

Pacific Gas and Electric Company
 SmartMeter™ Issues Report
 SmartMeter™ 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	

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			Napa	Scheduling Problems	Under Investigation	Open
3	2/1/10			La Honda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
4	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
5	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
6	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			Sebastopol	Customer Denies Access	Under Investigation	Open
24	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
25	3/8/10			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	Under Investigation	Open
34	3/10/10			Berkeley	Wellington Installer	Installer rude to customer	Resolved
35	3/11/10			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			Vallejo	Customer Denies Access	Under Investigation	Open
38	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
39	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			San Jose	Scheduling Problems	Under Investigation	Open
51	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
52	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
53	3/24/10			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			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
60	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
61	4/2/10			San Jose	Wellington Installer	Damaged private property	Resolved
62	4/5/10			Vacaville	Other	Under Investigation	Open
63	4/6/10			Tracy	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			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			San Ramon	Wellington Installer	Under Investigation	Open

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
78	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
79	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
80	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
81	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	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			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			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			Tracy	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			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			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			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			San Jose	Customer Denies Access	Under Investigation	Open
146	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
147	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
148	5/12/10			San Ramon	Wellington Installer	Under Investigation	Open
149	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open
150	5/12/10			Tracy	Wellington Installer	Under Investigation	Open
151	5/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
152	5/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
153	5/12/10			Pinole	Customer Denies Access	Customer does not want a SmartMeter	Resolved
154	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open

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155	5/13/10			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	Under Investigation	Open
164	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
165	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
166	5/14/10			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
193	5/17/10			Los Gatos	Scheduling Problems	Under Investigation	Open
194	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
195	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
196	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
197	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
198	5/17/10			Oakland	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
208	5/17/10			Santa Rosa	Wellington Installer	Under Investigation	Open
209	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
210	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
211	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
212	5/17/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
213	5/18/10			Chowchilla	Customer Denies Access	Under Investigation	Open
214	5/18/10			Dos Palos	Wellington Installer	Under Investigation	Open
215	5/18/10			Dublin	Wellington Installer	Under Investigation	Open
216	5/18/10			Livermore	Customer Denies Access	Under Investigation	Open
217	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
218	5/18/10			Madera	Customer Denies Access	Under Investigation	Open
219	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
220	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
221	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
222	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
223	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
224	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
225	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
226	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
227	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
228	5/18/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
229	5/18/10			Tracy	Customer Denies Access	Under Investigation	Open
230	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
231	5/19/10			Brentwood	Customer wants Smartmeter Removed	Under Investigation	Open

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232	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
233	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
234	5/19/10			Oakland	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			San Jose	Wellington Installer	Under Investigation	Open
248	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
249	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
250	5/20/10			Tracy	Power Interruption	Under Investigation	Open
251	5/20/10			Yuba City	Wellington Installer	Under Investigation	Open
252	5/20/10			Oakland	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			Oakland	Customer Denies Access	Under Investigation	Open
282	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
283	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
284	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
285	5/22/10			San Jose	Customer Denies Access	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			Oakland	Customer Denies Access	Under Investigation	Open
290	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
291	5/23/10			Oakland	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			Oakland	Customer Denies Access	Under Investigation	Open
301	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
302	5/24/10			Oakland	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			Oakland	Customer Denies Access	Under Investigation	Open

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309	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
310	5/24/10			Piedmont	Customer Denies Access	Under Investigation	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			Woraga	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			Wheatland	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			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	6/1/10			Wheatland	Power Interruption	Under Investigation	Open
349	6/2/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
350	6/2/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
351	6/2/10			Cupertino	Wellington Installer	Under Investigation	Open
352	6/2/10			Los Gatos	Wellington Installer	Under Investigation	Open
353	6/3/10			Oakdale	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	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
356	6/7/10			Corte Madera	Customer Denies Access	Under Investigation	Open
357	6/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
358	6/8/10			Fresno	Power Interruption	Under Investigation	Open
359	6/8/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
360	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
361	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
362	6/8/10			Piedmont	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	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			Oakland	Customer Denies Access	Under Investigation	Open
369	6/9/10			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			Vallejo	Household items affected by SM installation	Under Investigation	Open
379	6/11/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
380	6/11/10			San Jose	Wellington Installer	Under Investigation	Open
381	6/11/10			San Rafael	Customer Denies Access	Under Investigation	Open
382	6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
383	6/11/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
384	6/13/10			San Ramon	Customer Denies Access	Under Investigation	Open
385	6/14/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open

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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			Oakland	Customer Denies Access	Under Investigation	Open
392	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
393	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
394	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
395	6/15/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
396	6/15/10			Pittsburg	Household items affected by SM installation	Under Investigation	Open
397	6/15/10			Pleasant Hill	Customer Denies Access	Under Investigation	Open
398	6/15/10			San Jose	Customer Denies Access	Under Investigation	Open
399	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
400	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			Oakland	Customer Denies Access	Under Investigation	Open
409	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
410	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
411	6/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
412	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			Oakland	Customer Denies Access	Under Investigation	Open
421	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
422	6/17/10			Penryn	Household items affected by SM installation	Under Investigation	Open
423	6/17/10			Pleasanton	Customer Denies Access	Under Investigation	Open
424	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
425	6/17/10			San Francisco	Wellington Installer	Under Investigation	Open
426	6/17/10			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			Danville	SmartMeter Customer Communication	Under Investigation	Open
436	6/18/10			Danville	Wellington Installer	Under Investigation	Open
437	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
438	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
439	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
440	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			Newcastle	Household items affected by SM installation	Under Investigation	Open
450	6/21/10			San Jose	Customer Denies Access	Under Investigation	Open
451	6/21/10			San Jose	Power Interruption	Under Investigation	Open
452	6/21/10			San Jose	Wellington Installer	Under Investigation	Open
453	6/21/10			Yuba City	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			San Jose	Customer Denies Access	Under Investigation	Open
458	6/22/10			San Jose	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			Oakland	Wellington Installer	Under Investigation	Open
462	6/23/10			Piedmont	Customer Denies Access	Under Investigation	Open

