz Santa Cruz	Customer Denies Access Customer Denies Access	Customer does not want a SmartMeter	Resolved
901	8/9/10		1	Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
902	8/10/10		1	Campbell	Customer Denies Access	Under Investigation	Open
903	8/10/10		1	Cazadero	Customer Denies Access	Under Investigation	Open
904	8/10/10		1	Cloverdale	Customer Denies Access	Under Investigation	Open
905	8/10/10		1	Fairfax	Customer Denies Access	Under Investigation	Open
906	8/10/10		1	Forest Knolls	SmartMeter Customer Communication	Under Investigation	Open
907	8/10/10		1	Forestville	Customer Denies Access	Under Investigation	Open
908	8/10/10		1	Livermore	Customer Denies Access	Under Investigation	Open
909	8/10/10		1	Oakland	Customer Denies Access	Under Investigation	Open
910	8/10/10		1	Oakland	Customer Denies Access	Under Investigation	Open
911	8/10/10		1	Oakland	SmartMeter Customer Communication	Under Investigation	Open
912	8/10/10		1	Occidental	Customer Denies Access	Under Investigation	Open
913	8/10/10		1	Penngrove	Customer Denies Access	Under Investigation	Open
914	8/10/10		1	Pope Valley	Wellington Installer	Under Investigation	Open
915	8/10/10		1	Rohnert Park	SmartMeter Customer Communication	Under Investigation	Open
916	8/10/10		1	San Rafael	Customer Denies Access	Under Investigation	Open
917	8/10/10		1	San Rafael	Customer Denies Access	Under Investigation	Open
918	8/10/10		1	San Rafael	Customer Denies Access	Under Investigation	Open
919	8/10/10		1	San Rafael	Customer Denies Access	Under Investigation	Open
920	8/10/10		1	Santa Rosa	Customer Denies Access	Under Investigation	Open
921	8/10/10		1	Soquel	Customer Denies Access	Under Investigation	Open
922	8/10/10		1	Tiburon	Wellington Installer	Under Investigation Other	Open
923	8/10/10			Boulder Creek			Resolved



No.		Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
924	0,10,10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
925	0,10,10			Los Altos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
926	0, 10, 10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
927	0,10,10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
928	0,10,10			San Jose	Cirial anotor Gaoternor Gornandanoadori	Other	Resolved
929	0,10,10			San Jose	SmartMeter Customer Communication	Other	Resolved
930	0, 10, 10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
931	8/10/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
932	8/10/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
933	8/10/10	1		Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
934		1		Alameda	Customer Denies Access	Under Investigation	Open
935		1		Alamo	Customer wants Smartmeter Removed	Under Investigation	Open
936		1		Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
937	0,11,10	1		Benicia	Network Equipment Installation	Under Investigation	Open
938	0,11,10	-		Boulder Creek	Customer Denies Access	Under Investigation	Open
939	0,11,10	1		Boulder Creek	SmartMeter Customer Communication	Under Investigation	Open
940	0,11,10	-				Under Investigation	Open
941	0,11,10	-		Los Altos Hills	Customer Denies Access	-	· ·
	0,11,10			Los Gatos	Customer Denies Access	Under Investigation	Open
942	0,11,10			Napa	Customer Denies Access	Under Investigation	Open
943	0,11,10			Oakland	Customer Denies Access	Under Investigation	Open
944	0,11,10			Oakland	Customer Denies Access	Under Investigation	Open
945	0,11,10]	1	Oakland	Household items affected by SM installation	Under Investigation	Open
946	8/11/10]		Oakland	Household items affected by SM installation	Under Investigation	Open
947]	1	Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
948		1	1	San Jose	Customer Denies Access	Under Investigation	Open
949		1	1	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
950	0,11,10	1	1	Sausalito	Customer Denies Access	Under Investigation	Open
951	0,11,70	1	1	Tuolumne	SmartMeter Customer Communication	Under Investigation	Open
952	0,11,10	1	1	San Francisco	Meter/Module Equipment	Other	Resolved
953	0,11,10	-			<u> </u>	Customer does not want a SmartMeter	Resolved
954	0,11,10			San Jose	Customer Denies Access		
	0,11,10			San Jose	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
955	0,11,10			San Jose	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Resolved
956	0,11,10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
957	0,12,10			Aptos	Customer Denies Access	Under Investigation	Open
958	8/12/10			Bakersfield	Customer Denies Access	Under Investigation	Open
959	8/12/10			Chico	SmartMeter Customer Communication	Under Investigation	Open
960	8/12/10	1		Fremont	Household items affected by SM installation	Under Investigation	Open
961		1		Los Gatos	Wellington Installer	Under Investigation	Open
962		1		Magalia	Household items affected by SM installation	Under Investigation	Open
963				Mill Valley	Customer Denies Access	Under Investigation	Open
964	OFFERIO	1		Mountain View	Household items affected by SM installation		Open
965	0/12/10			Oakland	Customer Denies Access	Under Investigation	Open
966	OFTERTO	-				Under Investigation	Open
967	0,12,10	-		Oakland	Customer Denies Access	Under Investigation	Open
968	0,12,10			Oakland	Customer Denies Access	-	· •
	0,12,10			San Anselmo	Customer Denies Access	Under Investigation	Open
969	0,12,10			San Jose	Customer Denies Access	Under Investigation	Open
970	0, 12, 10			San Jose	Customer Denies Access	Under Investigation	Open
971	0,12,10			San Jose	Customer Denies Access	Under Investigation	Open
972	0,12,10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
973	0, 12, 10			San Rafael	Customer Denies Access	Under Investigation	Open
974	0112110]		Soquel	Customer Denies Access	Under Investigation	Open
975]		Watsonville	Customer wants Smartmeter Removed	Under Investigation	Open
976			1	Windsor	Wellington Installer	Under Investigation	Open
977]	1	Woodacre	Customer Denies Access	Under Investigation	Open
978		1	1	Oakiand	Customer Denies Access	Customer does not want a SmartMeter	Resolved
979		1		San Francisco		Other	Resolved
980	0, (2, 10	1	1	Chico	Household items affected by SM installation		Open
981	0,10,10	1	1		Customer wants Smartmeter Removed	Under Investigation	Open
982	0,10,10	1		Cupertino		Under Investigation	Open
983	0,10,10			Cupertino	Customer wants Smartmeter Removed	Under Investigation	Open
984	0,10,10		1	Forest Knolls	SmartMeter Customer Communication		· .
	0,10,10		1	Grass Valley	Wellington Installer	Under Investigation	Open
985	0,10,10		1	Los Gatos	Customer Denies Access	Under Investigation	Open
986	0,10,10			Los Gatos	Customer Denies Access	Under Investigation	Open
987	0,10,10			Novato	SmartMeter Customer Communication	Under Investigation	Open
988	0,10,10]	1	Oakland	Customer Denies Access	Under Investigation	Open
989	0,10,10]	1	Placerville	Wellington Installer	Under Investigation	Open
990	0, 10, 10]		San Jose	Customer Denies Access	Under Investigation	Open
991]		San Rafael	Customer Denies Access	Under Investigation	Open
992		1	1	San Rafael	Customer Denies Access	Under Investigation	Open
993		1		Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
994	0, 10, 10	1		Saratoga	Customer Denies Access	Under Investigation	Open
995	0,10,10	1	1		Customer wants Smartmeter Removed	Under Investigation	Open
996	0,10,10	1 1	1	Sonoma		Under Investigation	Open
997	0,10,10			Tracy	Customer Denies Access		
	0,10,10		1	Redwood Ests	Household items affected by SM installation		Resolved
998	0,11,10		1	Oakland	Customer Denies Access	Under Investigation	Open
999	0.11.70]		San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1000	8/14/10	i		San Rafael	Customer Denies Access	Under Investigation	Open



No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1001	8/14/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1002	8/14/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1003	8/14/10			Campbell	Household items affected by SM installation	Other	Resolved
1004	8/14/10			Half Moon Bay	Household items affected by SM installation		Resolved
1005	8/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1006	8/15/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
1007	8/15/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1008	8/16/10			Aptos	Customer Denies Access	Under Investigation	Open
1009	8/16/10			Ben Lomond	Power Interruption	Under Investigation	Open
1010	8/16/10			Ben Lomond	SmartMeter Customer Communication	Under Investigation	Open
1011	8/16/10			Boulder Creek	Household items affected by SM installation	Under Investigation	Open
1012	8/16/10				Household items affected by SM installation	Under Investigation	Open
1013	8/16/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
1014	8/16/10			Cazadero	SmartMeter Customer Communication	Under Investigation	Open
1015	8/16/10			Chico	Wellington Installer	Under Investigation	Open
1016	8/16/10			Concord	Household items affected by SM installation		Open
1017	8/16/10			Concord	SmartMeter Customer Communication	Under Investigation	Open
1018	8/16/10			El Dorado	Wellington Installer	Under Investigation	Open
1019	8/16/10			Fremont	Household items affected by SM installation		Open
1020							
1020	8/16/10			Gilroy	Customer Denies Access	Under Investigation	Open
1021	8/16/10	 			Household items affected by SM installation		Open
1022	8/16/10	l I	1	Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
	8/16/10	 			and a second sec	Under Investigation	Open
1024	8/16/10	 		Milpitas	Household items affected by SM installation	Under Investigation	Open
1025	8/16/10	 		Mountain View	Household items affected by SM installation	Under Investigation	Open
1026	8/16/10	l I		Newark	Household items affected by SM installation	Under Investigation	Open
1027	8/16/10				Customer wants Smartmeter Removed	Under Investigation	Open
1028	8/16/10				SmartMeter Customer Communication	Under Investigation	Open
1029	8/16/10	 				Under Investigation	Open
1030	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1031	8/16/10				Customer Denies Access	Under Investigation	Open
1032	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1033	8/16/10				Customer Denies Access	Under Investigation	Open
1034	8/16/10					Under Investigation	Open
1035	8/16/10				Household items affected by SM installation		Open
1036	8/16/10					Under Investigation	Open
1037	8/16/10					Under Investigation	Open
1038	8/16/10				Household items affected by SM installation		Open
1039	8/16/10					Under Investigation	Open
1040	8/16/10				Customer Denies Access	Under Investigation	Open
1041							
1042	8/16/10				Household items affected by SM installation		Open
1042	8/16/10				Customer Denies Access	Under Investigation	Open
1043	8/16/10					Under Investigation	Open
1044	8/16/10				Customer Denies Access	Under Investigation	Open
	8/16/10				Customer Denies Access	Under Investigation	Open
1046	8/16/10					Under Investigation	Open
1047	8/16/10			San Jose		Under Investigation	Open
1048	8/16/10					Under Investigation	Open
1049	8/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1050	8/16/10				Household items affected by SM installation		Open
1051	8/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1052	8/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1053	8/16/10				Wellington Installer	Under Investigation	Open
1054	8/16/10					Under Investigation	Open
1055	8/16/10					Under Investigation	Open
1056	8/16/10					Under Investigation	Open
1057	8/16/10					Under Investigation	Open
1058	8/16/10					Under Investigation	Open
1059	8/16/10				Table traine emartineter resident	Under Investigation	Open
1060	8/16/10			-		Under Investigation	Open
1061	8/16/10					Under Investigation	Open
1062	8/16/10					Under Investigation	Open
1063		l					
1063	8/16/10				Customer Denies Access	Under Investigation	Open
1064	8/16/10					Under Investigation	Open
	8/16/10				Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1066	8/16/10					Customer does not want a SmartMeter	Resolved
					Household items affected by SM installation	Other	Resolved
1067	8/16/10					Customer does not want a SmartMeter	Resolved
1068	8/16/10			5 0 11 1	SmartMeter Customer Communication	Customer does not want a SmartMeter	Resolved
1068 1069	8/16/10 8/16/10			Oakland			
1068 1069 1070	8/16/10					Customer does not want a SmartMeter	Resolved
1068 1069 1070 1071	8/16/10 8/16/10			Point Reyes Station San Jose	Customer Denies Access Customer Denies Access	Customer does not want a SmartMeter	Resolved Resolved
1068 1069 1070	8/16/10 8/16/10 8/16/10			Point Reyes Station San Jose	Customer Denies Access Customer Denies Access	Customer does not want a SmartMeter	AND DESCRIPTION OF THE PROPERTY OF THE PROPERT
1068 1069 1070 1071	8/16/10 8/16/10 8/16/10 8/16/10			Point Reyes Station San Jose San Jose	Customer Denies Access Customer Denies Access Household items affected by SM installatior	Customer does not want a SmartMeter	Resolved
1068 1069 1070 1071 1072	8/16/10 8/16/10 8/16/10 8/16/10 8/16/10 8/17/10			Point Reyes Station San Jose San Jose Antioch	Customer Denies Access Customer Denies Access Household items affected by SM installatior Customer wants Smartmeter Removed	Customer does not want a SmartMeter Internet/Cable Connection Problem	Resolved Resolved
1068 1069 1070 1071 1072 1073	8/16/10 8/16/10 8/16/10 8/16/10 8/16/10 8/17/10 8/17/10			Point Reyes Station San Jose San Jose Antioch Aromas	Customer Denies Access Customer Denies Access Household items affected by SM installation Customer wants Smartmeter Removed Customer Denies Access	Customer does not want a SmartMeter Internet/Cable Connection Problem Under Investigation Under Investigation	Resolved Resolved Open Open
1068 1069 1070 1071 1072 1073 1074	8/16/10 8/16/10 8/16/10 8/16/10 8/16/10 8/17/10			Point Reyes Station San Jose San Jose Antioch Aromas Bolinas	Customer Denies Access Customer Denies Access Household items affected by SM installation Customer wants Smartmeter Removed Customer Denies Access Customer Denies Access	Customer does not want a SmartMeter Internet/Cable Connection Problem Under Investigation	Resolved Resolved Open



