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
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 2/8/10			La Honda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
4	2/8/10			Sonoma Carmel	Customer Denies Access Network Equipment Installation	Under Investigation Under Investigation	Open 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 15	2/22/10 2/23/10			Vallejo Sebastopol	Network Equipment Installation Customer Denies Access	Under Investigation Under Investigation	Open Open
16	2/23/10			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	1		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 3/10/10			San Jose San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
28 29	3/10/10			San Jose Santa Rosa	Wellington Installer	Under Investigation	Open
30	3/10/10			Santa Rosa	Customer Denies Access Customer Denies Access	Under Investigation Under Investigation	Open 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 3/17/10			Tracy	Meter/Module Customer Denies Access	Under Investigation	Open
44 45	3/19/10			Napa American Canyon	Customer Denies Access	Under Investigation	Open Open
45	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation 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 60	3/30/10 4/2/10			Daly City San Jose	Customer Denies Access Scheduling Problems	Customer does not want a SmartMeter Under Investigation	Resolved
60	4/2/10			San Jose San Jose	Wellington Installer	Damaged private property	Open Resolved
62	4/2/10			Vacaville	Other	Under Investigation	Open
63	4/6/10	1		Fracy	Wellington Installer	Other	Resolved
64	4/7/10	1		San Ramon	Power Interruption	Under Investigation	Open
65	4/7/10	1		Santa Clara	Wellington Installer	Under Investigation	Open
66	4/7/10	1		San Jose	Wellington Installer	No time given to power down equipment	Resolved
67	4/7/10			San Jose	Wellington Installer	Other	Resolved
68	4/14/10]		Kingsburg	Power Interruption	Under Investigation	Open
69	4/14/10]		Madera	Wellington Installer	Under Investigation	Open
70	4/14/10]		San Jose	Other	Under Investigation	Open
71	4/15/10			Madera	Other	Under Investigation	Open
72	4/15/10	1		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 4/19/10			San Jose San Daman	Customer Denies Access	Under Investigation	Open
				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	Customer Mante	Account	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 84	4/23/10 4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
85	4/23/10			Madera Ukiah	Wellington Installer Meter/Module	Under Investigation Under Investigation	Open 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				Wellington Installer	Under Investigation	Open
93	4/29/10			Dakland		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			Vilpitas	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 Wellington Installer	Under Investigation	Open
125 126	5/11/10 5/11/10			San Jose Santa Rosa		Under Investigation	Open
120	5/11/10				Wellington Installer	Under Investigation	Open
127	5/11/10			Tracy Vallejo	Wellington Installer Wellington Installer	Under Investigation	Open Open
						Under Investigation	· · ·
129 130	5/11/10 5/11/10			Walnut Creek Alamo	SmartMeter Customer Communication SmartMeter Customer Communication	Under Investigation Other	Open Resolved
130	5/11/10			Dakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
131	5/11/10			Dakland Dakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
132	5/11/10			Oakland 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		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			Fracy	Wellington Installer	Under Investigation	Open
	5/12/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
151					Customer Denies Access	Customer does not want a SmartMeter	Resolved
	5/12/10			Oakland	ousioner Denies / teess		
151	5/12/10 5/12/10			Dakland Pinole	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
155	5/13/10	Sustomet Name	Account	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			Dakland	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 San Leandro	Customer Denies Access	Under Investigation	Open Resolved
172	5/14/10			Chico	Customer wants SmartMeter Removed Customer Denies Access	Other	Open
173	5/15/10			Concord	Customer Denies Access	Under Investigation	
174	5/15/10			Fresno	Customer berlies Access	Under Investigation Under Investigation	Open 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			Dakland	Customer Denies Access	Under Investigation	Open
180	5/16/10			Dakland	Customer Denies Access	Under Investigation	Open
181	5/16/10			Dakland	Customer Denies Access	Under Investigation	Open
182	5/16/10			Dakland	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			Dakland	Customer Denies Access	Under Investigation	Open
195	5/17/10			Dakland	Customer Denies Access	Under Investigation	Open
196	5/17/10			Dakland	Customer Denies Access	Under Investigation	Open
197	5/17/10			Dakland	Customer Denies Access	Under Investigation	Open
198	5/17/10			Dakland	Customer Denies Access	Under Investigation	Open
199	5/17/10			Dakland	Customer Denies Access	Under Investigation	Open
200	5/17/10			Dakland	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 5/17/10			Richmond S. San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
206					Other Customer Denies Access	Under Investigation	Open
207	5/17/10 5/17/10			San Jose Santa Rosa		Under Investigation Under Investigation	Open Open
208	5/17/10			Santa Rosa Sunnyvale	Wellington Installer Customer Denies Access	Under Investigation	Open
209	5/17/10			Fracy	Customer Denies Access	Under Investigation	Open
210	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
211	5/17/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Resolved
212	5/18/10			Chowchilla	Customer Denies Access	Under Investigation	Open
213	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			Dakland	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