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463	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
464	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
465	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
466	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
467	6/23/10			San Jose	Wellington Installer	Under Investigation	Open
468	6/23/10			Santa Rosa	Wellington Installer	Under Investigation	Open
469	6/23/10			Saratoga	Customer Denies Access	Under Investigation	Open
470	6/23/10			Shingle Springs	Wellington Installer	Under Investigation	Open
471	6/24/10			Antioch	Household items affected by SM installation	Under Investigation	Open
472	6/24/10			Boodega Bay	Wellington Installer	Under Investigation	Open
473	6/24/10			Los Gatos	Customer Denies Access	Under Investigation	Open
474	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
475	6/24/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
476	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
477	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
478	6/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
479	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
480	6/25/10			Larkspur	Customer wants Smartmeter Removed	Under Investigation	Open
481	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
482	6/26/10			Sanger	Customer wants Smartmeter Removed	Under Investigation	Open
483	6/28/10			Moraga	Household items affected by SM installation	Under Investigation	Open
484	6/28/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
485	6/28/10			Plumas Lakes	Wellington Installer	Under Investigation	Open
486	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
487	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
488	6/28/10			Santa Clara	Household items affected by SM installation	Under Investigation	Open
489	6/28/10			Union City	Meter/Module	Under Investigation	Open
490	6/28/10			Vacaville	Customer wants Smartmeter Removed	Under Investigation	Open
491	6/29/10			Aptos	Customer Denies Access	Under Investigation	Open
492	6/29/10			Chico	Wellington Installer	Under Investigation	Open
493	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
494	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
495	6/29/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
496	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
497	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
498	6/29/10			Twain Harte	Customer Denies Access	Under Investigation	Open
499	6/29/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
500	6/30/10			Mill Valley	Wellington Installer	Under Investigation	Open
501	6/30/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
502	6/30/10			Oakland	Wellington Installer	Under Investigation	Open
503	6/30/10			Oakland	Wellington Installer	Under Investigation	Open
504	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
505	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
506	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
507	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
508	6/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
509	6/30/10			Tracy	Wellington Installer	Under Investigation	Open
510	7/1/10			Oakland	Wellington Installer	Under Investigation	Open
511	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
512	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
513	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
514	7/1/10			San Jose	Wellington Installer	Under Investigation	Open
515	7/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
516	7/2/10			San Jose	Household items affected by SM installation	Under Investigation	Open
517	7/2/10			Union City	Wellington Installer	Under Investigation	Open
518	7/2/10			Oakland	Customer wants Smartmeter Removed	No reason provided	Resolved
519	7/3/10			Arvin	Customer Denies Access	Under Investigation	Open
520	7/5/10			Oakland	Household items affected by SM installation	Under Investigation	Open
521	7/6/10			Berkeley	Wellington Installer	Under Investigation	Open
522	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
523	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
524	7/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
525	7/6/10			Placerville	Wellington Installer	Under Investigation	Open
526	7/6/10			Santa Rosa	Wellington Installer	Under Investigation	Open
527	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
528	7/6/10			San Jose	Household items affected by SM installation	Gas Appliance Not Working	Resolved
529	7/7/10			Richmond	Household items affected by SM installation	Under Investigation	Open
530	7/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
531	7/7/10			San Jose	Wellington Installer	Under Investigation	Open
532	7/7/10			Oakland	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
533	7/8/10			Marysville	Wellington Installer	Under Investigation	Open
534	7/8/10			Oakland	Wellington Installer	Under Investigation	Open
535	7/8/10			Placerville	Household items affected by SM installation	Under Investigation	Open
536	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
537	7/8/10			San Jose	Wellington Installer	Under Investigation	Open
538	7/8/10			Mountain View	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
539	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open

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540	7/9/10			Oakland	Household items affected by SM installation	Under Investigation	Open
541	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
542	7/9/10			Saratoga	Wellington Installer	Under Investigation	Open
543	7/9/10			Vacaville	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	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
548	7/12/10			Byron	Household items affected by SM installation	Under Investigation	Open
549	7/12/10			Campbell	Customer Denies Access	Under Investigation	Open
550	7/12/10			Campbell	Wellington Installer	Under Investigation	Open
551	7/12/10			Oakland	Wellington Installer	Under Investigation	Open
552	7/12/10			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
553	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
554	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
555	7/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
556	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
557	7/13/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
558	7/13/10			Fairfax	Customer Denies Access	Under Investigation	Open
559	7/13/10			Grass Valley	Household items affected by SM installation	Under Investigation	Open
560	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
561	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
562	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
563	7/13/10			Saratoga	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
564	7/14/10			Felton	Customer Denies Access	Under Investigation	Open
565	7/14/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
566	7/14/10			Petaluma	Wellington Installer	Under Investigation	Open
567	7/14/10			Placerville	Customer Denies Access	Under Investigation	Open
568	7/14/10			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			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			Oakland	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			Oakland	Customer Denies Access	Under Investigation	Open
585	7/16/10			Oakland	Customer Denies Access	Under Investigation	Open
586	7/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
587	7/16/10			San Jose	Meter/Module	Under Investigation	Open
588	7/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
589	7/16/10			Emeryville	SmartMeter Customer Communication	Other	Resolved
590	7/16/10			Kensington	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
591	7/16/10			Lafayette	Customer Denies Access	Customer does not want a SmartMeter	Resolved
592	7/16/10			San Francisco	Household items affected by SM installation	Other	Resolved
593	7/16/10			San Jose	Household items affected by SM installation	Other	Resolved
594	7/16/10			San Jose	Household items affected by SM installation	Other	Resolved
595	7/16/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
596	7/17/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
597	7/17/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
598	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			Fairfax	Customer Denies Access	Under Investigation	Open
602	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
603	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
604	7/19/10			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			Guerneville	Wellington Installer	Under Investigation	Open
614	7/19/10			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

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617	7/19/10			Redwood Ests	Customer Denies Access	Under Investigation	Open
618	7/19/10			Rio Oso	Customer Denies Access	Under Investigation	Open
619	7/19/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
620	7/19/10			San Jose	Wellington Installer	Under Investigation	Open
621	7/19/10			Tracy	Household items affected by SM installation	Under Investigation	Open
622	7/19/10			Vallejo	Wellington Installer	Under Investigation	Open
623	7/19/10			Concord	Customer Denies Access	Customer does not want a SmartMeter	Resolved
624	7/19/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
625	7/19/10			Inverness	SmartMeter Customer Communication	Other	Resolved
626	7/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
627	7/19/10			Oakland	Household items affected by SM installation	Other	Resolved
628	7/20/10			San Carlos	Household items affected by SM installation	Under Investigation	Open
629	7/20/10			San Rafael	Wellington Installer	Under Investigation	Open
630	7/20/10			Santa Clara	Wellington Installer	Under Investigation	Open
631	7/20/10			Berkeley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
632	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
633	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
634	7/21/10			San Jose	Customer Denies Access	Under Investigation	Open
635	7/21/10			San Jose	Wellington Installer	Under Investigation	Open
636	7/21/10			San Jose	Wellington Installer	Under Investigation	Open
637	7/21/10			San Rafael	Wellington Installer	Under Investigation	Open
638	7/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
639	7/21/10			Concord	Customer Denies Access	Customer does not want a SmartMeter	Resolved
640	7/21/10			Novato	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
641	7/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
642	7/22/10			Emeryville	Customer wants Smartmeter Removed	Under Investigation	Open
643	7/22/10			Belvedere	Customer Denies Access	Customer does not want a SmartMeter	Resolved
644	7/22/10			Campbell	Household items affected by SM installation	Damaged Computer	Resolved
645	7/22/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Resolved
646	7/22/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
647	7/22/10			Oakland	SmartMeter Customer Communication	Q on SM communication materials	Resolved
648	7/22/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
649	7/23/10			Paradise	Household items affected by SM installation	Under Investigation	Open
650	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
651	7/23/10			Fremont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
652	7/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
653	7/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
654	7/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
655	7/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
656	7/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
657	7/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
658	7/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
659	7/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
660	7/23/10			Oakland	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
661	7/23/10			San Jose	Household items affected by SM installation	Meter/Module clearance issues	Resolved
662	7/24/10			Oakland	Customer Denies Access	Under Investigation	Open
663	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
664	7/24/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
665	7/25/10			Oakland	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
666	7/26/10			Groveland	Household items affected by SM installation	Under Investigation	Open
667	7/26/10			Oakland	Wellington Installer	Under Investigation	Open
668	7/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
669	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
670	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
671	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
672	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
673	7/26/10			Hayward	Customer Denies Access	Customer does not want a SmartMeter	Resolved
674	7/26/10			Hayward	Customer Denies Access	Customer does not want a SmartMeter	Resolved
675	7/26/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
676	7/26/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
677	7/26/10			Oakland	SmartMeter Customer Communication	Radio Frequency Concerns	Resolved
678	7/26/10			San Jose	Household items affected by SM installation	Damaged Computer	Resolved
679	7/27/10			Chico	Wellington Installer	Under Investigation	Open
680	7/27/10			Grass Valley	Customer Denies Access	Under Investigation	Open
681	7/27/10			Los Altos Hills	Customer Denies Access	Under Investigation	Open
682	7/27/10			Moss Landing	Customer wants Smartmeter Removed	Under Investigation	Open
683	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
684	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
685	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
686	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
687	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
688	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
689	7/27/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
690	7/27/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
691	7/27/10			Oakland	Wellington Installer	Under Investigation	Open
692	7/27/10			Penn Valley	Customer Denies Access	Under Investigation	Open
693	7/27/10			Pleasant Hill	Household items affected by SM installation	Under Investigation	Open