1978 B17710 Fire your property of the property	Status	Nature of Complaint	Core Process	ount Service City	Customer Name Account	Complaint Date
1880 87710 1881 697710 1882 877710 1883 977710 1885 977710 1886 977710 1886 977710 1887 977710 1887 977710 1888 977710 1888 977710 1888 977710 1889 977710 1898 97	Open					
February	Open					0,17,10
Meil Valley Customer Dennes Access Under Investigation 1948 817710 Meil Valley Customer Dennes Access Under Investigation 1956 817710 Meil Valley Customer Dennes Access Under Investigation 1967 817710 Moran Meil Valley Customer Dennes Access Under Investigation 1968 817710 Moran Meil Smattfielder Customer Communication Under Investigation 1969 817710 Moran Meil Customer Dennes Access Under Investigation 1969 817710 Moran Meil Customer Dennes Access Under Investigation 1969 817710 Moran Meil Customer Dennes Access Under Investigation 1960 817710 Moran Meil Customer Warts Smartmeter Ferroword Under Investigation 1961 817710 Moran Meil Customer warts Smartmeter Ferroword Under Investigation 1962 817710 Moran Meil Meil Meil Meil Meil Meil Meil Meil	Open					0,17,10
Mill Valley Customer Derines Access Index investigation Morgan Hill Service Customer Communication Morgan Hill Serv	Open Open					
Mil Valley Customer Demis Access Under Investigation	Open					0,17,10
Morgan Hill SmartMeter Customer Communication Nofer Investigation	Open					0,11,10
Newsda City Mellington Installer Under investigation Novalo Power Interruption Under Investigation Novalo Power Interruption Under Investigation Novalo British Novalo Power Interruption Under Investigation Dakland Customer Vernies Smarttmeter Removed Under Investigation Dakland Customer varies Smartmeter Removed Under Investigation Dakland Customer varies Smartmeter Removed Under Investigation Dakland Customer varies Smartmeter Removed Under Investigation Dakland Smartheter Customer Communication Under Investigation Dakland Smartheter Customer Vernies Access Under Investigation Dakland Smartheter Customer Vernies Access Under Investigation Dakland Smartheter Vernies (International Under Investigation Under Investigation Dakland Smartheter Vernies (International Under Investigation Under Investigation Under Investigation Dakland Smartheter Vernies (International Under Investigation Under Investigation Dakland Smartheter Vernies (International Under Investigation Dakland Smartheter Vernies (International Under Investigation Under Investigation Dakland Smartheter (International Under Investigation Dakl	Open	-				0,17,10
Novata Power Interruption Under Investigation Dakland Customer Denies Access Under Investigation Dakland Customer Denies Access Under Investigation Dakland Customer Warts Smarttmeter Removed Under Investigation Dakland Smartfwister Customer Communication Under Investigation Dakland Daklan	Open					0,11,10
Dakland Customer Dense Access Under Treestigation Dakland Customer Warts Smartmeter Removed Under Treestigation Dakland SmartMeter Customer Communication Under Treestigation Dakland SmartMeter Customer Communication Under Treestigation Dakland Wellington Installer Under Treestigation Under Treestigation Dakland Wellington Installer Under Treestigation Under Treestigation Dakland Wellington Installer Under Treestigation Under	Open					0,11,10
Dakland Customer wants Smartmeter Removed Unicer investigation	Open		·			0,17,10
Dakkand Customer wants Smertmeter Removed Index investigation Dakkand Customer wants Smertmeter Removed Index investigation Dakkand SmartMeler Customer Communication Under Investigation Dakkand SmartMeler Customer Communication Under Investigation Dakkand SmartMeler Customer Communication Under Investigation Dakkand Wellington installer Under Investigation Under Investigation Dakkand Wellington installer Under Investigation	Open					0,11,10
Dakland Customer wants Smartmeter Removed Under Investigation	Open					0,17,10
Self-rife Self	Open					0,11,10
Daktand Smartheter Customer Communication Under Investigation	Open					0,11,10
Dakland SmartMeter Customer Communication Under Investigation	Open		 			0,11,10
Dekland Mellington Installer Under Investigation	Open					0,11,10
Petaluma Melington Installer	Open					0,11,10
San Bruno Nousehold Items affected by SM installation Under Investigation San Jose Customer Denies Access Under Investigation San Jose Household Items affected by SM installation Under Investigation San Jose Household Items affected by SM installation Under Investigation San Jose Household Items affected by SM installation Under Investigation San Jose Household Items affected by SM installation Under Investigation San Jose Household Items affected by SM installation Under Investigation San Jose Household Items affected by SM installation Under Investigation San Jose Household Items affected by SM installation Under Investigation San Jose Household Items affected by SM installation Under Investigation San Jose Household Items affected by SM installation Under Investigation San Jose Household Items affected by SM installation Under Investigation San Jose San Steep Method Items affected by SM installation Under Investigation San Jose San Steep Method Items affected by SM installation Under Investigation San Jose San Jose San Steep Method Items affected by SM installation Under Investigation San Jose San Items San Item	Open					0,11,10
San Jose Customer Denies Access Under Investigation	Open					0,11,10
San Jase Customer Denies Access Under Investigation	<u> </u>					0,11,10
San Jose Customer wants Smarthmeter Removed Under Investigation	Open				I	0,17,10
San Jose	Open				l	0,11,10
	Open		Customer wants Smartmeter Removed		l	0,17,10
	Open	Under Investigation	Household items affected by SM installation		I	0,11,10
San Jose	Open Open	Under Investigation	Household items affected by SM installation		l	0,11,10
San Jose Household items affected by SM installation Under Investigation		Under Investigation	Household items affected by SM installation			0,17,10
San Jose Household Items affected by SM installation Inder Investigation	Open	Under Investigation	Household items affected by SM installation		I	0,11,10
San Jose Meter/Module Equipment Under Investigation	Open	Under Investigation	Household items affected by SM installation			0, 17, 10
San Jose SmartMeter Customer Communication Under Investigation	Open					0, 11, 10
San Jose Wellington Installer Under Investigation	Open					0,17,10
San Leandro Survivio San Rafael Customer Denies Access Under Investigation	Open	-	 			0,11,10
San Rafael Customer wants Smartmeter Removed Under Investigation 1112 8/17/10 1113 8/17/10 1114 8/17/10 1115 8/17/10 1116 8/17/10 1117 8/17/10 1117 8/17/10 1118 8/17/10 1118 8/17/10 1119 8/17/10 1119 8/17/10 1119 8/17/10 1119 8/17/10 1119 8/17/10 1119 8/17/10 1119 8/17/10 1110 8/17/10 11110 8/17/10 11110 8/17/10 11110 8/17/10 11111 8/17/10 1111 8/17/10 1111 8/17/10 11111 8/17/10 11111 8/17/10 11111 8/17/10 11111 8/17/1	Open					,
San Ramon Household items affected by SM installation Under Investigation 3/17/10 3/17	Open		 			0,11,10
Santa Cruz Customer Denies Access Under Investigation 1114 8/17/10 1115 8/17/10 1116 8/17/10 1117 8/17/10 1118 8/17/10 1118 8/17/10 1119 8/18/10 1119 8/18/10 111	Open					0,11,10
Saratoga Household Items affected by SM installation Under Investigation Wellington Installer Under Investigation Windsor SmartMeter Customer Communication Under Investigation Windsor SmartMeter Customer Communication Windsor SmartMeter Customer Communication Under Investigation Windsor SmartMeter Customer Communication Windsor SmartMeter Customer Communication Under Investigation Windsor SmartMeter Customer Communication Under Investigation Windsor SmartMeter Customer Communication Under Investigation Windsor SmartMeter Customer Smartmeter Sacess Under Investigation Windsor SmartMeter Customer Denies Access Under Investigation Under Investigation Windsor SmartMeter Customer Denies Access	Open					0,11,10
Sonoma Wellington Installer Under Investigation	Open		Customer Denies Access	Santa Cruz		0,17,10
Vallejo Customer wants Smartmeter Removed Under Investigation	Open		Household items affected by SM installation	Saratoga		0,11,10
Mindsor SmartMeter Customer Communication Under Investigation 3erry Creek Wellington Installer No reason provided Dakland Household items affected by SM installation Internet/Cable Connection Problem Annual Rafael Household items affected by SM installation Internet/Cable Connection Problem Annual Rafael Household items affected by SM installation Internet/Cable Connection Problem Annual Rafael Household items affected by SM installation Internet/Cable Connection Problem Annual Rafael Household items affected by SM installation Internet/Cable Connection Problem Annual Rafael Household items affected by SM installation Internet/Cable Connection Problem Annual Rafael Household items affected by SM installation Internet/Cable Connection Problem Annual Rafael Household items affected by SM internet/Cable Connection Problem Annual Rafael Household items affected by SM internet/Cable Connection Problem Annual Rafael Household items affected by SM installation Under Investigation Annual Rafael R	Open	-	Wellington Installer	Sonoma		0,11,10
Berry Creek Wellington Installer No reason provided	Open		Customer wants Smartmeter Removed	Vallejo		0,11710
Dakland	Open			Windsor		0,11,10
San Rafael Household items affected by SM installation Internet/Cable Connection Problem	Resolved			Berry Creek		0, 17, 10
1121 8/18/10 Ben Lomond Customer Denies Access Under Investigation	Resolved	Internet/Cable Connection Problem	Household items affected by SM installation	Oakland		0,11,10
1122 8/18/10 Ben Lomond Meter/Module Equipment Under Investigation	Resolved		Household items affected by SM installation	San Rafael		0,11,10
301 S/18/10 301 Soluder Creek Customer Denies Access Under Investigation 301 Soluder Creek Customer Wants Smartmeter Removed Under Investigation 301 Soluder Creek Power Interruption Under Investigation 301 Household items affected by SM installation Under Investigation 301 S/18/10 301 S/18/10 301 Household items affected by SM installation Under Investigation 301 S/18/10 302 Satos Customer Denies Access Under Investigation 303 S/18/10 304 S/18/10 305 Satos Customer Denies Access Under Investigation 306 Satos Customer Denies Access Under Investigation 307 Solution Under Investigation 308 S/18/10 309 S/18/10 300 Satos Customer Denies Access Under Investigation 3	Open		Customer Denies Access	Ben Lomond		0,10,10
Boulder Creek Customer wants Smartmeter Removed Under Investigation	Open		Meter/Module Equipment	Ben Lomond		0, 10, 10
1125 8/18/10 1126 8/18/10 1127 8/18/10 1128 8/18/10 1129 8/18/10 1129 8/18/10 1120 8/18/10 1121 8/18/10 1120 8/18/10 1121 8/18/10 1122 8/18/10 1123 8/18/10 1124 8/18/10 1125 8/18/10 1126 8/18/10 1127 8/18/10 1128 8/18/10 1129 8/18/10 1129 8/18/10 1120 8/18/10 1120 8/18/10 1120 8/18/10 1120 8/18/10 1121 8/18/10 1122 8/18/10 1123 8/18/10 1124 8/18/10 1125 8/18/10 1126 12/12/12/12/12/12/12/12/12/12/12/12/12/1	Open		Customer Denies Access	Boulder Creek		0,10,10
1128 8/18/10 1129 8/18/10 1129 8/18/10 1129 8/18/10 1120 8/18/10 1120 8/18/10 1121 8/18/10 1121 8/18/10 1122 8/18/10 1123 8/18/10 1124 8/18/10 1125 8/18/10 1126 8/18/10 1127 8/18/10 1128 8/18/10 1129 8/18/10 1129 8/18/10 1120 8/18/10 1120 8/18/10 1120 8/18/10 1121 8/18/10 1122 8/18/10 1123 8/18/10 1124 8/18/10 1125 8/18/10 1126 8/18/10 1127 8/18/10 1128 8/18/10 1129 8/18/10 1120 8/18/10 1120 8/18/10 1121 8/18/10 1122 8/18/10 1123 8/18/10 1124 8/18/10 1125 8/18/10 1126 8/18/10 1127 8/18/10 1128 8/18/10 1129 8/18/10 1129 8/18/10 1120 8/18/10 1121 8/18/10 1122 8/18/10 1123 8/18/10 1124 8/18/10 1125 8/18/10 1126 8/18/10 1127 8/18/10 1128 8/18/10 1129 8/18/10 1120 8/18/10 1121 8/18/10 1122 8/18/10 1123 8/18/10 1124 8/18/10 1125 8/18/10 1126 8/18/10 1127 8/18/10 1128 8/18/10 1129 8/18/10 1120 8/18/10 1121 8/18/10 1122 8/18/10 1123 8/18/10 1124 8/18/10 1125 8/18/10 1126 8/18/10 1127 8/18/10 1128 8/18/10 1129 8/18/10 1120 8/18/10 1120 8/18/10 1121 8/18/10 1122 8/18/10 123 8/18/10 124 8/18/10 125 8/18/10 126 8/18/10 127 8/18/10 128 8/18/10 129 8/18/10 120	Open		Customer wants Smartmeter Removed	Boulder Creek		0, 10, 10
1127 8/18/10 1128 8/18/10 1129 8/18/10 1129 8/18/10 1130 8/18/10 1131 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1130 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1130 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1139 8/18/10 1130 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1139 8/18/10 1130 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1140 8/18/10 1150 8/18/10 1151 8/18/10 1152 8/18/10 1153 8/18/10 1154 8/18/10 1155 8/18/10 1156 8/18/10 1157 8/18/10 1158	Open					0,10,10
1128 8/18/10 1129 8/18/10 1130 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1130 8/18/10 1131 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1130 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1130 8/18/10 1131 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1139 8/18/10 1140 8/18/10 1150 8an Jose Customer Denies Access Under Investigation 1151 Ban Jose Household items affected by SM installation Under Investigation 1151 Ban Jose Household items affected by SM installation Under Investigation 1152 Ban Jose Household items affected by SM installation Under Investigation	Open		Household items affected by SM installation	Cupertino		0,10,10
1129 8/18/10 1130 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1130 8/18/10 1130 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1130 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1130 8/18/10 1131 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1140 8/18/10 1150 8/18/10 1151 8/18/10 1152 8/18/10 1153 8/18/10 1154 8/18/10 1155 8/18/10 1156 8/18/10 1157 8/18/10 1158	Open		Power Interruption	Fremont		
1130 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1130 8/18/10 1130 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1139 8/18/10 1130 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1130 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1140 8/18/10 1141 8/18/10 1141 8/18/10 1142 8/18/10 1144 8/18/10 1145 8/18/10 1146 Rousehold items affected by SM installation Under Investigation 1140 San Jose Household items affected by SM installation Under Investigation	Open		Customer Denies Access		l	0, 10, 10
1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1130 8/18/10 1130 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1140 8/18/10 1150 8/18/10 1151 8/18/10 1152 8/18/10 1153 8/18/10 1154 8/18/10 1155 8/18/10 1156 8/18/10 1157 8/18/10 1158	Open		Customer Denies Access		l	0,10,10
1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1139 8/18/10 1130 8/18/10 1131 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1139 8/18/10 1139 8/18/10 1139 8/18/10 1139 8/18/10 1140 8/18/10 1150 San Jose Customer Denies Access Under Investigation 1151 Under Investigation 1152 Under Investigation 1153 8/18/10 1154 8/18/10 1155 San Jose Customer Denies Access Under Investigation 1165 Under Investigation 1175 San Jose Customer Denies Access Under Investigation 1177 San Jose Customer Denies Access Under Investigation 1178 8/18/10 1179 San Jose Household items affected by SM installation Under Investigation 1179 San Jose Household items affected by SM installation Under Investigation 1170 San Jose Household items affected by SM installation Under Investigation	Open	Under Investigation			l	0, 10, 10
1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1139 8/18/10 1130 8/18/10 1131 8/18/10 1131 8/18/10 1132 8/18/10 1133 8/18/10 1134 8/18/10 1135 8/18/10 1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1139 8/18/10 1139 8/18/10 1140 8/18/10 1140 8/18/10 1141 8/18/10 1142 8/18/10 1144 8/18/10 1145 8/18/10 1146 8/18/10 1147 8/18/10 1148 8/18/10 1149 8/18/10 1140 8/18/10 1140 8/18/10 1141 8/18/10 1141 8/18/10 1141 8/18/10 1142 8/18/10 1144 8/18/10 1150	Open				I	0, 10, 10
1134 8/18/10 135 8/18/10 136 8/18/10 137 8/18/10 138 8/18/10 139 8/18/10 140 024kland Customer Denies Access Under Investigation 141 024kland Wellington Installer Under Investigation 141 024kland Wellington Installer Under Investigation 142 8/18/10 144 8/18/10 145 024kland Wellington Installer Under Investigation 146 024kland Wellington Installer Under Investigation 147 024kland Wellington Installer Under Investigation 148 8/18/10 149 8/18/10 140 024kland Wellington Installer Under Investigation 150 024kland Wellington Installer Under Investigation 160 024kland Wellington Installer Under Investigation 170 024kland Wellington Installer	Open				I	0,10,10
1135 8/18/10 136 8/18/10 137 8/18/10 138 8/18/10 139 8/18/10 140 Dakland Customer Denies Access Under Investigation 141 8/18/10 141 8/18/10 142 8/18/10 143 B/18/10 144 8/18/10 154 Dakland Wellington Installer Under Investigation 144 8/18/10 155 Customer Denies Access Under Investigation 156 Customer Denies Access Under Investigation 157 Under Investigation 158 Dan Jose Customer Denies Access Under Investigation 158 Dan Jose Customer Denies Access Under Investigation 158 Dan Jose Household items affected by SM installation Under Investigation 158 Dan Jose Household items affected by SM installation Under Investigation 158 Dan Jose Household items affected by SM installation Under Investigation	Open			Oakland	I	0, 10, 10
1136 8/18/10 1137 8/18/10 1138 8/18/10 1139 8/18/10 1139 8/18/10 1139 8/18/10 1139 8/18/10 1139 8/18/10 1139 8/18/10 1139 8/18/10 1140 8/18/10 1140 8/18/10 1141 8/18/10 1141 8/18/10 1142 8/18/10 1142 8/18/10 1144 8/18/10 1158 8/18/10 1159 8/18/10 1159 8/18/10 1159 8/18/10 1150 8/18/10 1150 8/18/10 1150 8/18/10 1150 8/18/10 1150 8/18/10 1150 8/18/10 1150 8/18/10 1150 8/18/10 1150 8/18/10 1150 8/18/10 1150 8/18/10 1150 8/18/10 1150 8/18/10 1150 8/18/10 1150 8/18/10 1150 8/18/10 1150 8/18/10 1150 8/18/10 1150 8/18/10	Open		Customer Denies Access	Oakland	I	0,10,10
1137 8/18/10 1138 8/18/10 1139 8/18/10 1140 8/18/10 1141 8/18/10 1142 8/18/10 1157 8/18/10 1158 8/18/10 1159 8/18/10 1159 8/18/10 1159 8/18/10 1159 8/18/10 1159 8/18/10 1159 8/18/10 1159 8/18/10 1159 8/18/10 1159 8/18/10 1150	Open		Customer Denies Access	Oakland	I	0,10,10
1138 8/18/10 1139 8/18/10 1140 8/18/10 1141 8/18/10 1142 8/18/10 1158 8/18/10 1169 Rohnert Park Wellington Installer Under Investigation 1170 San Jose Customer Denies Access Under Investigation 1171 San Jose Customer Denies Access Under Investigation 1171 San Jose Household items affected by SM installation Under Investigation 1171 San Jose Household items affected by SM installation Under Investigation 1171 San Jose Household items affected by SM installation Under Investigation	Open		Wellington Installer	Oakland	I	4,14,14
1139 8/18/10 1140 8/18/10 1140 8/18/10 1141 8/18/10 1142 8/18/10 1142 8/18/10 1143 8/18/10 1144 8/18/10 1145 8/18/10 1146 San Jose Customer Denies Access Under Investigation 1147 Customer Denies Access Under Investigation 1148 San Jose Household items affected by SM installation Under Investigation 1149 San Jose Household items affected by SM installation Under Investigation	Open		Wellington Installer	Oakland	I	0, 10, 10
1139 8/18/10 1140 8/18/10 1141 8/18/10 1141 8/18/10 1142 8/18/10 1143 8/18/10 1144 8/18/10 1145 8/18/10 1146 10 1147 10 1148 10 1149 10 1140 10 1141 10 1142 10 1143 10 1144 10 1145 10 1146 10 1147 10 1148 10 1149 10 1140 10 1141 10 1142 10 1143 10 1144 10 1145 10 1146 10 1147 10 1148 10 1149 10 1140 10 1140 10 1140 10 1141 10 1142 10 1143 10 1144 10 1145 10 1146 10 <	Open		Wellington Installer	Rohnert Park	I	0, 10, 10
1141 8/18/10 San Jose Household items affected by SM installation Under Investigation 1142 8/18/10 San Jose Household items affected by SM installation Under Investigation San Jose Household items affected by SM installation Under Investigation	Open		Customer Denies Access	San Jose	I	0,10,10
1142 8/18/10 San Jose Household items affected by SM installation Under Investigation	Open			San Jose	I	
1142 8/18/10 San Jose Household items affected by SM installation Under Investigation	Open	Under Investigation	Household items affected by SM installation	San Jose	I	
1143 8/18/10 San Jose Household items affected by SM installation Under Investigation	Open	Under Investigation	Household items affected by SM installation	San Jose	I	
	Open	Under Investigation	Household items affected by SM installation	San Jose	I	0,10,10
1144 8/18/10 San Jose Household items affected by SM installation Under Investigation	Open	Under Investigation	Household items affected by SM installation		I	8/18/10
1145 8/18/10 San Rafael Customer Denies Access Under Investigation	Open			San Rafael	I	
1146 8/18/10 San Rafael Customer Denies Access Under Investigation	Open	Under Investigation			I	
1147 8/18/10 Santa Rosa Wellington Installer Under Investigation	Open	Under Investigation			I	
1148 8/18/10 Santa Rosa Wellington Installer Under Investigation	Open	Under Investigation			I	
1149 8/18/10 Sonoma Customer Denies Access Under Investigation	Open	Under Investigation	-		I	
1150 8/18/10 Sonoma Wellington Installer Under Investigation	Open	-			I	0,10,10
1151 8/18/10 Vallejo Household items affected by SM installation Under Investigation	Open				I	0,10,10
1152 8/18/10 Woodacre Customer Denies Access Under Investigation	Open			•	I	
0/10/10	Resolved	Motion/Sensor Appliance Malfunctioning			I	0,10,10
8/18/10 San Jose Household items affected by SM installation		-		San Jose	I	