<u> </u>	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
224				San Jose	Wellington Installer	Under Investigation	Open
224 225	5/18/10				Wellington Installer	Under Investigation	Open
	5/18/10 5/18/10			Santa Rosa			
225				Santa Rosa	Wellington Installer	Under Investigation	Open
225 226	5/18/10					Under Investigation Under Investigation	Open Open
225 226 227	5/18/10 5/18/10			Santa Rosa	Wellington Installer	-	
225 226 227 228	5/18/10 5/18/10 5/18/10			Santa Rosa Stockton	Wellington Installer 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
232	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
233	5/19/10			Oakland		Under Investigation	Open
234	5/19/10			Oakland		Under Investigation	Open
235	5/19/10			Pollock Pines		Under Investigation	Open
236	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
237	5/19/10 5/19/10			San Jose		Under Investigation	Open
238 239	5/19/10			Tracy Alameda		Under Investigation	Open Open
239	5/20/10			Fresno		Under Investigation	Open
240	5/20/10			Guerneville		Under Investigation Under Investigation	Open
242	5/20/10			Los Banos		Under Investigation	Open
243	5/20/10			Madera	Customer Denies Access	Under Investigation	Open
244	5/20/10			Dakland		Under Investigation	Open
245	5/20/10			Dakley		Under Investigation	Open
246	5/20/10			Richmond		Under Investigation	Open
247	5/20/10			San Jose		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			Fracy	Power Interruption	Under Investigation	Open
251	5/20/10			Yuba City	Wellington Installer	Under Investigation	Open
252	5/20/10			Dakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
253	5/20/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Resolved
254	5/21/10			Auburn		Under Investigation	Open
255	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
256	5/21/10			Berkeley	-	Under Investigation	Open
257	5/21/10			Browns Valley		Under Investigation	Open
258	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
259	5/21/10			Browns Valley		Under Investigation	Open
260	5/21/10			Dublin		Under Investigation	Open
261	5/21/10			El Dorado Hills		Under Investigation	Open
262	5/21/10			Fresno		Under Investigation	Open
263	5/21/10			Grass Valley		Under Investigation	Open
264	5/21/10			Grass Valley		Under Investigation	Open
265	5/21/10			Grass Valley		Under Investigation	Open
266	5/21/10			Los Altos	-	Under Investigation	Open
267	5/21/10			Los Gatos		Under Investigation	Open
268	5/21/10			Nevada City		Under Investigation	Open
269	5/21/10			Oakland Dataard		Under Investigation	Open
270	5/21/10			Oakland Dalilaad		Under Investigation	Open
271	5/21/10 5/21/10			Oakland Oakland		Under Investigation	Open Open
272	5/21/10			Petaluma		Under Investigation Under Investigation	Open
273	5/21/10			San Jose		Under Investigation	Open
274	5/21/10			San Jose		Under Investigation	Open
276	5/21/10			Sunnyvale		Under Investigation	Open
277	5/22/10			Emeryville		Under Investigation	Open
278	5/22/10			Grass Valley		Under Investigation	Open
279	5/22/10			Grass Valley		Under Investigation	Open
280	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
281	5/22/10			Dakland		Under Investigation	Open
282	5/22/10			Dakland		Under Investigation	Open
283	5/22/10			Oakland		Under Investigation	Open
284	5/22/10			Dakland		Under Investigation	Open
285	5/22/10			San Jose		Under Investigation	Open
286	5/22/10			Vacaville		Under Investigation	Open
287	5/23/10			Emeryville		Under Investigation	Open
288	5/23/10			Grass Valley		Under Investigation	Open
289	5/23/10			Dakland	Customer Denies Access	Under Investigation	Open
290	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
291	5/23/10			Dakland	Customer Denies Access	Under Investigation	Open
292	5/23/10			San Jose	Customer Denies Access	Under Investigation	Open
293	5/23/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Resolved
294	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
295	5/24/10			Concord		Under Investigation	Open
296	5/24/10			Emeryville		Under Investigation	Open
297	5/24/10			Grass Valley		Under Investigation	Open
298	5/24/10			Livermore	-	Under Investigation	Open
299	5/24/10			Milpitas		Under Investigation	Open
300	5/24/10			Oakland		Under Investigation	Open
301	5/24/10			Oakland		Under Investigation	Open
302	5/24/10			Oakland		Under Investigation	Open
303	5/24/10			Oakland		Under Investigation	Open
304	5/24/10			Dakland		Under Investigation	Open
305	5/24/10			Dakland		Under Investigation	Open
306	5/24/10			Dakland		Under Investigation	Open
307	5/24/10			Oakland Dataard		Under Investigation	Open
308	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open

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No.	Complaint Date 5/24/10	Customer Name	Account	Service City Dakland	Core Process Customer Denies Access	Nature of Complaint Under Investigation	Status 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			Moraga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
316	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
317	5/25/10			Dakland	Customer Denies Access	Under Investigation	Open
318	5/25/10			Dakland	Customer Denies Access	Under Investigation	Open
319	5/25/10			Dakland	Customer Denies Access	Under Investigation	Open
320	5/25/10			Dakland	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			Dakland	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
335	5/28/10			San Jose	Wellington Installer	Under Investigation	Open
337	5/28/10			Clayton	Customer wants Smartmeter Removed	Under Investigation	Open
338	5/29/10				Customer Denies Access	-	Open
	5/29/10			Emeryville		Under Investigation	
339				Oakland Dalilaad	Customer Denies Access	Under Investigation	Open
340	5/29/10			Oakland Dalilaad	Customer Denies Access	Under Investigation	Open
341	5/29/10			Dakland	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				Wellington Installer	Under Investigation	Open