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694	7/27/10			San Jose	Wellington Installer	Under Investigation	Open
695	7/27/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
696	7/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
697	7/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
698	7/28/10			Oakland	Customer Denies Access	Under Investigation	Open
699	7/28/10			Oakland	Customer Denies Access	Under Investigation	Open
700	7/28/10			Oakland	Household items affected by SM installation	Under Investigation	Open
701	7/28/10			Oakland	Wellington Installer	Under Investigation	Open
702	7/28/10			Placerville	Wellington Installer	Under Investigation	Open
703	7/28/10			San Jose	Customer Denies Access	Under Investigation	Open
704	7/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
705	7/28/10			San Jose	Network Equipment Installation	Under Investigation	Open
706	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
707	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
708	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
709	7/28/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
710	7/28/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
711	7/29/10			Larkspur	Customer Denies Access	Under Investigation	Open
712	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
713	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
714	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
715	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
716	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
717	7/29/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
718	7/29/10			Oakland	Household items affected by SM installation	Under Investigation	Open
719	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
720	7/29/10			Placerville	Household items affected by SM installation	Under Investigation	Open
721	7/29/10			Placerville	Wellington Installer	Under Investigation	Open
722	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
723	7/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
724	7/29/10			San Jose	Wellington Installer	Under Investigation	Open
725	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
726	7/29/10			Larkspur	Customer Denies Access	Customer does not want a SmartMeter	Resolved
727	7/29/10			Larkspur	Customer Denies Access	Customer does not want a SmartMeter	Resolved
728	7/29/10			Mill Valley	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
730	7/29/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
731	7/29/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
732	7/29/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
733	7/29/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
734	7/29/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
735	7/29/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
736	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
738	7/29/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
739	7/29/10			San Anselmo	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
741	7/29/10			San Rafael	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
743	7/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
744	7/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
745	7/29/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
746	7/29/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
747	7/30/10			Alameda	Customer Denies Access	Under Investigation	Open
748	7/30/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
749	7/30/10			American Canyon	Customer Denies Access	Under Investigation	Open
750	7/30/10			Ben Lomond	Household items affected by SM installation	Under Investigation	Open
751	7/30/10			Dobbs	Wellington Installer	Under Investigation	Open
752	7/30/10			El Cerrito	Customer Denies Access	Under Investigation	Open
753	7/30/10			El Sobrante	Customer wants Smartmeter Removed	Under Investigation	Open
754	7/30/10			Fremont	Customer Denies Access	Under Investigation	Open
755	7/30/10			Oakland	Customer Denies Access	Under Investigation	Open
756	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
757	7/30/10			Union City	Customer Denies Access	Under Investigation	Open
758	7/30/10			Livermore	Customer wants Smartmeter Removed	No reason provided	Resolved
759	7/30/10			Penngrrove	Customer Denies Access	Customer does not want a SmartMeter	Resolved
760	7/30/10			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	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
770	7/30/10			Sonoma	SmartMeter Customer Communication	Other	Resolved

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771	7/30/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
772	7/31/10			Alameda	Customer Denies Access	Under Investigation	Open
773	7/31/10			Los Gatos	Customer Denies Access	Under Investigation	Open
774	7/31/10			Mill Valley	Household items affected by SM installation	Under Investigation	Open
775	7/31/10			Oakland	Customer Denies Access	Under Investigation	Open
776	8/2/10			Alameda	Household items affected by SM installation	Under Investigation	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	8/2/10			Oakland	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
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			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
794	8/3/10			Alameda	Customer Denies Access	Under Investigation	Open
795	8/3/10			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
812	8/4/10			Jenner	Customer wants Smartmeter Removed	Under Investigation	Open
813	8/4/10			Lincoln	SmartMeter Customer Communication	Under Investigation	Open
814	8/4/10			Oakland	Customer Denies Access	Under Investigation	Open
815	8/4/10			Oakland	Household items affected by SM installation	Under Investigation	Open
816	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
817	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
818	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
819	8/4/10			Penn Valley	Wellington Installer	Under Investigation	Open
820	8/4/10			Penngrove	Customer Denies Access	Under Investigation	Open
821	8/4/10			Placerville	Household items affected by SM installation	Under Investigation	Open
822	8/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
823	8/4/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
824	8/4/10			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			Sausalito	Customer wants Smartmeter Removed	Radio Frequency Concerns	Resolved
829	8/5/10			Cameron Park	Household items affected by SM installation	Under Investigation	Open
830	8/5/10			Mill Valley	Customer Denies Access	Under Investigation	Open
831	8/5/10			Novato	Customer Denies Access	Under Investigation	Open
832	8/5/10			Novato	Customer Denies Access	Under Investigation	Open
833	8/5/10			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	Other	Resolved
840	8/6/10			Alameda	Customer Denies Access	Under Investigation	Open
841	8/6/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
842	8/6/10			Chico	Household items affected by SM installation	Under Investigation	Open
843	8/6/10			Coulterville	Wellington Installer	Under Investigation	Open
844	8/6/10			Livermore	Customer Denies Access	Under Investigation	Open
845	8/6/10			Napa	Customer Denies Access	Under Investigation	Open
846	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open