No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1154	8/18/10	Cacamor name	7,0000,11	Santa Rosa	Household items affected by SM installation		Resolved
1155	8/18/10			Tiburon	Household items affected by SM installation		Resolved
1156	8/19/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
1157	8/19/10			Aptos	Customer Denies Access	Under Investigation	Open
1158	8/19/10			Aptos	Customer Denies Access	Under Investigation	Open
1159	8/19/10			Belvedere	Customer Denies Access	Under Investigation	Open
1160	8/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
1161	8/19/10			Boulder Creek	Household items affected by SM installation	Under Investigation	Open
1162	8/19/10			Castro Valley	Household items affected by SM installation	Under Investigation	Open
1163 1164	8/19/10			Cupertino	Customer Denies Access	Under Investigation Under Investigation	Open Open
1165	8/19/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1166	8/19/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1167	8/19/10			Novato	Customer Denies Access	Under Investigation	Open
1168	8/19/10 8/19/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
1169	8/19/10			Novato Oakland	SmartMeter Customer Communication Customer Denies Access	Under Investigation	Open
1170	8/19/10			Oakland Oakland	Customer Denies Access	Under Investigation	Open
1171	8/19/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1172	8/19/10			Penngrove	Wellington Installer	Under Investigation	Open
1173	8/19/10			Petaluma	Customer Denies Access	Under Investigation	Open
1174	8/19/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
1175	8/19/10			Redwood City	Household items affected by SM installation		Open
1176	8/19/10			Richmond	Customer Denies Access	Under Investigation	Open
1177	8/19/10			San Geronimo	Customer Denies Access	Under Investigation	Open
1178	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1179	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1180	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1181	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1182	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1183	8/19/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1184	8/19/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1185	8/19/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1186	8/19/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1187	8/19/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1188	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
1189	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
1190	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
1191	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
1192	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
1193	8/19/10			San Leandro	Household items affected by SM installation		Open
1194	8/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1195	8/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1196 1197	8/19/10			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
1198	8/19/10			Sonoma	Wellington Installer	Under Investigation	Open Resolved
1199	8/19/10			Auburn	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1199	8/19/10			Oroville	Household items affected by SM installation		Resolved
1200	8/19/10			Santa Rosa	Household items affected by SM installation		Resolved
1201	0/13/10			Santa 1103a	riodseriold items affected by Own installation	Damaged Other Household Appliances	Resolved
	8/19/10			Sausalito	Household items affected by SM installation		
1202	8/19/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1203	8/20/10			Aptos	Customer Denies Access	Under Investigation	Open
1204	8/20/10			Aptos	Customer Denies Access	Under Investigation	Open
1205	8/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
1206	8/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1207	8/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1208	8/20/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1209	8/20/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1210	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
1211	8/20/10			Livermore	Customer Denies Access	Under Investigation	Open
1212	8/20/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1213	8/20/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1214	8/20/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
1215	8/20/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1216	8/20/10			Novato	Customer Denies Access	Under Investigation	Open
1217	8/20/10			Novato	Customer Denies Access	Under Investigation	Open
1218	8/20/10			Novato	Customer Denies Access	Under Investigation	Open
1219	8/20/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
1220	8/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1221	8/20/10			Oakiand	Customer Denies Access	Under Investigation	Open
1222	8/20/10			San Francisco	Customer Denies Access	Under Investigation	Open
1223	8/20/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1224	8/20/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1225	8/20/10			San Jose	Household items affected by SM installation		Open
1226	8/20/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1227 1228	8/20/10			Sonoma	Customer Denies Access	Under Investigation	Open
1228	8/20/10			Tiburon	Customer Denies Access	Under Investigation Hand off to Customer Impact Team	Open Resolved
1228	8/20/10	1	ı	Corte Madera	CPUC- Escalated Complaint	nana on to oustomer impact ream	racaulyeu