352	6/2/10			Los Gatos	Wellington Installer	Under Investigation	Open
353	6/3/10			Dakdale	Household items affected by SM installation	Under Investigation	Open
354	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
355	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
				San Jose	Wellington Installer	Under Investigation	Open
380	6/11/10		1		Customer Denies Access	Under Investigation	Open
380 381	6/11/10 6/11/10						
381	6/11/10			San Rafael		Under Investigation	Onen
381 382	6/11/10 6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open Open
381 382 383	6/11/10 6/11/10 6/11/10			Saratoga Shingle Springs	Household items affected by SM installation Household items affected by SM installation	Under Investigation	Open
381 382	6/11/10 6/11/10			Saratoga	Household items affected by SM installation	-	

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
386	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
387	6/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
388	6/14/10			San Jose	Wellington Installer	Under Investigation	Open
389	6/15/1 <u>0</u>			Chico	Household items affected by SM installation	Under Investigation	Open
390	6/15/10			Dakland	Customer Denies Access	Under Investigation	Open
391	6/15/1 <u>0</u>			Dakland	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
400 401	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
	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
405 406	6/15/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
406	6/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
	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
	6/16/1 <u>0</u>			Oakland	Customer Denies Access	Under Investigation	Open
411 412	6/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
	6/16/10			Pollock Pines	Wellington Installer	Under Investigation	Open
413 414	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
	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
421 422	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
	6/17/10			Penryn	Household items affected by SM installation	Under Investigation	Open
423 424	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
420	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
427	6/17/10			San Jose		Under Investigation	Open
420	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
430	6/18/10			Danville	Wellington Installer	Under Investigation	Open
437	6/18/10	J		Oakland	Customer Denies Access	Under Investigation	Open
438	6/18/10			Dakland	Customer Denies Access	Under Investigation	Open
439	6/18/10 6/18/10				Customer Denies Access	Under Investigation Under Investigation	Open
441	6/18/10				Customer Denies Access		Open
447	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
443	6/18/10				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				Wellington Installer	Under Investigation	Open
445	6/18/10				Customer Denies Access	Under Investigation Under Investigation	Open
440	6/18/10				Wellington Installer	-	Open
447	6/20/10				Household items affected by SM installation	Under Investigation	Open
440	6/20/10				Power Interruption	Under Investigation	Open
449	6/21/10 6/21/10	1			Household items affected by SM installation	under investigation	Open
451	6/21/10					under investigation	Open
451	6/21/10					Under Investigation	Open
	6/21/10				Wellington Installer	Under Investigation	Open
453 454	6/21/10				Customer Denies Access	Under Investigation	Open
	6/22/10				Network Equipment Installation	Under Investigation	Open
455	6/22/10					Under Investigation	Open
456	6/22/10					Under Investigation	Open
457	6/22/10					Under Investigation	Open
458	6/22/10			San Jose	- tel light in tel lie lie lie lie lie lie lie lie lie l	Under Investigation	Open
459	6/23/10			Bridgeville		Under Investigation	Open
460	6/23/10			Mi Wuk Village	<u>olin motanatori</u>	Under Investigation	Open
461	6/23/10	1		Dakland		Under Investigation	Open
462					Customer Denies Access	Under Investigation	Open

Pacific Gas and Electric Company SmartMeterTM Issues Report SmartMeterTM Installation Issues Report September 2, 2010 -- For the Period August 21, 2010 through August 27, 2010

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

International Joint Joint Joint Conception Note Acception Open 0 60210 002100 002100 0021000		Complaint						-	
40. 62.00 Add Berry Control Open Processing Contro Open Processing Co	No.		Customer Name	Account	Service City	Core Process		Nature of Complaint	Status
etc Control Co								Investigation	Open
etc Science Operation Operation Operation Operation Operation 186 52303 Addition Science Operation		6/23/10			San Jose	Customer Denies Access			· · ·
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478 2024/9 Data	476	6/24/10				Wellington Installer	Under	Investigation	Open
479 0.0010 Hostenblarm addes of p SM Installation Under Investigation Open 481 0.2010 Autom Versite Synamping Processor Under Investigation Open 482 0.2010 Stanting Dual formating Synamping Processor Under Investigation Open 483 0.2010 Stanting Dual formating Synamping Proceed Under Investigation Open 484 0.2010 Stanting Dual formating Synamping Proceed Under Investigation Open 484 0.2010 Stanting Dual formating Synamping Proceed Under Investigation Open 486 0.2010 Stanting Under Investigation Open 486 0.2010 Mater Investigation Open Open 486 0.2010 Mater Investigation Open Data Investigation Open 486 0.2010 Mater Investigation Open Data Investigation Open 486 0.2010 Stanting Data Investigation Open 486 0.2010 Stanting <	-	6/24/10			San Jose	Wellington Installer	Under	Investigation	Open
440 205:01 205:02 3-sepur Cuctorer versits Shartmeint Ammode Under Investigion Open 205:01 446 62:01 447 62:01 448 62:01 449 62:01 440 62:01 440 62:01 440 62:01 440 62:01 440 62:01 440 62:01 450 62:01 45		6/24/10			Santa Rosa	Customer Denies Access	Under	Investigation	Open