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847	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
848	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
849	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
850	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
851	8/6/10			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	Internet/Cable Connection Problem	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	8/7/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
866	8/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
867	8/7/10			Oakland	Household items affected by SM installation	Other	Resolved
868	8/7/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
869	8/8/10			Cloverdale	Power Interruption	Under Investigation	Open
870	8/9/10			Berkeley	Power Interruption	Under Investigation	Open
871	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
872	8/9/10			Cameron Park	Wellington Installer	Under Investigation	Open
873	8/9/10			Camino	Wellington Installer	Under Investigation	Open
874	8/9/10			Chico	Meter/Module Equipment	Under Investigation	Open
875	8/9/10			Cloverdale	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	8/9/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
895	8/9/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
896	8/9/10			Oakland	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
897	8/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
898	8/9/10			San Jose	Household items affected by SM installation	Other	Resolved
899	8/9/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
900	8/9/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
901	8/9/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
902	8/10/10			Campbell	Customer Denies Access	Under Investigation	Open
903	8/10/10			Cazadero	Customer Denies Access	Under Investigation	Open
904	8/10/10			Cloverdale	Customer Denies Access	Under Investigation	Open
905	8/10/10			Fairfax	Customer Denies Access	Under Investigation	Open
906	8/10/10			Forest Knolls	SmartMeter Customer Communication	Under Investigation	Open
907	8/10/10			Forestville	Customer Denies Access	Under Investigation	Open
908	8/10/10			Livermore	Customer Denies Access	Under Investigation	Open
909	8/10/10			Oakland	Customer Denies Access	Under Investigation	Open
910	8/10/10			Oakland	Customer Denies Access	Under Investigation	Open
911	8/10/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
912	8/10/10			Occidental	Customer Denies Access	Under Investigation	Open
913	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
914	8/10/10			Pope Valley	Wellington Installer	Under Investigation	Open
915	8/10/10			Rohnert Park	SmartMeter Customer Communication	Under Investigation	Open
916	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
917	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
918	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
919	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
920	8/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
921	8/10/10			Soquel	Customer Denies Access	Under Investigation	Open
922	8/10/10			Tiburon	Wellington Installer	Under Investigation	Open
923	8/10/10			Boulder Creek	SmartMeter Customer Communication	Other	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
924	8/10/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
925	8/10/10			Los Altos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
926	8/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
927	8/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
928	8/10/10			San Jose	SmartMeter Customer Communication	Other	Resolved
929	8/10/10			San Jose	SmartMeter Customer Communication	Other	Resolved
930	8/10/10			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			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
934	8/11/10			Alameda	Customer Denies Access	Under Investigation	Open
935	8/11/10			Alamo	Customer wants Smartmeter Removed	Under Investigation	Open
936	8/11/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
937	8/11/10			Benicia	Network Equipment Installation	Under Investigation	Open
938	8/11/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
939	8/11/10			Boulder Creek	SmartMeter Customer Communication	Under Investigation	Open
940	8/11/10			Los Altos Hills	Customer Denies Access	Under Investigation	Open
941	8/11/10			Los Gatos	Customer Denies Access	Under Investigation	Open
942	8/11/10			Napa	Customer Denies Access	Under Investigation	Open
943	8/11/10			Oakland	Customer Denies Access	Under Investigation	Open
944	8/11/10			Oakland	Customer Denies Access	Under Investigation	Open
945	8/11/10			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	8/11/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
948	8/11/10			San Jose	Customer Denies Access	Under Investigation	Open
949	8/11/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
950	8/11/10			Sausalito	Customer Denies Access	Under Investigation	Open
951	8/11/10			Tuolumne	SmartMeter Customer Communication	Under Investigation	Open
952	8/11/10			San Francisco	Meter/Module Equipment	Other	Resolved
953	8/11/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
954	8/11/10			San Jose	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
955	8/11/10			San Jose	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Resolved
956	8/11/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
957	8/12/10			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			Fremont	Household items affected by SM installation	Under Investigation	Open
961	8/12/10			Los Gatos	Wellington Installer	Under Investigation	Open
962	8/12/10			Magalia	Household items affected by SM installation	Under Investigation	Open
963	8/12/10			Mill Valley	Customer Denies Access	Under Investigation	Open
964	8/12/10			Mountain View	Household items affected by SM installation	Under Investigation	Open
965	8/12/10			Oakland	Customer Denies Access	Under Investigation	Open
966	8/12/10			Oakland	Customer Denies Access	Under Investigation	Open
967	8/12/10			Oakland	Customer Denies Access	Under Investigation	Open
968	8/12/10			San Anselmo	Customer Denies Access	Under Investigation	Open
969	8/12/10			San Jose	Customer Denies Access	Under Investigation	Open
970	8/12/10			San Jose	Customer Denies Access	Under Investigation	Open
971	8/12/10			San Jose	Customer Denies Access	Under Investigation	Open
972	8/12/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
973	8/12/10			San Rafael	Customer Denies Access	Under Investigation	Open
974	8/12/10			Soquel	Customer Denies Access	Under Investigation	Open
975	8/12/10			Watsonville	Customer wants Smartmeter Removed	Under Investigation	Open
976	8/12/10			Windsor	Wellington Installer	Under Investigation	Open
977	8/12/10			Woodacre	Customer Denies Access	Under Investigation	Open
978	8/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
979	8/12/10			San Francisco	Meter/Module Equipment	Other	Resolved
980	8/13/10			Chico	Household items affected by SM installation	Under Investigation	Open
981	8/13/10			Cupertino	Customer wants Smartmeter Removed	Under Investigation	Open
982	8/13/10			Cupertino	Customer wants Smartmeter Removed	Under Investigation	Open
983	8/13/10			Forest Knolls	SmartMeter Customer Communication	Under Investigation	Open
984	8/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
985	8/13/10			Los Gatos	Customer Denies Access	Under Investigation	Open
986	8/13/10			Los Gatos	Customer Denies Access	Under Investigation	Open
987	8/13/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
988	8/13/10			Oakland	Customer Denies Access	Under Investigation	Open
989	8/13/10			Placerville	Wellington Installer	Under Investigation	Open
990	8/13/10			San Jose	Customer Denies Access	Under Investigation	Open
991	8/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
992	8/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
993	8/13/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
994	8/13/10			Saratoga	Customer Denies Access	Under Investigation	Open
995	8/13/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
996	8/13/10			Tracy	Customer Denies Access	Under Investigation	Open
997	8/13/10			Redwood Ests	Household items affected by SM installation	Meter/Module clearance issues	Resolved
998	8/14/10			Oakland	Customer Denies Access	Under Investigation	Open
999	8/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1000	8/14/10			San Rafael	Customer Denies Access	Under Investigation	Open