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

Complaint No. Date Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1230 8/20/10		Grass Valley	Wellington Installer	Damaged Television	Resolved
1231 8/20/10		Santa Rosa	Power Interruption	Partial Power Outage	Resolved
1232 8/21/10		Oakland	Wellington Installer	Under Investigation	Open
1233 8/21/10		Sonoma	Household items affected by SM installation		Open
1234 8/21/10		Oakland	Customer Denies Access	Under Investigation	Open
1235 8/21/10 1236 8/21/10		Los Altos Hills	Household items affected by SM installation	9	Open
9,2,1,19		Mill Valley	Customer Denies Access	Under Investigation	Open
		Oakland	Household items affected by SM installation	_	Open
1238 8/21/10 1239 8/21/10		Boulder Creek Oakland	Household items affected by SM installation Customer Denies Access	Customer does not want a SmartMete	Open Resolved
1240 8/21/10		San Francisco	Customer Denies Access	Customer Denies Wellington Access	Resolved
1241 8/21/10		Watsonville	Customer Denies Access	Customer does not want a SmartMete	Resolved
1242 8/21/10		Sunnyvale	Household items affected by SM installation		Resolved
1243 8/21/10		Santa Cruz	Customer Denies Access	Customer does not want a SmartMete	Resolved
1244 8/21/10		Gridley	Customer Denies Access	Customer does not want a SmartMete	Resolved
1245 8/21/10		Santa Cruz	Customer Denies Access	Customer does not want a SmartMete	Resolved
1246 8/21/10		Forest Knolls	Customer Denies Access	Customer does not want a SmartMete	Resolved
1247 8/21/10		Oakland	Customer Denies Access	Customer does not want a SmartMete	Resolved
1248 8/21/10		Novato	Customer Denies Access	Customer does not want a SmartMete	Resolved
1249 8/21/10		Watsonville	Customer Denies Access	Customer does not want a SmartMete	Resolved
1250 8/21/10		Ben Lomond	Household items affected by SM installation	Other	Resolved
1251 8/21/10		San Rafael	Customer Denies Access	Customer does not want a SmartMete	Resolved
1252 8/22/10		Ben Lomond	Household items affected by SM installation		Open
1253 8/22/10		Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
1254 8/22/10		San Jose	Household items affected by SM installation		Open
1255 8/22/10		Novato	Customer Denies Access	Under Investigation	Open
1256 8/22/10 1257 8/22/10		San Jose	Household items affected by SM installation		Open
S/ZE 10		Novato	Customer Denies Access	Under Investigation	Open
1258 8/22/10 1259 8/22/10		Oakland	Household items affected by SM installation		Open
3/22 13		Saratoga	Household items affected by SM installation	_	Open
3.22.13		Santa Cruz	Customer Denies Access	Under Investigation	Open
1261		Fresno	Household items affected by SM installation	_	Open
1263 8/22/10		Berkeley San Francisco	Customer Denies Access Customer Denies Access	Under Investigation Customer does not want a SmartMete	Open Resolved
1264 8/22/10		Daly City	Household items affected by SM installation		Resolved
1265 8/22/10		Los Gatos		Customer does not want a SmartMete	Resolved
1266 8/22/10		Occidental	Customer Denies Access	Customer does not want a SmartMete	Resolved
1267 8/22/10		Novato	Customer Denies Access	Customer does not want a SmartMete	Resolved
1268 8/22/10		Oakland	Customer Denies Access	Customer does not want a SmartMete	Resolved
1269 8/22/10		Vallejo	Customer Denies Access	Customer does not want a SmartMete	Resolved
1270 8/22/10		Los Gatos	Customer Denies Access	Customer does not want a SmartMete	Resolved
1271 8/23/10		Santa Rosa	Customer Denies Access	Under Investigation	Open
1272 8/23/10		Santa Rosa	Customer Denies Access	Under Investigation	Open
1273 8/23/10		Santa Rosa	Customer Denies Access	Under Investigation	Open
1274 8/23/10		Santa Rosa	Customer Denies Access	Under Investigation	Open
1275 8/23/10		Santa Rosa	Customer Denies Access	Under Investigation	Open
1276 8/23/10		Santa Rosa	Customer Denies Access	Under Investigation	Open
1277 8/23/10		San Anselmo	Wellington Installer	Under Investigation	Open
1278 8/23/10		Richmond	Customer Denies Access	Under Investigation	Open
1279 8/23/10		San Jose	Customer Denies Access	Under Investigation	Open
1280 8/23/10		Santa Cruz	Customer Denies Access	Under Investigation	Open
1281 8/23/10 1282 8/23/10		San Jose	Customer Denies Access	Under Investigation	Open
9.29.19		Santa Cruz	Customer Denies Access	Under Investigation	Open
1283 8/23/10 1284 8/23/10		Los Gatos	Customer Denies Access Customer Denies Access	Under Investigation	Open
5,2 5, 10		Oakland Richmond	Customer Denies Access Customer Denies Access	Under Investigation Under Investigation	Open
1285 8/23/10 1286 8/23/10		Oakland	Customer Denies Access Customer Denies Access	Under Investigation Under Investigation	Open Open
1287 8/23/10		Oakland Oakland	Wellington Installer	Under Investigation	Open
1288 8/23/10		Aptos	Customer Denies Access	Under Investigation	Open
1289 8/23/10		San Jose	Customer Denies Access	Under Investigation	Open
1290 8/23/10		Oakland	Customer Denies Access	Under Investigation	Open
1291 8/23/10		Windsor	Customer Denies Access	Under Investigation	Open
1292 8/23/10		Sebastopol	Customer Denies Access	Under Investigation	Open
1293 8/23/10		San Jose	Household items affected by SM installation		Open
1294 8/23/10		Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1295 8/23/10		Novato	Customer Denies Access	Under Investigation	Open
1296 8/23/10		Mill Valley	Customer Denies Access	Under Investigation	Open
1297 8/23/10		Capitola	CPUC- Escalated Complaint	Under Investigation	Open
1298 8/23/10		Suisun	Customer Denies Access	Under Investigation	Open
1299 8/23/10		Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
1300 8/23/10		Pleasant Hill	SmartMeter Customer Communication	Under Investigation	Open
1301 8/23/10		Los Aitos	Household items affected by SM installation		Open
1302 8/23/10		Grass Valley	Household items affected by SM installation		Open
1303 8/23/10		Oakland	Customer Denies Access	Under Investigation	Open
1304 8/23/10		Novato	Customer Denies Access	Under Investigation	Open
1305 8/23/10		Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
1306 8/23/10		Yuba City	Customer wants Smartmeter Removed	Under Investigation	Open



Complaint	Contempo Nome	Account	Sandas City	Core Process	Nature of Completed	Ototuo
No. Date 1307 8/23/10	Customer Name	Account	Service City Nevada City	Core Process Customer Denies Access	Nature of Complaint Under Investigation	Status Open
1308 8/23/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1309 8/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1310 8/23/10			Sanger	CPUC- Escalated Complaint	Under Investigation	Open
1311 8/23/10				Customer Denies Access	Customer does not want a SmartMete	Resolved
1312 8/23/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMete	Resolved
1313 8/23/10			Forest Knolls	Customer Denies Access	Customer Denies Wellington Access	Resolved
1314 8/23/10			San Jose	Household items affected by SM installation	Damaged Computer	Resolved
1315 8/23/10			Grass Valley	Household items affected by SM installation		Resolved
1316 8/23/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1317 8/23/10			San Rafael	Customer Denies Access	Customer does not want a SmartMete	Resolved
1318 8/23/10 1319 8/23/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
U/LU/IU			San Leandro	CPUC- Escalated Complaint	Hand off to Customer Impact Team	Resolved
1320 8/23/10 1321 8/23/10			Oakland Aptos	Household items affected by SM installation Customer Denies Access	Customer Denies Wellington Access	Resolved Resolved
1322 8/23/10			Chico	Customer Denies Access	Customer does not want a SmartMete	Resolved
1323 8/23/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1324 8/23/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1325 8/23/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1326 8/23/10			Oroville	Household items affected by SM installation		Resolved
1327 8/23/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1328 8/23/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1329 8/23/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMete	Resolved
1330 8/23/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1331 8/23/10			Richmond	Power Interruption	Partial Power Outage	Resolved
1332 8/23/10			Tiburon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1333 8/23/10 1334 8/23/10			Bolinas	Customer Denies Access	Customer does not want a SmartMete	Resolved
0120110			Chico	Customer Denies Access	Customer does not want a SmartMete	Resolved
1335 8/23/10 1336 8/23/10			Ben Lomond Oakland	Customer Denies Access Customer Denies Access	Customer does not want a SmartMete Customer does not want a SmartMete	Resolved Resolved
1337 8/23/10			Chico	Power Interruption	Partial Power Outage	Resolved
1338 8/23/10			Magalia	Power Interruption	Breaker keeps tripping	Resolved
1339 8/23/10			Soquel	Customer Denies Access	Customer does not want a SmartMete	Resolved
1340 8/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMete	Resolved
1341 8/23/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMete	Resolved
1342 8/23/10			San Rafael	Customer Denies Access	Customer does not want a SmartMete	Resolved
1343 8/23/10			Antioch	SmartMeter Customer Communication	Other	Resolved
1344 8/23/10			San Rafael	Customer Denies Access	Customer does not want a SmartMete	Resolved
1345 8/23/10			Pacific Grove	Customer Denies Access	Customer does not want a SmartMete	Resolved
1346 8/23/10			Alameda	Meter/Module	Other	Resolved
1347 8/23/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMete	Resolved
1348 8/23/10 1349 8/23/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMete	Resolved
0,20,70			San Jose	Customer Denies Access	Customer does not want a SmartMete	Resolved
1350 8/23/10 1351 8/23/10			Novato	Customer Denies Access	Customer does not want a SmartMete	Resolved
1352 8/23/10			Nevada City San Jose	Household items affected by SM installation Household items affected by SM installation		Resolved Resolved
1353 8/23/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMete	Resolved
1354 8/23/10			Fresno	Customer Denies Access	Customer does not want a SmartMete	Resolved
1355 8/23/10			Tuolumne	Customer Denies Access	Customer does not want a SmartMete	Resolved
1356 8/23/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMete	Resolved
1357 8/23/10			Aptos	Customer Denies Access	Customer does not want a SmartMete	Resolved
1358 8/23/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMete	Resolved
1359 8/23/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMete	Resolved
1360 8/23/10			Oroville	Customer Denies Access	Customer does not want a SmartMete	Resolved
1361 8/23/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMete	Resolved
1362 8/23/10 1363 8/23/10			San Jose	Household items affected by SM installation	1	Resolved
0,20,,0			Felton	Customer Denies Access	Customer Denies Wellington Access	Resolved
0/20/10			San Rafael	Customer Denies Access Customer Denies Access	Customer does not want a SmartMete	Resolved
1365 8/23/10 1366 8/23/10			Chico San Anselmo	Customer Denies Access Customer Denies Access	Customer does not want a SmartMete Customer Denies Wellington Access	Resolved Resolved
1367 8/23/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Resolved
1368 8/23/10			San Francisco	Household items affected by SM installation		Resolved
1369 8/23/10			Martinez	Customer Denies Access	Customer does not want a SmartMete	Resolved
1370 8/23/10			Fairfax	Customer Denies Access	Customer does not want a SmartMete	Resolved
1371 8/23/10			Oakland	CPUC- Escalated Complaint	Hand off to Customer Impact Team	Resolved
1372 8/23/10			Benicia	Network Equipment Installation	Concerns with equipment/pole location	Resolved
1373 8/23/10			San Jose	Wellington Installer	No reason provided	Resolved
1374 8/24/10			Nevada City	Customer Denies Access	Under Investigation	Open
1375 8/24/10			Oakley	Household items affected by SM installation		Open
1376 8/24/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1377 8/24/10			Tiburon	Customer Denies Access	Under Investigation	Open
1378 8/24/10			Santa Cruz	Household items affected by SM installation		Open
1379 8/24/10 1380 8/24/10			San Jose	Meter/Module Equipment	Under Investigation	Open
			Penngrove	Customer Nanias Agence	Under Investigation	Open
1381 8/24/10 1382 8/24/10			San Jose San Rafael	Customer Denies Access Customer Denies Access	Under Investigation Under Investigation	Open Open
1383 8/24/10			Oakland	Wellington Installer	Under Investigation	Open
JIZTIN		•	Saniana	promigion modulor	onder investigation	Орон