441 Cuctory Dress Access Cuctory Dress Access Open 442 622410 Access Acces Access Acces Access Access Acces Access Access Acces Access Acc					Davis	,		-	
482 G2810 Deer 483 G2810 Cultorier works Smartmeer Removed Under Investigation Open 484 G2810 Cultorier works Smartmeer Removed Under Investigation Open 486 G2810 Smartmeer Removed Under Investigation Open 486 G2810 Smartmeer Removed Under Investigation Open 486 G2810 Smartmeer Removed Under Investigation Open 487 G2810 Smartmeer Removed Under Investigation Open 488 G2810 Cultorier Versitis Smartmeer Removed Under Investigation Open 480 G2810 Cultorier Versitis Smartmeer Removed Under Investigation Open 481 G2810 Cultorier Versitis Scoss Under Investigation Open 482 G2810 Smarthlefer Cultorier Communication Under Investigation Open 483 G2810 Smarthlefer Cultorier Communication Under Investigation Open 484 G2810 Smarthlefer Cultorinverstigation Open					Larkspur				
433 202101 Organ Household terms affected by SM installator/Intel Investigation Open 445 62210 Fundamental Display Open Open 446 62210 Fundamental Display Open Open 447 62210 Fundamental Display Open Open 448 62210 Fundamental Display Open Open 449 62210 Fundamental Display Open Open 440 62210 Fundamental Display Open Open 441 62210 Fundamental Display Open Open 442 62210 Fundamental Display Open Open Open 443 62210 Fundamental Display Open Open <td></td> <td></td> <td></td> <td></td> <td>Dakland</td> <td>Danie Banaci, tasses</td> <td></td> <td></td> <td></td>					Dakland	Danie Banaci, tasses			
444 22210 Petalama Cultomer wards Spranmedre Removed More Investigation Open 468 62210 Sin Jose Household Items affected by Ski Installator/Veter Investigation Open 47 62210 Sin Jose Household Items affected by Ski Installator/Veter Investigation Open 486 62210 Sin Jose Household Items affected by Ski Installator/Veter Investigation Open 486 62210 Automer wards Smrathmeter Removed Under Investigation Open 486 62210 Automer wards Smrathmeter Removed Under Investigation Open 487 62210 Sin Jose SmrathMeter Cultomer Communication Under Investigation Open 488 62210 Sin Jose SmrathMeter Cultomer Communication Under Investigation Open 484 62210 Sin Jose SmrathMeter Cultomer Communication Under Investigation Open 484 62210 Sin Jose Household Items affected by Skin Matallator Open 484 62210 Sin Jose Household Items affected by Skin Matallator O					Sanger				
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448 G22410 Josephol Barta Clara Household Items affacted by SM installant, Inder (mestagation) Open 449 G22410 Josephol Barta Clara Household Items affacted by SM installant, Inder (mestagation) Open 440 G22410 Josephol Barta Clara House Provides Clara Open 442 G22410 Josephol Barta Clara Open Open 443 G22410 Josephol Barta Clara Open Open 444 G22410 Josephol Barta Clara Open Open 445 G22410 Scatos Claratomer Denies Access Under Investagation Open 446 G22410 Nan Jose Welington Installer Under Investagation Open 446 G22410 Nan Jose Welington Installer Under Investagation Open 447 JG2010 Salubas House Market Pachase Access Under Investagation Open 448 G22410 Maintallator Under Investagation Open 449 House Market Pachase Access Under Investagation Open					San Jose	Household items affected by SM installation	Under		
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Pacific Gas and Electric Company SmartMeterTM Issues Report SmartMeterTM Installation Issues Report

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Resolved Since the Last Report	
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	Complaint						
No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
540 541	7/9/10			Oakland	Household items affected by SM installation		Open
541	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
543	7/9/10			Saratoga	Wellington Installer	Under Investigation	Open
544	7/9/10			Vacaville	Customer Denies Access	Under Investigation Under Investigation	Open Open
545	7/9/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
546	7/10/10			Chico Forest Ranch	Customer Denies Access	Under Investigation	Open
547	7/11/10			San Jose	Household items affected by SM installation 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		Under Investigation	Open
550	7/12/10			Campbell		Under Investigation	Open
551	7/12/10			Dakland	. Tornigton motal of	Under Investigation	Open
552	7/12/10			Santa Cruz	To inglo in iotalio.	Under Investigation	Open
553	7/12/10			Santa Rosa	e de la	Under Investigation	Open
554	7/12/10			Sunnyvale		Under Investigation	Open
555	7/12/10			San Jose		Customer does not want a SmartMeter	Resolved
556	7/13/10			Amador City		Under Investigation	Open
557	7/13/10			El Dorado Hills		Under Investigation	Open
558	7/13/10			Fairfax		Under Investigation	Open
559	7/13/10			Grass Valley		Under Investigation	Open
560	7/13/10			Grass Valley		Under Investigation	Open
561	7/13/10			Grass Valley		Under Investigation	Open
562	7/13/10	1				Under Investigation	Open
563	7/13/10					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
574 575	7/15/10				SmartMeter Customer Communication	Under Investigation	Open
576	7/15/10				Wellington Installer	Under Investigation	Open
577	7/15/10					Under Investigation	Open
578	7/15/10					Under Investigation	Open
579	7/15/10					Under Investigation	Open Open
580	7/15/10					Under Investigation Customer does not want a SmartMeter	Resolved
581	7/15/10					Radio Frequency Concerns	Resolved
582	7/15/10					Damaged Fans	Resolved
583	7/15/10			San Jose	indesticia iterno anostea by cirrinotanatori	Q on SM communication materials	Resolved
584	7/15/10 7/16/10				Strattineter odeterner oonninalliedtien	Under Investigation	Open
585	7/16/10					Under Investigation	Open
586	7/16/10					Under Investigation	Open
587	7/16/10					Under Investigation	Open
588	7/16/10					Under Investigation	Open