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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	Other	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			Campbell	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	Under Investigation	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	Under Investigation	Open
1020	8/16/10			Gilroy	Customer Denies Access	Under Investigation	Open
1021	8/16/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
1022	8/16/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
1023	8/16/10			Los Gatos	Wellington Installer	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			Newark	Household items affected by SM installation	Under Investigation	Open
1027	8/16/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
1028	8/16/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
1029	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1030	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1031	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1032	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1033	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1034	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1035	8/16/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1036	8/16/10			Oakland	Power Interruption	Under Investigation	Open
1037	8/16/10			Oakland	Wellington Installer	Under Investigation	Open
1038	8/16/10			Petaluma	Household items affected by SM installation	Under Investigation	Open
1039	8/16/10			Placerville	Customer Denies Access	Under Investigation	Open
1040	8/16/10			Point Reyes	Customer Denies Access	Under Investigation	Open
1041	8/16/10			Pollock Pines	Household items affected by SM installation	Under Investigation	Open
1042	8/16/10			San Geronimo	Customer Denies Access	Under Investigation	Open
1043	8/16/10			San Jose	Customer Denies Access	Under Investigation	Open
1044	8/16/10			San Jose	Customer Denies Access	Under Investigation	Open
1045	8/16/10			San Jose	Customer Denies Access	Under Investigation	Open
1046	8/16/10			San Jose	Customer Denies Access	Under Investigation	Open
1047	8/16/10			San Jose	Customer Denies Access	Under Investigation	Open
1048	8/16/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1049	8/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1050	8/16/10			San Jose	Household items affected by SM installation	Under Investigation	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			San Jose	Wellington Installer	Under Investigation	Open
1054	8/16/10			San Leandro	Scheduling Problems	Under Investigation	Open
1055	8/16/10			San Rafael	Customer Denies Access	Under Investigation	Open
1056	8/16/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1057	8/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1058	8/16/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1059	8/16/10			Saratoga	Customer Denies Access	Under Investigation	Open
1060	8/16/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1061	8/16/10			Watsonville	Customer wants Smartmeter Removed	Under Investigation	Open
1062	8/16/10			Windsor	Customer Denies Access	Under Investigation	Open
1063	8/16/10			Woodacre	Customer Denies Access	Under Investigation	Open
1064	8/16/10			Woodacre	SmartMeter Customer Communication	Under Investigation	Open
1065	8/16/10			Danville	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1066	8/16/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1067	8/16/10			Novato	Household items affected by SM installation	Other	Resolved
1068	8/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1069	8/16/10			Oakland	SmartMeter Customer Communication	Customer does not want a SmartMeter	Resolved
1070	8/16/10			Point Reyes Station	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1071	8/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1072	8/16/10			San Jose	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1073	8/17/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
1074	8/17/10			Aromas	Customer Denies Access	Under Investigation	Open
1075	8/17/10			Bolinas	Customer Denies Access	Under Investigation	Open
1076	8/17/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1077	8/17/10			Cloverdale	Wellington Installer	Under Investigation	Open

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1078	8/17/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
1079	8/17/10			Emeryville	Household items affected by SM installation	Under Investigation	Open
1080	8/17/10			Felton	Customer Denies Access	Under Investigation	Open
1081	8/17/10			Felton	Customer Denies Access	Under Investigation	Open
1082	8/17/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1083	8/17/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1084	8/17/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1085	8/17/10			Morgan Hill	SmartMeter Customer Communication	Under Investigation	Open
1086	8/17/10			Nevada City	Wellington Installer	Under Investigation	Open
1087	8/17/10			Novato	Power Interruption	Under Investigation	Open
1088	8/17/10			Oakland	Customer Denies Access	Under Investigation	Open
1089	8/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1090	8/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1091	8/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1092	8/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1093	8/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1094	8/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1095	8/17/10			Oakland	Wellington Installer	Under Investigation	Open
1096	8/17/10			Petaluma	Wellington Installer	Under Investigation	Open
1097	8/17/10			San Bruno	Household items affected by SM installation	Under Investigation	Open
1098	8/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1099	8/17/10			San Jose	Customer Denies Access	Under Investigation	Open
1100	8/17/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1101	8/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1102	8/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1103	8/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1104	8/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1105	8/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1106	8/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1107	8/17/10			San Jose	Meter/Module Equipment	Under Investigation	Open
1108	8/17/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1109	8/17/10			San Jose	Wellington Installer	Under Investigation	Open
1110	8/17/10			San Leandro	Customer Denies Access	Under Investigation	Open
1111	8/17/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1112	8/17/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
1113	8/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1114	8/17/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
1115	8/17/10			Sonoma	Wellington Installer	Under Investigation	Open
1116	8/17/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1117	8/17/10			Windsor	SmartMeter Customer Communication	Under Investigation	Open
1118	8/17/10			Berry Creek	Wellington Installer	No reason provided	Resolved
1119	8/17/10			Oakland	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1120	8/17/10			San Rafael	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1121	8/18/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
1122	8/18/10			Ben Lomond	Meter/Module Equipment	Under Investigation	Open
1123	8/18/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1124	8/18/10			Boulder Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1125	8/18/10			Boulder Creek	Power Interruption	Under Investigation	Open
1126	8/18/10			Cupertino	Household items affected by SM installation	Under Investigation	Open
1127	8/18/10			Fremont	Power Interruption	Under Investigation	Open
1128	8/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1129	8/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1130	8/18/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
1131	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1132	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1133	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1134	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1135	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
1136	8/18/10			Oakland	Wellington Installer	Under Investigation	Open
1137	8/18/10			Oakland	Wellington Installer	Under Investigation	Open
1138	8/18/10			Rohnert Park	Wellington Installer	Under Investigation	Open
1139	8/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1140	8/18/10			San Jose	Customer Denies Access	Under Investigation	Open
1141	8/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1142	8/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1143	8/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1144	8/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1145	8/18/10			San Rafael	Customer Denies Access	Under Investigation	Open
1146	8/18/10			San Rafael	Customer Denies Access	Under Investigation	Open
1147	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1148	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1149	8/18/10			Sonoma	Customer Denies Access	Under Investigation	Open
1150	8/18/10			Sonoma	Wellington Installer	Under Investigation	Open
1151	8/18/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
1152	8/18/10			Woodacre	Customer Denies Access	Under Investigation	Open
1153	8/18/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Resolved

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1154	8/18/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1155	8/18/10			Tiburon	Household items affected by SM installation	Other	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	8/19/10			Cupertino	Customer Denies Access	Under Investigation	Open
1164	8/19/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1165	8/19/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1166	8/19/10			Novato	Customer Denies Access	Under Investigation	Open
1167	8/19/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
1168	8/19/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
1169	8/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1170	8/19/10			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	Under Investigation	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	Under Investigation	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	8/19/10			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
1197	8/19/10			Sonoma	Wellington Installer	Under Investigation	Open
1198	8/19/10			Auburn	Household items affected by SM installation	Customer does not want a SmartMeter	Resolved
1199	8/19/10			Oroville	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
1200	8/19/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1201	8/19/10			Sausalito	Household items affected by SM installation	Damaged Other Household Appliances	Resolved
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			Oakland	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	Under Investigation	Open
1226	8/20/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1227	8/20/10			Sonoma	Customer Denies Access	Under Investigation	Open
1228	8/20/10			Tiburon	Customer Denies Access	Under Investigation	Open
1229	8/20/10			Corte Madera	CPUC- Escalated Complaint	Hand off to Customer Impact Team	Resolved