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

Complaint						
No. Date Customer Name 1384 8/24/10	Account	Service City Oakland	Core Process Customer Denies Access	Under	Nature of Complaint Investigation	Status Open
1385 8/24/10		Santa Rosa	Customer Denies Access		Investigation	Open
1386 8/24/10		Woodside	Customer Denies Access		Investigation	Open
1387 8/24/10		Windsor	SmartMeter Customer Communication		Investigation	Open
1388 8/24/10		Aptos	Customer Denies Access	Under	Investigation	Open
1389 8/24/10		Oakland	Household items affected by SM installation			Open
1390 8/24/10		Los Gatos	Household items affected by SM installation			Open
1391 8/24/10 1392 8/24/10		Cloverdale	Household items affected by SM installation			Open
3.2 11.13		Soquel	Household items affected by SM installation			Open
1393 8/24/10 1394 8/24/10		Berkeley San Jose	Customer Denies Access Household items affected by SM installation		Investigation	Open Open
1395 8/24/10		Walnut Creek	Household items affected by SM installation			Open
1396 8/24/10		Novato	Customer Denies Access		Investigation	Open
1397 8/24/10		Morgan Hill	Household items affected by SM installation			Open
1398 8/24/10			Meter/Module	Under	Investigation	Open
1399 8/24/10		San Jose	Customer Denies Access	Under	Investigation	Open
1400 8/24/10		Santa Rosa			ner Denies Wellington Access	Resolved
1401 8/24/10		Santa Rosa			ner Denies Wellington Access	Resolved
1402 8/24/10 1403 8/24/10		San Anselmo			ner Denies Wellington Access	Resolved
5,2,1,5		Santa Cruz	Customer Denies Access		ner Denies Wellington Access	Resolved
1404 8/24/10 1405 8/24/10		Aptos Pollock Pines	Customer Denies Access Wellington Installer	Custor Other	ner does not want a SmartMete	Resolved Resolved
1406 8/24/10		San Jose	i		ner does not want a SmartMete	Resolved
1407 8/24/10		Aptos			ner Denies Wellington Access	Resolved
1408 8/24/10		Boulder Creek	Customer Denies Access		ner Denies Wellington Access	Resolved
1409 8/24/10		Aptos			ner Denies Wellington Access	Resolved
1410 8/24/10		Felton	Customer Denies Access	Custor	ner Denies Wellington Access	Resolved
1411 8/24/10		San Jose			ner Denies Wellington Access	Resolved
1412 8/24/10		Ben Lomond			ner Denies Wellington Access	Resolved
1413 8/24/10 1414 8/24/10		Brownsville	f		ner Denies Wellington Access	Resolved
1414 8/24/10		Aptos San Jose			ner Denies Wellington Access ner Denies Wellington Access	Resolved Resolved
1416 8/24/10		Placerville	Household items affected by SM installation		ner Denies Weinington Access	Resolved
1417 8/24/10		Santa Cruz	•		ner does not want a SmartMete	
1418 8/24/10		Arnold	Household items affected by SM installation			
1419 8/24/10		San Jose	Customer Denies Access		ner Denies Wellington Access	Resolved
1420 8/24/10		Aptos	Customer Denies Access	Custor	ner Denies Wellington Access	Resolved
1421 8/24/10		Vallejo		Custor	ner does not want a SmartMete	Resolved
1422 8/24/10		Novato			ner does not want a SmartMete	Resolved
1423 8/24/10 1424 8/24/10		Novato	Customer Denies Access		ner does not want a SmartMete	Resolved
7.7.		Aptos	Customer Denies Access		ner does not want a SmartMete	Resolved
1425 8/24/10 1426 8/24/10		Oakland Berkeley			ner Denies Wellington Access ner does not want a SmartMete	Resolved Resolved
1427 8/24/10		Nevada City	Household items affected by SM installation		ner does not want a Smartwete	Resolved
1428 8/24/10		Saratoga	Customer Denies Access		ner Denies Wellington Access	Resolved
1429 8/24/10		Novato	f		ner does not want a SmartMete	Resolved
1430 8/24/10		Pleasanton	Customer Denies Access	Custor	ner Denies Wellington Access	Resolved
1431 8/24/10		Ben Lomond	Customer Denies Access	Custor	ner does not want a SmartMete	Resolved
1432 8/24/10		Scotts Valley			ner does not want a SmartMete	Resolved
1433 8/24/10		San Jose	f		ner Denies Wellington Access	Resolved
1434 8/24/10 1435 8/24/10		Twain Harte	Household items affected by SM installation			
		Santa Cruz			ner does not want a SmartMete	Resolved
1436 8/24/10 1437 8/24/10		Novato Oakland			ner Denies Wellington Access ner Denies Wellington Access	Resolved Resolved
1438 8/24/10		Caruthers			ner does not want a SmartMete	Resolved
1439 8/24/10		Mountain View	Household items affected by SM installation			Resolved
1440 8/24/10		Nevada City	Customer Denies Access		ner Denies Wellington Access	Resolved
1441 8/24/10		Richmond			ner does not want a SmartMete	Resolved
1442 8/24/10		Salinas	Customer Denies Access	Custor	ner Denies Wellington Access	Resolved
1443 8/24/10		Mount Hermon	Household items affected by SM installation			Resolved
1444 8/24/10		San Jose	Household items affected by SM installation			Resolved
1445 8/24/10		Cloverdale	Household items affected by SM installation			Resolved
1446 8/24/10 1447 8/24/10		Felton San Ramon	f		ner does not want a SmartMete ner does not want a SmartMete	Resolved Resolved
1448 8/24/10		San Ramon Santa Rosa	Household items affected by SM installation		nei does not want a Smaniviete	Resolved
1449 8/24/10		Santa Cruz	Customer Denies Access		ner Denies Wellington Access	Resolved
1450 8/24/10		Chico			ner Denies Wellington Access	Resolved
1451 8/24/10		Santa Cruz			ner Denies Wellington Access	Resolved
1452 8/24/10		San Rafael			ner Denies Wellington Access	Resolved
1453 8/24/10		Novato			ner Denies Wellington Access	Resolved
1454 8/24/10		San Jose			ner Denies Wellington Access	Resolved
1455 8/24/10		Oakland	Customer Denies Access		ner Denies Wellington Access	Resolved
1456 8/24/10 1457 8/24/10		Mount Hermon			ner Denies Wellington Access	Resolved
1457 8/24/10 1458 8/24/10		Nevada City San Jose	Wellington Installer SmartMeter Customer Communication	Other Damac	ged Computer	Resolved Resolved
1459 8/25/10		San Jose Milpitas	Customer Denies Access		Investigation	Open
1460 8/25/10			Household items affected by SM installation			Open
y.armin@illide@illide.columnamide			,		g	