589	7/16/10					Other	Resolved
590	7/16/10					Radio Frequency Concerns	Resolved
591	7/16/10					Customer does not want a SmartMeter	Resolved
592	7/16/10			San Francisco		Other	Resolved
593	7/16/10			San Jose	nedeenerd herre andeered by entrinetandtern	Other	Resolved
594	7/16/10			San Jose	In motal and the second s	Other	Resolved
595	7/16/10			San Jose		Damaged Other Household Appliances	Resolved
596	7/17/10				Household items affected by SM installation		Open
597	7/17/10			Emeryville		Customer does not want a SmartMeter	Resolved
598	7/18/10					Customer does not want a SmartMeter	Resolved
599	7/19/10					Under Investigation	Open
600	7/19/10					Under Investigation	Open
601	7/19/10				Customer Denies Access	Under Investigation	Open
602	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
603	7/19/10					Under Investigation	Open
604	7/19/10					Under Investigation	Open
605	7/19/10			Fairfax		Under Investigation	Open
606	7/19/10					Under Investigation	Open
607	7/19/10					Under Investigation	Open
608	7/19/10					Under Investigation	Open
609	7/19/10					Under Investigation	Open
610	7/19/10					Under Investigation	Open
611	7/19/10					Under Investigation	Open
				Fairfax	Customer Denies Access	Under Investigation	Open
612	7/19/10	I					
612 613	7/19/10			Guerneville		Under Investigation	Open
612 613 614	7/19/10 7/19/10			Guerneville Los Gatos	Customer Denies Access	Under Investigation	Open
612 613	7/19/10			Guerneville Los Gatos Oakland	Customer Denies Access Customer Denies Access	ŧ	

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	Complaint						
No.	Date	Gustomer Name	Account	Service City	Core Process	Nature of Complaint	Status
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	i temigaeti meaner	Under Investigation	Open
623	7/19/10			Concord	Buckether Berlied / 186666	Customer does not want a SmartMeter	Resolved
624	7/19/10			Emeryville		Customer does not want a SmartMeter	Resolved
625	7/19/10			nverness	SmartMeter Customer Communication	Other	Resolved
626	7/19/10			Oakland		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		Under Investigation	Open
637	7/21/10					Under Investigation	Open
638	7/21/10] [Wellington Installer	Under Investigation	Open
639	7/21/10			Concord		Customer does not want a SmartMeter	Resolved
640	7/21/10					Radio Frequency Concerns	Resolved
641	7/21/10			Oakland		Customer does not want a SmartMeter	Resolved
642	7/22/10					Under Investigation	Open
643	7/22/10					Customer does not want a SmartMeter	Resolved
644	7/22/10	1 1		Campbell	Household items affected by SM installation	Damaged Computer	Resolved
645	7/22/10	1 1		Fairfax		Customer does not want a SmartMeter	Resolved
646	7/22/10			Oakland		Customer does not want a SmartMeter	Resolved
647	7/22/10			Oakland		Q on SM communication materials	Resolved
648	7/22/10					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					Under Investigation	Open
651	7/23/10	-		Fremont		Customer does not want a SmartMeter	Resolved
652	7/23/10	-		Oakland		Customer does not want a SmartMeter	Resolved
653	7/23/10			Oakland	Buckether Berlied / 186666	Customer does not want a SmartMeter	Resolved
654	7/23/10			Oakland		Customer does not want a SmartMeter	Resolved
655	7/23/10				Buckerner Berneer Recess	Customer does not want a SmartMeter	Resolved
656	7/23/10			Oakland	Builder Berlieer (1996)	Customer does not want a SmartMeter	Resolved
657	7/23/10			Oakland	Busterner Berneer Recette	Customer does not want a SmartMeter	Resolved
658	7/23/10			Oakland	Buckether Berlied / 186666	Customer does not want a SmartMeter	Resolved
659	7/23/10			Oakland		Customer does not want a SmartMeter	Resolved
660	7/23/10			Oakland	Butterner Berneer isobee	Unhappy with SM Program	Resolved
661	7/23/10			San Jose	Household items affected by SM installation		Resolved
662	7/24/10			Oakland		Under Investigation	Open
663	7/24/10					Under Investigation	Open
664	7/24/10			Sacramento		Customer does not want a SmartMeter	Resolved
665				Oakland		Radio Frequency Concerns	Resolved
666	7/25/10 7/26/10	1		Oakland Groveland	Customer wants Smartmeter Removed Household items affected by SM installation		Open
667	7/26/10	1				Under Investigation	Open
668		1 1		Oakland San Joso	Household items affected by SM installation		Open
669	7/26/10	1			Wellington Installer	Under Investigation	Open
670	7/26/10 7/26/10	1		San Jose San Jose	Weinington metalier	Under Investigation	Open
671		1		San Jose San Jose	gentingen	Under Investigation	Open
672	7/26/10	1			ronington motalion	Under Investigation	Open
673	7/26/10	1				Customer does not want a SmartMeter	Resolved
674	7/26/10	1		Hayward		Customer does not want a SmartMeter	Resolved
675	7/26/10	1		Hayward	Succession Berlinee / 1866666	Customer does not want a SmartMeter	Resolved
676	7/26/10			Oakland		Customer does not want a SmartWeter	Resolved
676	7/26/10	- I		Oakland	Oustoffice Deflice 7400033	Radio Frequency Concerns	Resolved
678	7/26/10	- I		Oakland			Resolved
	7/26/10			San Jose	Household items affected by SM installation	Damaged Computer Under Investigation	21
679	7/27/10	- I		Chico	romigeon notanoi		Open
680	7/27/10					Under Investigation Under Investigation	Open
681	7/27/10	- I		Los Altos Hills	Buctonner Benneer toreee		Open
682	7/27/10	- I		Moss Landing		Under Investigation	Open
683	7/27/10			Oakland		Under Investigation	Open
DX/1	7/27/10	. I			Succession Berlieber (200000	Under Investigation	Open
684		1		Oakland		Under Investigation	Open
685	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
685 686	7/27/10				Customer Denies Access	Under Investigation	Open
685 686 687	7/27/10 7/27/10			Oakland	Succession Berlinee / Recess		<u> </u>
685 686 687 688	7/27/10 7/27/10 7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
685 686 687 688 689	7/27/10 7/27/10 7/27/10 7/27/10				Customer Denies Access Customer wants Smartmeter Removed	Under Investigation	Open Open