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No.	Complaint 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	Under Investigation	Open
1234	8/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1235	8/21/10			Los Altos Hills	Household items affected by SM installation	Under Investigation	Open
1236	8/21/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1237	8/21/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1238	8/21/10			Boulder Creek	Household items affected by SM installation	Under Investigation	Open
1239	8/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	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 SmartMeter	Resolved
1242	8/21/10			Sunnyvale	Household items affected by SM installation	Other	Resolved
1243	8/21/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1244	8/21/10			Gridley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1245	8/21/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1246	8/21/10			Forest Knolls	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1247	8/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1248	8/21/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1249	8/21/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	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 SmartMeter	Resolved
1252	8/22/10			Ben Lomond	Household items affected by SM installation	Under Investigation	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	Under Investigation	Open
1255	8/22/10			Novato	Customer Denies Access	Under Investigation	Open
1256	8/22/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1257	8/22/10			Novato	Customer Denies Access	Under Investigation	Open
1258	8/22/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1259	8/22/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
1260	8/22/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1261	8/22/10			Fresno	Household items affected by SM installation	Under Investigation	Open
1262	8/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
1263	8/22/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1264	8/22/10			Daly City	Household items affected by SM installation	Other	Resolved
1265	8/22/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1266	8/22/10			Occidental	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1267	8/22/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1268	8/22/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1269	8/22/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1270	8/22/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	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			San Jose	Customer Denies Access	Under Investigation	Open
1282	8/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1283	8/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1284	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1285	8/23/10			Richmond	Customer Denies Access	Under Investigation	Open
1286	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1287	8/23/10			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	Under Investigation	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 Altos	Household items affected by SM installation	Under Investigation	Open
1302	8/23/10			Grass Valley	Household items affected by SM installation	Under Investigation	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

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1307	8/23/10			Nevada City	Customer Denies Access	Under Investigation	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			Point Reyes Station	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1312	8/23/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	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	Other	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 SmartMeter	Resolved
1318	8/23/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1319	8/23/10			San Leandro	CPUC- Escalated Complaint	Hand off to Customer Impact Team	Resolved
1320	8/23/10			Oakland	Household items affected by SM installation	Other	Resolved
1321	8/23/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1322	8/23/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	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	Damaged Television	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 SmartMeter	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			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1334	8/23/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1335	8/23/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1336	8/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	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 SmartMeter	Resolved
1340	8/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1341	8/23/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1342	8/23/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	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 SmartMeter	Resolved
1345	8/23/10			Pacific Grove	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1346	8/23/10			Alameda	Meter/Module	Other	Resolved
1347	8/23/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1348	8/23/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1349	8/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1350	8/23/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1351	8/23/10			Nevada City	Household items affected by SM installation	Damaged Other Household Appliance	Resolved
1352	8/23/10			San Jose	Household items affected by SM installation	Damaged Television	Resolved
1353	8/23/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1354	8/23/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1355	8/23/10			Tuolumne	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1356	8/23/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1357	8/23/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1358	8/23/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1359	8/23/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1360	8/23/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1361	8/23/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1362	8/23/10			San Jose	Household items affected by SM installation	Other	Resolved
1363	8/23/10			Felton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1364	8/23/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1365	8/23/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1366	8/23/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	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	Other	Resolved
1369	8/23/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1370	8/23/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	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	Under Investigation	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	Under Investigation	Open
1379	8/24/10			San Jose	Meter/Module Equipment	Under Investigation	Open
1380	8/24/10			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
1381	8/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1382	8/24/10			San Rafael	Customer Denies Access	Under Investigation	Open
1383	8/24/10			Oakland	Wellington Installer	Under Investigation	Open

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1384	8/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1385	8/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1386	8/24/10			Woodside	Customer Denies Access	Under Investigation	Open
1387	8/24/10			Windsor	SmartMeter Customer Communication	Under Investigation	Open
1388	8/24/10			Aptos	Customer Denies Access	Under Investigation	Open
1389	8/24/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1390	8/24/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
1391	8/24/10			Cloverdale	Household items affected by SM installation	Under Investigation	Open
1392	8/24/10			Soquel	Household items affected by SM installation	Under Investigation	Open
1393	8/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
1394	8/24/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1395	8/24/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
1396	8/24/10			Novato	Customer Denies Access	Under Investigation	Open
1397	8/24/10			Morgan Hill	Household items affected by SM installation	Under Investigation	Open
1398	8/24/10			Capay	Meter/Module	Under Investigation	Open
1399	8/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1400	8/24/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1401	8/24/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1402	8/24/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1403	8/24/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1404	8/24/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1405	8/24/10			Pollock Pines	Wellington Installer	Other	Resolved
1406	8/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1407	8/24/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1408	8/24/10			Boulder Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
1409	8/24/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1410	8/24/10			Felton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1411	8/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1412	8/24/10			Ben Lomond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1413	8/24/10			Brownsville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1414	8/24/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1415	8/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1416	8/24/10			Placerville	Household items affected by SM installation	Other	Resolved
1417	8/24/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1418	8/24/10			Arnold	Household items affected by SM installation	Motion/Sensor Appliance Malfunction	Resolved
1419	8/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1420	8/24/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1421	8/24/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1422	8/24/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1423	8/24/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1424	8/24/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1425	8/24/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1426	8/24/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1427	8/24/10			Nevada City	Household items affected by SM installation	Other	Resolved
1428	8/24/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
1429	8/24/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1430	8/24/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1431	8/24/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1432	8/24/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1433	8/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1434	8/24/10			Twain Harte	Household items affected by SM installation	Motion/Sensor Appliance Malfunction	Resolved
1435	8/24/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1436	8/24/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1437	8/24/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1438	8/24/10			Caruthers	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1439	8/24/10			Mountain View	Household items affected by SM installation	Other	Resolved
1440	8/24/10			Nevada City	Customer Denies Access	Customer Denies Wellington Access	Resolved
1441	8/24/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1442	8/24/10			Salinas	Customer Denies Access	Customer Denies Wellington Access	Resolved
1443	8/24/10			Mount Hermon	Household items affected by SM installation	Other	Resolved
1444	8/24/10			San Jose	Household items affected by SM installation	Damaged Computer	Resolved
1445	8/24/10			Cloverdale	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1446	8/24/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1447	8/24/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1448	8/24/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1449	8/24/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1450	8/24/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Resolved
1451	8/24/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1452	8/24/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolved
1453	8/24/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1454	8/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1455	8/24/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
1456	8/24/10			Mount Hermon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1457	8/24/10			Nevada City	Wellington Installer	Other	Resolved
1458	8/24/10			San Jose	SmartMeter Customer Communication	Damaged Computer	Resolved
1459	8/25/10			Milpitas	Customer Denies Access	Under Investigation	Open
1460	8/25/10			Redwood City	Household items affected by SM installation	Under Investigation	Open