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

No. Complai	int Customer Name	Account	Service City	Core Process		Nature of Complaint	Status
1461 8/25/1	ACCION CONTRACTOR OF THE PROPERTY OF THE PROPE	Account	San Jose	Customer Denies Access	Under	Investigation	Open
1462 8/25/1			Milpitas	Wellington Installer		Investigation	Open
1463 8/25/1	Assistance		San Jose	Household items affected by SM installation			Open
1464 8/25/1			San Rafael	SmartMeter Customer Communication		Investigation	Open
1465 8/25/1			Santa Cruz	Household items affected by SM installation			Open
1466 8/25/1	A-A-A-A-A-A-A-A-A-A-A-A-A-A-A-A-A-A-A-		Los Gatos	Customer Denies Access		Investigation	Open
1467 8/25/1	0		Oakland	Customer Denies Access	Under	Investigation	Open
1468 8/25/1	0		San Jose	Customer Denies Access	Under	Investigation	Open
1469 8/25/1	0		Walnut Creek	Household items affected by SM installation	Under	Investigation	Open
1470 8/25/1	0		Scotts Valley	Customer Denies Access	Under	Investigation	Open
1471 8/25/1	All the state of t		Fairfield	Customer Denies Access	Under	Investigation	Open
1472 8/25/1			Windsor	Wellington Installer		Investigation	Open
1473 8/25/1			Sonoma	Household items affected by SM installation			Open
1474 8/25/1			Novato	Wellington Installer		Investigation	Open
1475 8/25/1	4604-1490-1		San Jose	Household items affected by SM installation		3	Open
1476 8/25/1 1477 8/25/1	*****		Felton	Household items affected by SM installation		-	Open
			Nevada City	Household items affected by SM installation		-	Open
0.20.1	400-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0-0		Los Gatos	SmartMeter Customer Communication		Investigation	Open
			Oakland	Household items affected by SM installation			Open
			Oroville Campball	SmartMeter Customer Communication		Investigation	Open
1481 8/25/1 1482 8/25/1			Campbell San Jose	Customer Denies Access Household items affected by SM installation		Investigation	Open Open
1483 8/25/1			Healdsburg	Customer Denies Access		Investigation	Open
1484 8/25/1	*****		Rentfield	Customer Denies Access		Investigation	Open
1485 8/25/1			Los Gatos	Household items affected by SM installation			Open
1486 8/25/1	The state of the s		San Jose	Household items affected by SM installation			Open
1487 8/25/1			Oakland	Wellington Installer		Investigation	Open
1488 8/25/1			Santa Rosa	Wellington Installer		Investigation	Open
1489 8/25/1	MAN CARROLL		Philo	Customer Denies Access		Investigation	Open
1490 8/25/1			Grass Valley	Household items affected by SM installation			Open
1491 8/25/1			San Jose	Customer Denies Access		Investigation	Open
1492 8/25/1	9040000000		Watsonville	Customer Denies Access		Investigation	Open
1493 8/25/1			San Jose	SmartMeter Customer Communication		Investigation	Open
1494 8/25/1	0		San Jose	Customer wants Smartmeter Removed		Investigation	Open
1495 8/25/1	0		Scotts Valley	Customer wants Smartmeter Removed	Under	Investigation	Open
1496 8/25/1	0		San Jose	Wellington Installer	Under	Investigation	Open
1497 8/25/1	0		Placerville	SmartMeter Customer Communication	Under	Investigation	Open
1498 8/25/1	0		Freedom	Customer Denies Access	Under	Investigation	Open
1499 8/25/1	0		Oakland	Customer Denies Access	Custo	mer does not want a SmartMete	Resolved
1500 8/25/1	0		Novato	Customer Denies Access	Custo	mer Denies Wellington Access	Resolved
1501 8/25/1	70000000000000000000000000000000000000		Campbell	Customer Denies Access		mer Denies Wellington Access	Resolved
1502 8/25/1			Santa Rosa	Household items affected by SM installation			Resolved
1503 8/25/1			Ben Lomond	Customer Denies Access		mer Denies Wellington Access	Resolved
1504 8/25/1	AND CONTROL OF THE PROPERTY OF		Redwood Ests	Power Interruption		lete Power Outage	Resolved
1505 8/25/1			Woodacre	Customer Denies Access		mer Denies Wellington Access	Resolved
1506 8/25/1	60-00-00		Capitola	Customer Denies Access		mer Denies Wellington Access	Resolved
1507 8/25/1	and the second s		Chico	Household items affected by SM installation			Resolved
1508 8/25/1			Santa Cruz	Customer Denies Access		mer Denies Wellington Access	Resolved
1509 8/25/1 1510 8/25/1	RMONRES		Point Reyes	Customer Denies Access		mer Denies Wellington Access	Resolved
	HANNES COM		Campbell	Customer Denies Access		mer Denies Wellington Access	Resolved
1511 8/25/1 1512 8/25/1			Pleasant Hill	Customer Denies Access		mer Denies Wellington Access	Resolved
			Aptos	Customer Denies Access		mer Denies Wellington Access mer does not want a SmartMete	Resolved
			Santa Cruz	Customer Denies Access Customer Denies Access		mer does not want a SmartMete mer does not want a SmartMete	
1514 8/25/1 1515 8/25/1			Woodacre San Jose	Customer Denies Access Customer Denies Access		mer Denies Wellington Access	Resolved Resolved
1516 8/25/1			Mill Valley	Customer Denies Access Customer Denies Access		mer Denies Wellington Access	Resolved
1517 8/25/1			Ben Lomond	Household items affected by SM installation			Resolved
1518 8/25/1	(1990) (1		Los Gatos	Customer Denies Access		mer Denies Wellington Access	Resolved
1519 8/25/1			San Ramon	Customer Denies Access		mer Denies Wellington Access	Resolved
1520 8/25/1			Santa Cruz	Customer Denies Access		mer Denies Wellington Access	Resolved
1521 8/25/1			Cupertino	Customer Denies Access		mer Denies Wellington Access	Resolved
1522 8/25/1			Stockton	Customer Denies Access		mer Denies Wellington Access	Resolved
1523 8/25/1	increased		Albany	Customer Denies Access		mer Denies Wellington Access	Resolved
1524 8/25/1			Forest Knolls	Customer Denies Access		mer Denies Wellington Access	Resolved
1525 8/25/1			Santa Rosa	Household items affected by SM installation			Resolved
1526 8/25/1			San Jose	Household items affected by SM installation			Resolved
1527 8/25/1			San Jose	Customer Denies Access		mer Denies Wellington Access	Resolved
1528 8/25/1	****		San Francisco	Customer Denies Access		mer Denies Wellington Access	Resolved
1529 8/25/1			Oakhurst	Customer Denies Access		mer Denies Wellington Access	Resolved
1530 8/25/1			Santa Rosa	Customer Denies Access	Custo	mer Denies Wellington Access	Resolved
1531 8/25/1	0		San Ramon	Customer Denies Access	Custo	mer Denies Wellington Access	Resolved
1532 8/25/1			Orinda	Customer Denies Access		mer Denies Wellington Access	Resolved
1533 8/25/1			Vallejo	Customer Denies Access	Custo	mer Denies Wellington Access	Resolved
1534 8/25/1			Placerville	Customer Denies Access		mer Denies Wellington Access	Resolved
1 4505	0 I	I	Plymouth	Customer Denies Access	Custo	mer Denies Wellington Access	Resolved
1535 8/25/1							
1535 8/25/1 1536 8/25/1 1537 8/25/1	o l		Woodside Soquel	Household items affected by SM installation Customer Denies Access		n/Sensor Appliance Malfunctionir mer Denies Wellington Access	Resolved Resolved

Color Key	
Resolved Since the Last Report	
New Since the Last Report	100

Complaint				2 2		
No. Date 1538 8/25/10	Customer Name	Account	Service City Scotts Valley	Core Process SmartMeter Customer Communication	Nature of Complaint Other	Status Resolved
1539 8/25/10			Geyserville	Household items affected by SM installation		Resolved
1540 8/25/10			Vallejo	Customer Denies Access	Customer does not want a SmartMete	Resolved
1541 8/25/10			Santa Rosa	Household items affected by SM installation		Resolved
1542 8/25/10	4		Daly City	Customer Denies Access	Customer does not want a SmartMete	Resolved
1543 8/25/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMete	Resolved
1544 8/25/10 1545 8/25/10			Moraga	Customer Denies Access	Customer does not want a SmartMete	Resolved
O/LO/10			El Cerrito	Customer Denies Access	Customer does not want a SmartMete	Resolved
1546 8/25/10 1547 8/25/10			Boulder Creek Salinas	Customer Denies Access Customer Denies Access	Customer does not want a SmartMete Customer does not want a SmartMete	Resolved Resolved
1548 8/25/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMete	Resolved
1549 8/25/10			Berkeley	Customer Denies Access	Customer does not want a SmartMete	Resolved
1550 8/25/10			Sanger	Customer Denies Access	Customer does not want a SmartMete	Resolved
1551 8/25/10			Oakland	Household items affected by SM installation	Damaged Other Household Appliance	Resolved
1552 8/25/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMete	Resolved
1553 8/25/10			Los Altos Hills	Customer Denies Access	Customer does not want a SmartMete	Resolved
1554 8/25/10 1555 8/25/10			Yuba City	Power Interruption	Hi/Low Voltage Customer does not want a SmartMete	Resolved Resolved
1556 8/26/10			Greenbrae Felton	Customer Denies Access Customer wants Smartmeter Removed	Under Investigation	Open
1557 8/26/10	4		San Geronimo	Customer Denies Access	Under Investigation	Open
1558 8/26/10			Forest Knolls	Customer Denies Access	Under Investigation	Open
1559 8/26/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1560 8/26/10			Boulder Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1561 8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1562 8/26/10			San Jose	Household items affected by SM installation		Open
1563 8/26/10			Richmond	Customer Denies Access	Under Investigation	Open
1564 8/26/10 1565 8/26/10			Felton	Customer Denies Access	Under Investigation	Open
1565 8/26/10 1566 8/26/10			Boulder Creek Felton	Customer Denies Access Customer Denies Access	Under Investigation	Open
1567 8/26/10	-		San Jose	Customer Denies Access	Under Investigation Under Investigation	Open Open
1568 8/26/10			Felton	Customer Denies Access	Under Investigation	Open
1569 8/26/10			San Rafael	Customer Denies Access	Under Investigation	Open
1570 8/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1571 8/26/10			San Jose	Wellington Installer	Under Investigation	Open
1572 8/26/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
1573 8/26/10			Piedmont	Customer Denies Access	Under Investigation	Open
1574 8/26/10 1575 8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
0.20.10			Healdsburg	Household items affected by SM installation		Open
1576 8/26/10 1577 8/26/10			San Jose San Ramon	Household items affected by SM installation Household items affected by SM installation	_	Open Open
1578 8/26/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1579 8/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1580 8/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1581 8/26/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1582 8/26/10			Wheatland	Customer wants Smartmeter Removed	Under Investigation	Open
1583 8/26/10			San Jose	Household items affected by SM installation		Open
1584 8/26/10			San Jose	Household items affected by SM installation		Open
1585 8/26/10 1586 8/26/10			Nevada City	Wellington Installer	Under Investigation	Open
1586 8/26/10 1587 8/26/10			Nevada City Fairfax	SmartMeter Customer Communication SmartMeter Customer Communication	Under Investigation Under Investigation	Open
1588 8/26/10			Piedmont	Household items affected by SM installation		Open Open
1589 8/26/10			San Jose	CPUC- Escalated Complaint	Under Investigation	Open
1590 8/26/10			Saratoga	CPUC- Escalated Complaint	Under Investigation	Open
1591 8/26/10			Grass Valley	Power Interruption	Other	Resolved
1592 8/26/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1593 8/26/10			San Ramon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1594 8/26/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1595 8/26/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1596 8/26/10 1597 8/26/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1597 8/26/10 1598 8/26/10			Aptos Goveanville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1599 8/26/10			Geyserville El Dorado Hills	Customer Denies Access Household items affected by SM installation	Customer Denies Wellington Access Other	Resolved Resolved
1600 8/26/10			Sunnyvale	Household items affected by SM installation		Resolved
1601 8/26/10			Windsor	Household items affected by SM installation		Resolved
1602 8/26/10			San Bruno	Customer Denies Access	Customer does not want a SmartMete	Resolved
1603 8/26/10			San Francisco	Customer Denies Access	Customer does not want a SmartMete	Resolved
1604 8/26/10			Portola Valley	Customer Denies Access	Customer does not want a SmartMete	Resolved
1605 8/26/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMete	Resolved
1606 8/26/10			Cupertino	Customer Denies Access	Customer does not want a SmartMete	Resolved
1607 8/26/10 1608 8/26/10			Fremont	Customer Denies Access	Customer does not want a SmartMete	Resolved
1 1000 MIZE/RE			Livermore San Jose	Customer Denies Access Power Interruption	Customer does not want a SmartMete	Resolved Resolved
0,20,10		I			Breaker keeps tripping Customer does not want a SmartMete	Resolved
1609 8/26/10			Sausalito			
1609 8/26/10 1610 8/26/10			Sausalito Biggs	Customer Denies Access Household items affected by SM installation		RECORDED CONTROL OF THE PROPERTY OF THE PROPER
1609 8/26/10 1610 8/26/10 1611 8/26/10			Biggs	Household items affected by SM installation	Damaged Other Household Appliance	Resolved
1609 8/26/10 1610 8/26/10 1611 8/26/10						RECORDED CONTROL OF THE PROPERTY OF THE PROPER