685 686 687 688 689 690	7/27/10 7/27/10 7/27/10 7/27/10 7/27/10			Oakland Oakland	Customer Denies Access Customer wants Smartmeter Removed	Under Investigation Under Investigation	Open Open Open
685 686 687 688 689 690 691	7/27/10 7/27/10 7/27/10 7/27/10 7/27/10 7/27/10			Oakland Oakland Oakland Oakland	Customer Denies Access Customer wants Smartmeter Removed SmartMeter Customer Communication Wellington Installer	Under Investigation Under Investigation Under Investigation	Open Open Open Open
685 686 687 688 689 690	7/27/10 7/27/10 7/27/10 7/27/10 7/27/10			Oakland Oakland Oakland Oakland Penn Valley	Customer Denies Access Customer wants Smartmeter Removed SmartMeter Customer Communication Wellington Installer	Under Investigation Under Investigation Under Investigation Under Investigation	Open Open Open

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

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o.	Complaint Date	Customer Name	Account	Service City		Core Process	Nature of Complaint	Status
94	7/27/10			San Jose	Wellington		Under Investigation	Open
95	7/27/10			Berkeley	Customer	Denies Access	Customer does not want a SmartMeter	Resolved
96	7/27/10			Oakland	Customer	Denies Access	Customer does not want a SmartMeter	Resolved
97	7/27/10			Oakland	Customer	Denies Access	Customer does not want a SmartMeter	Resolved
8	7/28/10			Oakland		Denies Access	Under Investigation	Open
99	7/28/10			Oakland		Denies Access	Under Investigation	Open
00	7/28/10			Oakland		titems affected by SM installation		Open
)1)2	7/28/10			Oakland	Wellington		Under Investigation	Open Open
)3	7/28/10			Placerville	Wellington		Under Investigation Under Investigation	Open
)4	7/28/10			San Jose		Denies Access	-	Open
) 4)5	7/28/10			San Jose		d items affected by SM installation	Under Investigation	Open
)6	7/28/10 7/28/10			San Jose		quipment Installation	Under Investigation	Open
37	7/28/10			San Jose San Jose		er Customer Communication	Under Investigation	Open
)8	7/28/10			San Jose San Jose	Wellington Wellington		Under Investigation	Open
9	7/28/10			Petaluma		Denies Access	Customer does not want a SmartMeter	Resolved
0	7/28/10			San Rafael		Denies Access	Customer does not want a SmartMeter	Resolved
1	7/29/10			Larkspur	-	Denies Access	Under Investigation	Open
2	7/29/10			Los Gatos	Wellington		Under Investigation	Open
3	7/29/10			Dakland			Under Investigation	Open
4	7/29/10			Oakland		Denies Access Denies Access	Under Investigation	Open
5	7/29/10			Oakland		Denies Access	Under Investigation	Open
3	7/29/10			Oakland		Denies Access	Under Investigation	Open
7	7/29/10			Oakland Oakland		wants Smartmeter Removed	Under Investigation	Open
3	7/29/10			Oakland Oakland	Housebol	titems affected by SM installation		Open
, ,							Under Investigation	Open
, 	7/29/10			Oakland Diaconvillo	Wellington	i Installer		Open
'	7/29/10 7/29/10			Placerville Placerville	Wellington		Under Investigation	Open
:	7/29/10			Rancho Cordova	Wellington		Under Investigation	Open
-	7/29/10				Venington	t items affected by SM installation		Open
,	7/29/10			San Jose			Under Investigation	Open
5				San Jose	Wellington		Under Investigation	Open
	7/29/10 7/29/10			Santa Rosa	-	Denies Access	Customer does not want a SmartMeter	Resolve
				Larkspur	-	Denies Access	Customer does not want a SmartMeter	Resolver
3	7/29/10			Larkspur		Denies Access	Customer does not want a SmartMeter	Resolved
	7/29/10			Mill Valley	-	Denies Access	Customer does not want a Smartweter	Resolver
,)	7/29/10			Mill Valley		Denies Access	Customer does not want a SmartMeter	Resolver
+	7/29/10			Mill Valley		Denies Access	Customer does not want a SmartMeter	Resolve
2	7/29/10			Novato		Denies Access	Customer does not want a SmartMeter	Resolve
3	7/29/10			Novato		Denies Access	Customer does not want a SmartMeter	Resolve
1	7/29/10			Novato		Denies Access	Customer does not want a SmartMeter	Resolved
5	7/29/10			Novato		Denies Access	Customer does not want a SmartMeter	Resolve
3	7/29/10			Novato		Denies Access	Customer does not want a SmartMeter	Resolve
7	7/29/10			Petaluma	-	Denies Access	Customer does not want a SmartMeter	Resolve
3	7/29/10			Petaluma		Denies Access	Customer does not want a SmartMeter	Resolve
	7/29/10			Petaluma	-	Denies Access	Customer does not want a SmartMeter	Resolve
+	7/29/10			San Anselmo		Denies Access		Resolve
+	7/29/10			San Jose San Dafaal			Damaged Other Household Appliances Customer does not want a SmartMeter	Resolve
	7/29/10			San Rafael	-	Denies Access	Customer does not want a SmartMeter	Resolve
+	7/29/10 7/29/10			San Rafael		Denies Access	Customer does not want a Smartivieter	Resolve
+	7/29/10			Santa Rosa Santa Rosa		Denies Access	Customer does not want a SmartMeter	Resolve
+					1	Denies Access	Customer does not want a Smartivieter	Resolve
+	7/29/10			Tiburon		Denies Access	Customer does not want a Smartweter	Resolve
+	7/29/10			Tiburon	-	Denies Access	Under Investigation	Open
+	7/30/10			Alameda		Denies Access er Customer Communication	Under Investigation	Open
+	7/30/10 7/30/10			Alameda American Canyon	-	Denies Access	Under Investigation	Open
+	7/30/10			American Canyon Ben Lomond		d items affected by SM installation	-	Open
+						•	Under Investigation	Open
+	7/30/10 7/30/10			Dobbins El Cerrito	Wellington	Denies Access	Under Investigation	Open
+				El Cerrito			Under Investigation	Open
+	7/30/10 7/30/10			El Sobrante		wants Smartmeter Removed Denies Access	Under Investigation	Open
+	7/30/10			Fremont Oakland		Denies Access Denies Access	Under Investigation	Open
1							Under Investigation	Open
+				Oakland Union City	Wellington	Denies Access	Under Investigation	Open
1	7/30/10			Union City	-		No reason provided	Resolve
	7/30/10			ivormore		wants Smartmeter Removed	•	
	7/30/10 7/30/10			Livermore		Denies Access	Customer does not want a SmartMotor	Recolum