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1461	8/25/10			San Jose	Customer Denies Access	Under Investigation	Open
1462	8/25/10			Milpitas	Wellington Installer	Under Investigation	Open
1463	8/25/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1464	8/25/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
1465	8/25/10			Santa Cruz	Household items affected by SM installation	Under Investigation	Open
1466	8/25/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1467	8/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1468	8/25/10			San Jose	Customer Denies Access	Under Investigation	Open
1469	8/25/10			Walnut Creek	Household items affected by SM installation	Under Investigation	Open
1470	8/25/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1471	8/25/10			Fairfield	Customer Denies Access	Under Investigation	Open
1472	8/25/10			Windsor	Wellington Installer	Under Investigation	Open
1473	8/25/10			Sonoma	Household items affected by SM installation	Under Investigation	Open
1474	8/25/10			Novato	Wellington Installer	Under Investigation	Open
1475	8/25/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1476	8/25/10			Felton	Household items affected by SM installation	Under Investigation	Open
1477	8/25/10			Nevada City	Household items affected by SM installation	Under Investigation	Open
1478	8/25/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
1479	8/25/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1480	8/25/10			Oroville	SmartMeter Customer Communication	Under Investigation	Open
1481	8/25/10			Campbell	Customer Denies Access	Under Investigation	Open
1482	8/25/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1483	8/25/10			Healdsburg	Customer Denies Access	Under Investigation	Open
1484	8/25/10			Kentfield	Customer Denies Access	Under Investigation	Open
1485	8/25/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
1486	8/25/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1487	8/25/10			Oakland	Wellington Installer	Under Investigation	Open
1488	8/25/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1489	8/25/10			Philo	Customer Denies Access	Under Investigation	Open
1490	8/25/10			Grass Valley	Household items affected by SM installation	Under Investigation	Open
1491	8/25/10			San Jose	Customer Denies Access	Under Investigation	Open
1492	8/25/10			Watsonville	Customer Denies Access	Under Investigation	Open
1493	8/25/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1494	8/25/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1495	8/25/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1496	8/25/10			San Jose	Wellington Installer	Under Investigation	Open
1497	8/25/10			Placerville	SmartMeter Customer Communication	Under Investigation	Open
1498	8/25/10			Freedom	Customer Denies Access	Under Investigation	Open
1499	8/25/10			Oakland	Customer Denies Access	Customer does not want a SmartMete	Resolved
1500	8/25/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1501	8/25/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1502	8/25/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1503	8/25/10			Ben Lomond	Customer Denies Access	Customer Denies Wellington Access	Resolved
1504	8/25/10			Redwood Ests	Power Interruption	Complete Power Outage	Resolved
1505	8/25/10			Woodacre	Customer Denies Access	Customer Denies Wellington Access	Resolved
1506	8/25/10			Capitola	Customer Denies Access	Customer Denies Wellington Access	Resolved
1507	8/25/10			Chico	Household items affected by SM installation	Other	Resolved
1508	8/25/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1509	8/25/10			Point Reyes	Customer Denies Access	Customer Denies Wellington Access	Resolved
1510	8/25/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Resolved
1511	8/25/10			Pleasant Hill	Customer Denies Access	Customer Denies Wellington Access	Resolved
1512	8/25/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1513	8/25/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMete	Resolved
1514	8/25/10			Woodacre	Customer Denies Access	Customer does not want a SmartMete	Resolved
1515	8/25/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1516	8/25/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Resolved
1517	8/25/10			Ben Lomond	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1518	8/25/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1519	8/25/10			San Ramon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1520	8/25/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1521	8/25/10			Cupertino	Customer Denies Access	Customer Denies Wellington Access	Resolved
1522	8/25/10			Stockton	Customer Denies Access	Customer Denies Wellington Access	Resolved
1523	8/25/10			Albany	Customer Denies Access	Customer Denies Wellington Access	Resolved
1524	8/25/10			Forest Knolls	Customer Denies Access	Customer Denies Wellington Access	Resolved
1525	8/25/10			Santa Rosa	Household items affected by SM installation	Internet/Cable Connection Problem	Resolved
1526	8/25/10			San Jose	Household items affected by SM installation	Damaged Television	Resolved
1527	8/25/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
1528	8/25/10			San Francisco	Customer Denies Access	Customer Denies Wellington Access	Resolved
1529	8/25/10			Oakhurst	Customer Denies Access	Customer Denies Wellington Access	Resolved
1530	8/25/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1531	8/25/10			San Ramon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1532	8/25/10			Orinda	Customer Denies Access	Customer Denies Wellington Access	Resolved
1533	8/25/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Resolved
1534	8/25/10			Placerville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1535	8/25/10			Plymouth	Customer Denies Access	Customer Denies Wellington Access	Resolved
1536	8/25/10			Woodside	Household items affected by SM installation	Motion/Sensor Appliance Malfunctionin	Resolved
1537	8/25/10			Soquel	Customer Denies Access	Customer Denies Wellington Access	Resolved