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

1615 8/26/10 1616 8/26/10	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
			Catheys Valley	Customer Denies Access	Customer does not want a SmartMete	Resolved
2.53.13			San Ramon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1617 8/26/10 1618 8/26/10			Nevada City	Customer Denies Access Customer Denies Access	Customer does not want a SmartMete	Resolved Resolved
1619 8/26/10			Richmond Mill Valley	Customer Denies Access	Customer does not want a SmartMete Customer does not want a SmartMete	Resolved
1620 8/26/10			Berkeley	Customer Denies Access	Customer does not want a SmartMete	Resolved
1621 8/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMete	Resolved
1622 8/26/10			Cupertino	Customer Denies Access	Customer does not want a SmartMete	Resolved
1623 8/26/10			Live Oak	Customer Denies Access	Customer does not want a SmartMete	Resolved
1624 8/26/10			Mountain View	Customer Denies Access	Customer does not want a SmartMete	Resolved
1625 8/26/10			Livermore	Customer Denies Access	Customer does not want a SmartMete	Resolved
1626 8/26/10			Salinas	Customer Denies Access	Customer does not want a SmartMete	Resolved
1627 8/26/10			Livermore	Customer Denies Access	Customer does not want a SmartMete	Resolved
1628 8/26/10			Santa Rosa	Household items affected by SM installation		Resolved
1629 8/26/10			Aptos	Customer Denies Access	Customer does not want a SmartMete	Resolved
1630 8/26/10			Fremont	Customer Denies Access	Customer does not want a SmartMete	Resolved
1631 8/26/10			San Bruno	Customer Denies Access	Customer Denies Wellington Access	Resolved
1632 8/26/10			Oakland	Customer Denies Access	Customer does not want a SmartMete	Resolved
1633 8/26/10			Novato	Customer Denies Access	Customer does not want a SmartMete	Resolved
1634 8/26/10 1635 8/26/10			El Cerrito	Customer Denies Access	Customer does not want a SmartMete	Resolved
O/LO/10			San Jose	Power Interruption	Flickering Lights	Resolved
0,00,0	I		Martinez	Customer Denies Access	Customer does not want a SmartMete	Resolved
O/LO/ 10	I		Petaluma Saratoga	Customer Denies Access	Customer does not want a SmartMete	Resolved
1638 8/26/10 1639 8/26/10	I		Saratoga Santa Rosa	Household items affected by SM installation Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved Resolved
1640 8/26/10	I		Santa Rosa Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1641 8/26/10	I		Livermore	Customer Denies Access Customer Denies Access	Customer Denies Wellington Access Customer Denies Wellington Access	Resolved
1642 8/26/10	I		Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1643 8/26/10	I		Aptos	Customer Denies Access	Customer does not want a SmartMete	Resolved
1644 8/26/10			Carmel	Customer Denies Access	Customer does not want a SmartMete	Resolved
1645 8/26/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMete	Resolved
1646 8/26/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMete	Resolved
1647 8/26/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMete	Resolved
1648 8/26/10			San Francisco	Customer Denies Access	Customer does not want a SmartMete	Resolved
1649 8/26/10			San Francisco	Customer Denies Access	Customer does not want a SmartMete	Resolved
1650 8/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMete	Resolved
1651 8/26/10			Windsor	Household items affected by SM installation	Damaged Computer	Resolved
1652 8/26/10			Santa Rosa	Wellington Installer	Other	Resolved
1653 8/26/10			Cupertino	Household items affected by SM installation	Other	Resolved
1654 8/26/10			Stockton	Household items affected by SM installation	Other	Resolved
1655 8/26/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMete	Resolved
1656 8/26/10			Portola Valley	CPUC- Escalated Complaint	Hand off to Customer Impact Team	Resolved
1657 8/26/10			Santa Rosa	Customer wants Smartmeter Removed	Other	Resolved
1658 8/27/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
1659 8/27/10 1660 8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
0/42//10			San Jose	Household items affected by SM installation		Open
9/2//			San Jose	Household items affected by SM installation	-	Open
			San Anselmo	Customer Denies Access	Under Investigation	Open
2.5.1.1.2			Mountain View	Power Interruption	Under Investigation	Open
1664 8/27/10 1665 8/27/10	I		Oakland Suppyyale	Household items affected by SM installation Household items affected by SM installation		Open Open
1666 8/27/10	I		Sunnyvale San Jose	Household items affected by SM installation	1	Open
1667 8/27/10	I		Dakland	Customer Denies Access	Under Investigation	Open
1668 8/27/10	I		Oakland Oakland	Customer Denies Access	Under Investigation	Open
1669 8/27/10	I		Campbell	Customer Denies Access	Under Investigation	Open
1670 8/27/10	I		Grass Valley	Customer Denies Access	Under Investigation	Open
1671 8/27/10	I		Capitola	Customer Denies Access	Under Investigation	Open
1672 8/27/10	I		Newark	Customer Denies Access	Under Investigation	Open
1673 8/27/10	I		San Francisco	Potential Wellington Claim	Under Investigation	Open
1674 8/27/10	I		Saratoga	Household items affected by SM installation	9	Open
1675 8/27/10	I		Novato	Customer Denies Access	Under Investigation	Open
1676 8/27/10	I		San Jose	Wellington Installer	Under Investigation	Open
1677 8/27/10	I		Saratoga	Household items affected by SM installation	Under Investigation	Open
1678 8/27/10	I		Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
1679 8/27/10	I		San Francisco	Household items affected by SM installation	Under Investigation	Open
1680 8/27/10	I		Chico	Customer Denies Access	Under Investigation	Open
	I		Oakland	Power Interruption	Under Investigation	Open
1681 8/27/10	I		Oakland	Customer Denies Access	Under Investigation	Open
1682 8/27/10	I		San Jose	Household items affected by SM installation	1	Open
1682 8/27/10 1683 8/27/10			Los Altos	Household items affected by SM installation		Open
1682 8/27/10 1683 8/27/10 1684 8/27/10			Grass Valley	Power Interruption	Breaker keeps tripping	Resolved
1682 8/27/10 1683 8/27/10 1684 8/27/10 1685 8/27/10				Kirotanaa Daniaa Aasaa	Customer does not want a SmartMete	Resolved
1682 8/27/10 1683 8/27/10 1684 8/27/10 1685 8/27/10 1686 8/27/10			Ben Lomond		l ————————————————————————————————————	tee at a real terms of a real terms of the first
1682 8/27/10 1683 8/27/10 1684 8/27/10 1685 8/27/10 1686 8/27/10 1687 8/27/10			Los Gatos	Household items affected by SM installation	Other	Resolved
1682 8/27/10 1683 8/27/10 1684 8/27/10 1685 8/27/10 1686 8/27/10 1687 8/27/10 1688 8/27/10			Los Gatos Sonoma	Household items affected by SM installation Household items affected by SM installation	Other Other	Resolved Resolved
1682 8/27/10 1683 8/27/10 1684 8/27/10 1685 8/27/10 1686 8/27/10 1687 8/27/10			Los Gatos	Household items affected by SM installation	Other Other Customer does not want a SmartMete	Resolved

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

Pacific Gas and Electric Company SmartMeterTM Issues Report SmartMeterTM Installation Issues Report

SmartMeterTM Installation Issues Report
September 2, 2010 -- For the Period August 21, 2010 through August 27, 2010

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

	Complaint						
No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1692	8/27/10			Campbell	Customer Denies Access	Customer does not want a SmartMete	Resolved
1693	8/27/10			Campbell	Customer Denies Access	Customer does not want a SmartMete	Resolved
1694	8/27/10			Aptos	Customer Denies Access	Customer does not want a SmartMete	Resolved
1695	8/27/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1696	8/27/10			Nevada City	Customer Denies Access	Customer does not want a SmartMete	Resolved
1697	8/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMete	Resolved
1698	8/27/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1699	8/27/10			Los Banos	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1700	8/27/10			Auburn	Customer Denies Access	Customer Denies Wellington Access	Resolved
1701	8/27/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1702	8/27/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMete	Resolved
1703	8/27/10			Rodeo	Customer Denies Access	Customer does not want a SmartMete	Resolved
1704	8/27/10			Penn Valley	Customer Denies Access	Customer does not want a SmartMete	Resolved
1705	8/27/10			Vallejo	Customer Denies Access	Customer does not want a SmartMete	Resolved
1706	8/27/10			Napa	Customer Denies Access	Customer does not want a SmartMete	Resolved
1707	8/27/10			Livermore	Customer Denies Access	Customer does not want a SmartMete	Resolved
1708	8/27/10			Vallejo	Customer Denies Access	Customer does not want a SmartMete	Resolved
1709	8/27/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMete	Resolved
1710	8/27/10			Nevada City	Customer Denies Access	Customer does not want a SmartMete	Resolved
1711	8/27/10			Livermore	Customer Denies Access	Customer does not want a SmartMete	Resolved
1712	8/27/10			San Pablo	Customer Denies Access	Customer does not want a SmartMete	Resolved
1713	8/27/10			Saint Helena	Customer Denies Access	Customer does not want a SmartMete	Resolved
1714	8/27/10			San Rafael	Customer Denies Access	Customer does not want a SmartMete	Resolved
1715	8/27/10			Dublin	Customer Denies Access	Customer does not want a SmartMete	Resolved
1716	8/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMete	Resolved
1717	8/27/10			Hercules	Customer Denies Access	Customer does not want a SmartMete	Resolved
1718	8/27/10			Mariposa	Customer Denies Access	Customer does not want a SmartMete	Resolved
1719	8/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMete	Resolved
1720	8/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMete	Resolved
1721	8/27/10			Novato	Customer Denies Access	Customer does not want a SmartMete	Resolved
1722	8/27/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMete	Resolved
1723	8/27/10			Chico	Customer Denies Access	Customer does not want a SmartMete	Resolved
1724	8/27/10			La Honda	Customer Denies Access	Customer does not want a SmartMete	Resolved
1725	8/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMete	Resolved
1726	8/27/10			Campbell	Customer Denies Access	Customer does not want a SmartMete	Resolved
1727	8/27/10			Feiton	Customer Denies Access	Customer does not want a SmartMete	Resolved
1728	8/27/10			Sausalito	Household items affected by SM installati		

1,231 Open Issues on Last Report
214 Open Issues Resolved Since the Last Report
497 New Issues Since the Last Report
311 New Issues Resolved Since the Last Report
186 New Issues Open

Pacific Gas and Electric Company SmartMeterTM Issues Report

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

1 2 3 4 5	1/4/10 1/15/10	{Redacted}		M	Core Process	Nature of Complaint	Status
3 4 5	1/15/10	, ,	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open
4 5	2/1/10			Napa 	Scheduling Problems Customer Denies Access	Under Investigation Customer does not want a SmartMeter	Open Resolved
5	2/8/10			La Honda Sonoma	Customer Denies Access	Under Investigation	Open
	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
7	2/12/10			San Ramon	Wellington Installer	Other	Resolved
8	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
9	2/16/10			Berkeley	Wellington Installer	Other	Resolved
10	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
11	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
12	2/19/10			American Canyon	Wellington Installer	Installer jumped fence, broke lock	Resolved
13	2/22/10			Occidental	Customer Denies Access	Under Investigation	Open
14	2/22/10			Vallejo	Network Equipment Installation	Under Investigation	Open
15	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
16	2/26/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open
17	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
18	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
19	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
20	3/2/10			Richmond	Wellington Installer	Damaged private property	Resolved
21	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
22	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
23	3/7/10		I	Sebastopol	Customer Denies Access	Under Investigation	Open
24	3/7/10		I	Sonoma	Customer Denies Access	Under Investigation	Open
25	3/8/10		I	Cotati	Household items affected by SM installation	Under Investigation	Open
26	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
27	3/8/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
28	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
29	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
30	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
31	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
32	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
33	3/10/10			Vallejo	Customer Denies Access	-	Open
34	3/10/10			Berkeley	Wellington Installer	Under Investigation Installer rude to customer	Resolved
35	3/10/10				-		
36	3/11/10			San Francisco	Customer Denies Access Meter/Module	Customer does not want a SmartMeter	Resolved
37	3/12/10			Union City		Under Investigation	Open
38	3/12/10			Vallejo Valleja	Customer Denies Access	Under Investigation	Open
39				Vallejo	Wellington Installer	Under Investigation	Open
	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
40	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
41	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
42	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
43	3/16/10			Tracy	Meter/Module	Under Investigation	Open
44	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
45	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
46	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
47	3/19/10			Sunnyvale	Wellington Installer	Damaged private property	Resolved
48	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
49	3/22/10			Saint Helena	Other	Under Investigation	Open
50	3/22/10		I	San Jose	Scheduling Problems	Under Investigation	Open
51	3/22/10		I	Tracy	Customer Denies Access	Under Investigation	Open
52	3/23/10		I	Santa Rosa	Customer Denies Access	Under Investigation	Open
53	3/24/10		I	San Jose	Wellington Installer	Theft	Resolved
54	3/25/10			El Sobrante	Wellington Installer	Damaged private property	Resolved
55	3/25/10			Mariposa	Wellington Installer	Installer upset animals	Resolved
56	3/25/10			San Jose	Wellington Installer	Damaged private property	Resolved
57	3/25/10			San Jose	Wellington Installer	Installer fails to knock	Resolved
58	3/27/10			San Jose	Wellington Installer	Other	Resolved
59	3/30/10		I	Daly City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
60	4/2/10		I	San Jose	Scheduling Problems	Under Investigation	Open
61	4/2/10		I	San Jose	Wellington Installer	Damaged private property	Resolved
62	4/5/10		I	Vacaville	Other	Under Investigation	Open
63	4/6/10			Fracy	Wellington Installer	Other	Resolved
64	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
65	4/7/10			Santa Clara	Wellington Installer	Under Investigation	Open
66	4/7/10			San Jose	Wellington Installer	No time given to power down equipment	Resolved
67	4/7/10		I	San Jose	Wellington Installer	Other	Resolved
68	4/14/10		I	Kingsburg	Power Interruption	Under Investigation	Open
69	4/14/10		I	Madera	Wellington Installer	Under Investigation	Open
70	4/14/10		I	San Jose	Other	Under Investigation	Open
71	4/15/10			Madera	Other	Under Investigation	Open
72	4/15/10			San Jose	Wellington Installer	Under Investigation	Open
73	4/16/10		I	Live Oak	Household items affected by SM installation	Under Investigation	Open
	4/16/10		I	San Jose	Scheduling Problems	Under Investigation	Open
74	4/19/10		I	Brentwood	Household items affected by SM installation	Under Investigation	Open
74 75					Customer Denies Access	Under Investigation	Open
	4/19/10			San Jose			