	7/30/10 7/30/10 7/30/10			Penngrove	Customer	Denies Access	Customer does not want a SmartMeter	- PARTICIPAL CONTRACTOR
	7/30/10 7/30/10 7/30/10 7/30/10			Penngrove San Jose	Customer Customer	Denies Access	Customer Denies Wellington Access	Resolve
	7/30/10 7/30/10 7/30/10 7/30/10 7/30/10			Penngrove San Jose San Rafael	Customer Customer Customer	Denies Access Denies Access	Customer Denies Wellington Access Customer does not want a SmartMeter	Resolved Resolved
	7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10			Penngrove San Jose San Rafael San Rafael	Customer Customer Customer Customer	Denies Access Denies Access Denies Access	Customer Denies Wellington Access Customer does not want a SmartMeter Customer does not want a SmartMeter	Resolver Resolver Resolver
	7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10			Penngrove San Jose San Rafael San Rafael San Rafael	Customer Customer Customer Customer Customer	Denies Access Denies Access Denies Access Denies Access	Customer Denies Wellington Access Customer does not want a SmartMeter Customer does not want a SmartMeter Customer does not want a SmartMeter	Resolver Resolver Resolver Resolver
	7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10			Penngrove San Jose San Rafael San Rafael San Rafael Santa Rosa	Customer Customer Customer Customer Customer	Denies Access Denies Access Denies Access Denies Access Denies Access	Customer Denies Wellington Access Customer does not want a SmartMeter Customer does not want a SmartMeter Customer does not want a SmartMeter Customer does not want a SmartMeter	Resolved Resolved Resolved Resolved
	7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10			Penngrove San Jose San Rafael San Rafael San Rafael Santa Rosa Santa Rosa	Customer Customer Customer Customer Customer Customer	Denies Access Denies Access Denies Access Denies Access Denies Access Denies Access Denies Access	Customer Denies Wellington Access Customer does not want a SmartMeter Customer does not want a SmartMeter	Resolver Resolver Resolver Resolver Resolver
	7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10			Penngrove San Jose San Rafael San Rafael San Rafael Santa Rosa Santa Rosa Santa Rosa	Customer Customer Customer Customer Customer Customer Customer	Denies Access Denies Access Denies Access Denies Access Denies Access Denies Access Denies Access Denies Access	Customer Denies Wellington Access Customer does not want a SmartMeter Customer does not want a SmartMeter	Resolved Resolved Resolved Resolved Resolved Resolved
	7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10			Penngrove San Jose San Rafael San Rafael Santa Rosa Santa Rosa Santa Rosa Santa Rosa	Customer Customer Customer Customer Customer Customer Customer SmartMeter	Denies Access Denies Access Denies Access Denies Access Denies Access Denies Access Denies Access Denies Access Denies Access er Customer Communication	Customer Denies Wellington Access Customer does not want a SmartMeter Customer does not want a SmartMeter Other	Resolved Resolved Resolved Resolved Resolved Resolved Resolved Resolved
	7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10 7/30/10			Penngrove San Jose San Rafael San Rafael San Rafael Santa Rosa Santa Rosa Santa Rosa	Customer Customer Customer Customer Customer Customer Customer SmartMeter	Denies Access Denies Access Denies Access Denies Access Denies Access Denies Access Denies Access Denies Access	Customer Denies Wellington Access Customer does not want a SmartMeter Customer does not want a SmartMeter	Resolved Resolved Resolved Resolved Resolved Resolved Resolved Resolved Resolved Resolved Resolved

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
771	7/30/10				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				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				Customer Denies Access	Under Investigation	Open
776	8/2/10				Household items affected by SM installation	Under Investigation	Open
777	8/2/10				SmartMeter Customer Communication	Under Investigation	Open
778	8/2/10				SmartMeter Customer Communication	Under Investigation	Open
779	8/2/10			Grass Valley	Customer Denies Access	Under Investigation	Open
780	8/2/10				Customer Denies Access	Under Investigation	Open
781 782	8/2/10				Customer Denies Access	Under Investigation	Open
783	8/2/10				Customer Denies Access	Under Investigation Under Investigation	Open Open
784	8/2/10				Customer wants Smartmeter Removed	Under Investigation	Open
785	8/2/10 8/2/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Resolved
786	8/2/10					Other	Resolved
787	8/2/10			Los Gatos	Household items affected by SM installation		Resolved
788	8/2/10				Customer Denies Access	Customer does not want a SmartMeter	Resolved
789	0/2/10			vini vancy		Damaged Other Household Appliances	Resolved
	8/2/10			Oakland	Household items affected by SM installation	Danlaged e ther redeemend / ppilaneee	1,000,100
790	8/2/10					Customer does not want a SmartMeter	Resolved
791	8/2/10				Customer Denies Access	Customer does not want a SmartMeter	Resolved
792	8/2/10			Sausalito		Customer does not want a SmartMeter	Resolved
793	8/2/10					Customer does not want a SmartMeter	Resolved
794	8/3/10				Customer Denies Access	Under Investigation	Open
795	8/3/10				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				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				ouccenter Benneer toroco	Customer does not want a SmartMeter	Resolved
809	8/3/10				Customer wants Smartmeter Removed	Unhappy with SM Program	Resolved
810	8/4/10				Customer Denies Access	Under Investigation	Open
811	8/4/10				Customer wants Smartmeter Removed	Under Investigation	Open
812 813	8/4/10			Jenner	Customer wants Smartmeter Removed	Under Investigation	Open
814	8/4/10				SmartMeter Customer Communication	Under Investigation	Open Open
815	8/4/10			Oakland	Customer Denies Access	Under Investigation	Open