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Color Key	
Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1538	8/25/10			Scotts Valley	SmartMeter Customer Communication	Other	Resolved
1539	8/25/10			Geyserville	Household items affected by SM installation	Other	Resolved
1540	8/25/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1541	8/25/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1542	8/25/10			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1543	8/25/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1544	8/25/10			Moraga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1545	8/25/10			El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1546	8/25/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1547	8/25/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1548	8/25/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1549	8/25/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1550	8/25/10			Sanger	Customer Denies Access	Customer does not want a SmartMeter	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 SmartMeter	Resolved
1553	8/25/10			Los Altos Hills	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1554	8/25/10			Yuba City	Power Interruption	Hi/Low Voltage	Resolved
1555	8/25/10			Greenbrae	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1556	8/26/10			Felton	Customer wants Smartmeter Removed	Under Investigation	Open
1557	8/26/10			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	Under Investigation	Open
1563	8/26/10			Richmond	Customer Denies Access	Under Investigation	Open
1564	8/26/10			Felton	Customer Denies Access	Under Investigation	Open
1565	8/26/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1566	8/26/10			Felton	Customer Denies Access	Under Investigation	Open
1567	8/26/10			San Jose	Customer Denies Access	Under Investigation	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			San Jose	Customer Denies Access	Under Investigation	Open
1575	8/26/10			Healdsburg	Household items affected by SM installation	Under Investigation	Open
1576	8/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1577	8/26/10			San Ramon	Household items affected by SM installation	Under Investigation	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	Under Investigation	Open
1584	8/26/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1585	8/26/10			Nevada City	Wellington Installer	Under Investigation	Open
1586	8/26/10			Nevada City	SmartMeter Customer Communication	Under Investigation	Open
1587	8/26/10			Fairfax	SmartMeter Customer Communication	Under Investigation	Open
1588	8/26/10			Piedmont	Household items affected by SM installation	Under Investigation	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			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1597	8/26/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1598	8/26/10			Geyserville	Customer Denies Access	Customer Denies Wellington Access	Resolved
1599	8/26/10			El Dorado Hills	Household items affected by SM installation	Other	Resolved
1600	8/26/10			Sunnyvale	Household items affected by SM installation	Other	Resolved
1601	8/26/10			Windsor	Household items affected by SM installation	Other	Resolved
1602	8/26/10			San Bruno	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1603	8/26/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1604	8/26/10			Portola Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1605	8/26/10			Cameron Park	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1606	8/26/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1607	8/26/10			Fremont	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1608	8/26/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1609	8/26/10			San Jose	Power Interruption	Breaker keeps tripping	Resolved
1610	8/26/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1611	8/26/10			Biggs	Household items affected by SM installation	Damaged Other Household Appliance	Resolved
1612	8/26/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Resolved
1613	8/26/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1614	8/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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Color Key	
Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1615	8/26/10			Catheys Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1616	8/26/10			San Ramon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1617	8/26/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1618	8/26/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1619	8/26/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1620	8/26/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1621	8/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1622	8/26/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1623	8/26/10			Live Oak	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1624	8/26/10			Mountain View	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1625	8/26/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1626	8/26/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1627	8/26/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1628	8/26/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1629	8/26/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1630	8/26/10			Fremont	Customer Denies Access	Customer does not want a SmartMeter	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 SmartMeter	Resolved
1633	8/26/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1634	8/26/10			El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1635	8/26/10			San Jose	Power Interruption	Flickering Lights	Resolved
1636	8/26/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1637	8/26/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1638	8/26/10			Saratoga	Household items affected by SM installation	Damaged Other Household Appliance	Resolved
1639	8/26/10			Santa Rosa	Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
1640	8/26/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1641	8/26/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Resolved
1642	8/26/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolved
1643	8/26/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1644	8/26/10			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1645	8/26/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1646	8/26/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1647	8/26/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1648	8/26/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1649	8/26/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1650	8/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	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 SmartMeter	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			Oakland	Customer Denies Access	Under Investigation	Open
1660	8/27/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1661	8/27/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1662	8/27/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1663	8/27/10			Mountain View	Power Interruption	Under Investigation	Open
1664	8/27/10			Oakland	Household items affected by SM installation	Under Investigation	Open
1665	8/27/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
1666	8/27/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1667	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1668	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1669	8/27/10			Campbell	Customer Denies Access	Under Investigation	Open
1670	8/27/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1671	8/27/10			Capitola	Customer Denies Access	Under Investigation	Open
1672	8/27/10			Newark	Customer Denies Access	Under Investigation	Open
1673	8/27/10			San Francisco	Potential Wellington Claim	Under Investigation	Open
1674	8/27/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
1675	8/27/10			Novato	Customer Denies Access	Under Investigation	Open
1676	8/27/10			San Jose	Wellington Installer	Under Investigation	Open
1677	8/27/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
1678	8/27/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
1679	8/27/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
1680	8/27/10			Chico	Customer Denies Access	Under Investigation	Open
1681	8/27/10			Oakland	Power Interruption	Under Investigation	Open
1682	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1683	8/27/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1684	8/27/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
1685	8/27/10			Grass Valley	Power Interruption	Breaker keeps tripping	Resolved
1686	8/27/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1687	8/27/10			Los Gatos	Household items affected by SM installation	Other	Resolved
1688	8/27/10			Sonoma	Household items affected by SM installation	Other	Resolved
1689	8/27/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1690	8/27/10			Sausalito	Household items affected by SM installation	Damaged Other Household Appliance	Resolved
1691	8/27/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1692	8/27/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1693	8/27/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1694	8/27/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	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 SmartMeter	Resolved
1697	8/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	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 SmartMeter	Resolved
1703	8/27/10			Rodeo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1704	8/27/10			Penn Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1705	8/27/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1706	8/27/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1707	8/27/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1708	8/27/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1709	8/27/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1710	8/27/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1711	8/27/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1712	8/27/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1713	8/27/10			Saint Helena	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1714	8/27/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1715	8/27/10			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1716	8/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1717	8/27/10			Hercules	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1718	8/27/10			Mariposa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1719	8/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1720	8/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1721	8/27/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1722	8/27/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1723	8/27/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1724	8/27/10			La Honda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1725	8/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1726	8/27/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1727	8/27/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1728	8/27/10			Sausalito	Household items affected by SM installation	Damaged Other Household Appliance	Resolved

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

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Resolved Since the Last Report	
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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			Napa	Scheduling Problems	Under Investigation	Open
3	2/1/10			La Honda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
4	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
5	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
6	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			Sebastopol	Customer Denies Access	Under Investigation	Open
24	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
25	3/8/10			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	Under Investigation	Open
34	3/10/10			Berkeley	Wellington Installer	Installer rude to customer	Resolved
35	3/11/10			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			Vallejo	Customer Denies Access	Under Investigation	Open
38	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
39	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			San Jose	Scheduling Problems	Under Investigation	Open
51	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
52	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
53	3/24/10			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			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Resolved
60	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
61	4/2/10			San Jose	Wellington Installer	Damaged private property	Resolved
62	4/5/10			Vacaville	Other	Under Investigation	Open
63	4/6/10			Tracy	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			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			San Ramon	Wellington Installer	Under Investigation	Open

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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	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
79	4/21/10			El Dorado	Wellington Installer	Under Investigation	Open
80	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
81	4/21/10			Sunnyvale	Wellington Installer	Under Investigation	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			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			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			Tracy	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			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			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			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			San Jose	Customer Denies Access	Under Investigation	Open
146	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
147	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
148	5/12/10			San Ramon	Wellington Installer	Under Investigation	Open
149	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open
150	5/12/10			Tracy	Wellington Installer	Under Investigation	Open
151	5/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
152	5/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
153	5/12/10			Pinole	Customer Denies Access	Customer does not want a SmartMeter	Resolved
154	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open

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Color Key	
Resolved Since the Last Report	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
155	5/13/10			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	Under Investigation	Open
164	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
165	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
166	5/14/10			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
193	5/17/10			Los Gatos	Scheduling Problems	Under Investigation	Open
194	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
195	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
196	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
197	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
198	5/17/10			Oakland	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
208	5/17/10			Santa Rosa	Wellington Installer	Under Investigation	Open
209	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
210	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open

Pacific Gas and Electric Company
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 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
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Color Key	
	Resolved Since the Last Report
	New Since the Last Report
	No SmartMeter™ Device Installed

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
1	5/21/10	{Redacted}	{Redacted}	SAN MATEO	Open	{Redacted}
2	8/6/10			SAN LEANDRO	Resolved	
3	8/6/10			FRESNO	Resolved	
4	8/9/10			SAN RAMON	Resolved	
5	8/11/10			YUBA CITY	Open	
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	

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

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 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 SmartMeter™ Device Installed

No.	Complaint 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
					0	New Complaints Resolved Since the Last Report
					5	New Complaints Open

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
1	5/21/10	{Redacted}	{Redacted}	SAN MATEO	Open	{Redacted}
2	8/6/10			SAN LEANDRO	Resolved	
3	8/6/10			FRESNO	Resolved	
4	8/9/10			SAN RAMON	Resolved	
5	8/11/10			YUBA CITY	Open	
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	

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 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
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Color Key	
	Resolved Since the Last Report
	New Since the Last Report
	No SmartMeter™ Device Installed

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
					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
					5	New Complaints Open