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
78 79	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
80	4/21/10 4/21/10			El Dorado Madera	Wellington Installer	Under Investigation	Open
81	4/21/10			Sunnyvale	Household items affected by SM installation Wellington Installer	Under Investigation Under Investigation	Open Open
82	4/23/10			Berkeley	Other	Under Investigation	Open
83	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
84	4/23/10			Madera	Wellington Installer	Under Investigation	Open
85	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
86	4/26/10			Madera	Wellington Installer	Under Investigation	Open
87	4/26/10			Napa	Wellington Installer	Under Investigation	Open
88	4/26/10			Orinda	Meter/Module	Under Investigation	Open
89	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
90	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
91	4/28/10			Richmond	Wellington Installer	Under Investigation	Open
92	4/29/10			Madera	Wellington Installer	Under Investigation	Open
93	4/29/10			Oakland	Wellington Installer	Other	Resolved
94	4/30/10			Richmond	Other	Under Investigation	Open
95	5/5/10			Oakland	Wellington Installer	Under Investigation	Open
96	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
97	5/7/10			Daly City	Wellington Installer	Under Investigation	Open
98	5/7/10	l		Livermore	Wellington Installer	Under Investigation	Open
99	5/7/10	 		San Jose	Customer Denies Access	Under Investigation	Open
100	5/7/10	 		San Jose	Meter/Module	Under Investigation	Open
101	5/8/10	l		Placerville	Wellington Installer	Under Investigation	Open
101	5/8/10	 		San Jose	-		Open
102	5/8/10	l		Los Gatos	Household items affected by SM installation	Under Investigation Under Investigation	Open
103	5/10/10	 		Los Gatos Milpitas	Customer Denies Access	Under Investigation Under Investigation	Open
				•	Wellington Installer	*	· .
105 106	5/10/10 5/10/10	l		Petaluma San Jose	Wellington Installer Customer Denies Access	Under Investigation	Open Open
107	5/10/10			San Jose	Customer Denies Access	Under Investigation	·
						Under Investigation	Open
108	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
109	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
110	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
111	5/10/10			San Jose	Other	Under Investigation	Open
112	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
113	5/10/10			Woodside	Wellington Installer	Under Investigation	Open
114	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
115	5/11/10			Chico	Wellington Installer	Under Investigation	Open
116	5/11/10			Concord	Household items affected by SM installation	Under Investigation	Open
117	5/11/10			Cupertino	Wellington Installer	Under Investigation	Open
118	5/11/10			Milpitas	Wellington Installer	Under Investigation	Open
119	5/11/10			Orinda	SmartMeter Customer Communication	Under Investigation	Open
120	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
121	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
122	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
123	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
124	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
125	5/11/10			San Jose	Wellington Installer	Under Investigation	Open
126	5/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
127	5/11/10			Fracy	Wellington Installer	Under Investigation	Open
128	5/11/10	l		Vallejo	Wellington Installer	Under Investigation	Open
129	5/11/10	l		Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
130	5/11/10	l		Alamo	SmartMeter Customer Communication	Other	Resolved
131	5/11/10	l		Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
132	5/11/10	 		Oakland Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
133	5/11/10	 		Oakland Distances of	Customer Denies Access	Customer does not want a SmartMeter	Resolved
134	5/11/10	 		Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
135	5/11/10	 		Richmond	SmartMeter Customer Communication	Q on SM communication materials	Resolved
136	5/11/10	 		San Leandro	SmartMeter Customer Communication	Other	Resolved
137	5/12/10	 		Fresno	Other	Under Investigation	Open
138	5/12/10	 		Livermore	Wellington Installer	Under Investigation	Open
139	5/12/10	 		Martinez	Household items affected by SM installation	Under Investigation	Open
140	5/12/10	 		Marysville	Wellington Installer	Under Investigation	Open
141	5/12/10	 		Mountain View	Wellington Installer	Under Investigation	Open
142	5/12/10	l		Napa	Wellington Installer	Under Investigation	Open
143	5/12/10	l		Richmond	Other	Under Investigation	Open
144	5/12/10	l		Richmond	Wellington Installer	Under Investigation	Open
145	5/12/10	l		San Jose	Customer Denies Access	Under Investigation	Open
146	5/12/10	l		San Jose	Wellington Installer	Under Investigation	Open
147	5/12/10	l		San Jose	Wellington Installer	Under Investigation	Open
148	5/12/10	l		San Ramon	Wellington Installer	Under Investigation	Open
149	5/12/10	l		Sonoma	Wellington Installer	Under Investigation	Open
150	5/12/10	l		Tracy	Wellington Installer	Under Investigation	Open
151	5/12/10	l		Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
152	5/12/10	l		Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
450	5/12/10			Pinole	Customer Denies Access	Customer does not want a SmartMeter	Resolved
153 154	5/13/10			Clovis			Open

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

Pacific Gas and Electric Company
SmartMeterTM Issues Report
SmartMeterTM Installation Issues Report

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

No.	Complaint Date	Customer Name Acco	ount Service City	Core Process	Nature of Complaint	Status
155	5/13/10	Customer Name Acco	Los Banos	Customer Denies Access	Under Investigation	Open
156	5/13/10		Marysville	Wellington Installer	Under Investigation	Open
157	5/13/10		Redding	Wellington Installer	Under Investigation	Open
158	5/13/10		San Jose	Customer Denies Access	Under Investigation	Open
159	5/13/10		Tracy	Household items affected by SM installation	Under Investigation	Open
160	5/13/10		Tracy	Household items affected by SM installation	Under Investigation	Open
161	5/13/10		Tracy	Other	Under Investigation	Open
162	5/14/10		Antioch	Meter/Module	Under Investigation	Open
163	5/14/10		Clayton	Wellington Installer	-	Open
164	5/14/10		Madera	Customer Denies Access	Under Investigation Under Investigation	Open
165	5/14/10		Viadera Dakland			Open
	5/14/10			Customer Denies Access	Under Investigation	'
166			Piedmont	Customer Denies Access	Under Investigation	Open
167	5/14/10		Pleasanton	Wellington Installer	Under Investigation	Open
168	5/14/10		San Jose	Meter/Module	Under Investigation	Open
169	5/14/10		San Ramon	Customer Denies Access	Under Investigation	Open
170	5/14/10		San Ramon	Customer Denies Access	Under Investigation	Open
171	5/14/10		Tracy	Customer Denies Access	Under Investigation	Open
172	5/14/10		San Leandro	Customer wants SmartMeter Removed	Other	Resolved
173	5/15/10		Chico	Customer Denies Access	Under Investigation	Open
174	5/15/10		Concord	Customer Denies Access	Under Investigation	Open
175	5/15/10		Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
176	5/15/10		Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
177	5/15/10		Los Gatos	Customer Denies Access	Under Investigation	Open
178	5/15/10		San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
179	5/16/10		Oakland	Customer Denies Access	Under Investigation	Open
180	5/16/10		Oakland	Customer Denies Access	Under Investigation	Open
181	5/16/10		Oakland	Customer Denies Access	Under Investigation	Open
182	5/16/10		Oakland	Customer Denies Access	Under Investigation	Open
183	5/16/10		Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
184	5/17/10		Alameda	Customer Denies Access	Under Investigation	Open
185	5/17/10		Alameda	SmartMeter Customer Communication	Under Investigation	Open
186	5/17/10		Alameda	Wellington Installer	Under Investigation	Open
187	5/17/10		Alamo	Scheduling Problems	Under Investigation	Open
188	5/17/10		Benicia	Wellington Installer	Under Investigation	Open
189	5/17/10		Dos Palos	Wellington Installer	Under Investigation	Open
190	5/17/10		El Cerrito	Customer Denies Access	Under Investigation	Open
191	5/17/10		Los Gatos	Customer Denies Access	Under Investigation	Open
192	5/17/10		Los Gatos	Customer Denies Access	Under Investigation	Open
	5/17/10				<u> </u>	<u> </u>
193 194	5/17/10		Los Gatos Oakland	Scheduling Problems	Under Investigation	Open
				Customer Denies Access	Under Investigation	Open
195	5/17/10		Oakland	Customer Denies Access	Under Investigation	Open
196	5/17/10		Oakland Oakland	Customer Denies Access	Under Investigation	Open
197	5/17/10		Dakland	Customer Denies Access	Under Investigation	Open
198	5/17/10		Dakland	Customer Denies Access	Under Investigation	Open
199	5/17/10		Oakland	Customer Denies Access	Under Investigation	Open
200	5/17/10		Oakland	Customer Denies Access	Under Investigation	Open
201	5/17/10		Oakland	Customer Denies Access	Under Investigation	Open
202	5/17/10		Piedmont	Customer Denies Access	Under Investigation	Open
203	5/17/10		Piedmont	Customer Denies Access	Under Investigation	Open
204	5/17/10		Piedmont	Customer Denies Access	Under Investigation	Open
205	5/17/10		Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
206	5/17/10		S. San Francisco	Other	Under Investigation	Open
207	5/17/10		San Jose	Customer Denies Access	Under Investigation	Open
	5/17/10		Santa Rosa	Wellington Installer	Under Investigation	Open
208	3/11/10					
208 209	5/17/10	l	Sunnyvale	Customer Denies Access	Under Investigation	Open

Pacific Gas and Electric Company
SmartMeterTM Complaint Report
High-Bill Complaint Report For Customers With SmartMeterTM Devices*
September 2, 2010 -- For the Period August 21, 2010 through August 27, 2010

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

	Complaint					
No.	Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
1	5/21/10	{Redacted}	{Redacted}	SAN MATEO	Open	Under Investigation
2	8/6/10			SAN LEANDRO	Resolved	
						{Redacted}
3	8/6/10			FRESNO	Resolved	,,
4	8/9/10			SAN RAMON	Resolved	(Dadastad)
5	8/11/10			YUBA CITY	Open	{Redacted}
6	8/17/10			SCOTTS VALLEY	Open	
7	8/20/10			ALAMO	Open	
8	8/23/10			MARIPOSA	Open	
9	8/26/10			PACHECO	Open	
10	8/23/10			SAN PABLO	Open	
11	8/23/10			BENICIA	Open	
12	8/26/10			YUBA CITY	Open	
	5/20/10			TOBA CITT		

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

Page 1 of 2

Pacific Gas and Electric Company
SmartMeterTM Complaint Report
High-Bill Complaint Report For Customers With SmartMeterTM Devices*
September 2, 2010 -- For the Period August 21, 2010 through August 27, 2010

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

Complaint No. Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
				7	Open Complaints on Last Report
				3	Open Complaints Resolved Since the Last Report
				5	New Complaints Since the Last Report

New Complaints Resolved Since the Last ReportNew Complaints Open

Pacific Gas and Electric Company
SmartMeterTM Complaint Report
High-Bill Complaint Report For Customers With SmartMeterTM Devices*
September 2, 2010 -- For the Period August 21, 2010 through August 27, 2010

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

	Complaint					
No.	Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
1	5/21/10	{Redacted}	{Redacted}	SAN MATEO	Open	Under Investigation
2	8/6/10			SAN LEANDRO	Resolved	
3	8/6/10			FRESNO	Resolved	{Redacted}
4	8/9/10			SAN RAMON	Resolved	
5	8/11/10	1		YUBA CITY	Open	{Redacted}
6	8/17/10	1		SCOTTS VALLEY	Open	
7	8/20/10			ALAMO	Open	
8	8/23/10			MARIPOSA	Open	
9	8/26/10			PACHECO	Open	
10	8/23/10			SAN PABLO	Open	
11	8/23/10			BENICIA	Open	
12	8/26/10			YUBA CITY	Open	

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

Page 1 of 2

Pacific Gas and Electric Company
SmartMeterTM Complaint Report
High-Bill Complaint Report For Customers With SmartMeterTM Devices*
September 2, 2010 -- For the Period August 21, 2010 through August 27, 2010

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

No.	complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
4					7	Open Complaints on Last Report
					3	Open Complaints Resolved Since the Last Report
					5	New Complaints Since the Last Report
					0	New Complaints Resolved Since the Last Report

New Complaints Open