816	8/4/10				Household items affected by SM installation	Under Investigation	Open
817	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
818	8/4/10 8/4/10				Wellington Installer	Under Investigation	Open
819				Paradise	Wellington Installer	Under Investigation	Open
820	8/4/10 8/4/10			-	Wellington Installer Customer Denies Access	Under Investigation	Open
821	8/4/10				Household items affected by SM installation		Open
822	8/4/10				Customer Denies Access	Under Investigation	Open
823	8/4/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
824	8/4/10				Customer Denies Access	Under Investigation	Open
825	8/4/10					Customer does not want a SmartMeter	Resolved
826	8/4/10					Other	Resolved
827	8/4/10				Sindraticael Subternet Seminarioateri	Customer does not want a SmartMeter	Resolved
828	8/4/10			Sausalito		Radio Frequency Concerns	Resolved
829	8/5/10			Cameron Park	Household items affected by SM installation		Open
830	8/5/10				Customer Denies Access	Under Investigation	Open
831	8/5/10				Customer Denies Access	Under Investigation	Open
832	8/5/10				Customer Denies Access	Under Investigation	Open
833	8/5/10			Oakland	Customer Denies Access	Under Investigation	Open
834	8/5/10				Customer Denies Access	Under Investigation	Open
835	8/5/10				Wellington Installer	Under Investigation	Open
836	8/5/10				Customer wants Smartmeter Removed	Under Investigation	Open
	8/5/10				Customer Denies Access	Under Investigation	Open
837				Oakland	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Resolved
837 838	8/5/10				Household items affected by SM installation		Resolved
	8/5/10 8/5/10				Customer Denies Access	Under Investigation	Open
838				Alameda			
838 839	8/5/10 8/6/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
838 839 840	8/5/10 8/6/10 8/6/10			Camp Meeker	Customer Denies Access		Open Open
838 839 840 841	8/5/10 8/6/10 8/6/10 8/6/10			Camp Meeker Chico	Customer Denies Access Household items affected by SM installatior		· ·
838 839 840 841 842	8/5/10 8/6/10 8/6/10 8/6/10 8/6/10			Camp Meeker Chico Coulterville	Customer Denies Access Household items affected by SM installatior Wellington Installer	Under Investigation	Open
838 839 840 841 842 843	8/5/10 8/6/10 8/6/10 8/6/10			Camp Meeker Chico Coulterville Livermore	Customer Denies Access Household items affected by SM installatior	Under Investigation Under Investigation	Open Open

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

Color Key	
Resolved Since the Last Report	
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NO. 347	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint Under Investigation	Status Open
348	8/6/10 8/6/10			Oakland Oakland	Customer Denies Access	Under Investigation	Open
349	8/6/10				Customer Denies Access	Under Investigation	Open
350	8/6/10			Oakland Oakland		Under Investigation	Open
351	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
352	8/6/10			Oakland		Under Investigation	Open
353	8/6/10			Point Reyes	Customer Denies Access	Under Investigation	Open
354	8/6/10			Richmond		Under Investigation	Open
355	8/6/10					Under Investigation	Open
356	8/6/10			Saratoga Sutter	Busice Berlie Proceed	Under Investigation	Open
357	8/6/10			Boulder Creek	Household items affected by SM installation		Resolved
358	8/6/10			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Resolved
359	8/6/10			Redwood Ests	Household items affected by SM installation		Resolved
360	8/6/10			San Jose	Household items affected by SM installation	Partial Power Outage	Resolved
361	8/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Resolved
362	8/6/10					Other	Resolved
363	8/7/10			Saratoga Nevada City	r ower interruption	Under Investigation	Open
64						Under Investigation	Open
65	8/7/10			Oakland		Under Investigation	Open
66	8/7/10			San Rafael	SmartMeter Customer Communication	-	Open
	8/7/10			Santa Rosa		Under Investigation	•
67 68	8/7/10			Oakland	Household items affected by SM installation		Resolved
	8/7/10			Santa Cruz		Customer does not want a SmartMeter	Resolved
39 70	8/8/10			Cloverdale		Under Investigation	Open
70	8/9/10			Berkeley		Under Investigation	Open
71	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
72	8/9/10			Cameron Park	, termigren metaner	Under Investigation	Open
73	8/9/10			Camino		Under Investigation	Open
74	8/9/10			Chico	nieten nietane zgalpinent	Under Investigation	Open
75	8/9/10			Cloverdale		Under Investigation	Open
76	8/9/10			Fairfax	Customer Denies Access	Under Investigation	Open
77	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
78	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
79	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
B0	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
31	8/9/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
32	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
83	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
84	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
85	8/9/10			San Rafael		Under Investigation	Open
86	8/9/10			San Rafael		Under Investigation	Open
87	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
88	8/9/10			San Rafael		Under Investigation	Open
89	8/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
90	8/9/10			Saratoga		Under Investigation	Open
91	8/9/10			Sausalito		Under Investigation	Open
92	8/9/10			Sonoma		Under Investigation	Open
93	8/9/10			Aptos		Customer does not want a SmartMeter	Resolved
94	8/9/10			Aptos		Customer does not want a SmartMeter	Resolved
95	8/9/10			Aptos		Customer does not want a SmartMeter	Resolved
96	8/9/10			Oakland	Household items affected by SM installation		Resolved
97	8/9/10			San Jose		Customer does not want a SmartMeter	Resolved
8	8/9/10			San Jose	Household items affected by SM installation		Resolved
<i>3</i> 9	8/9/10	1		Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
0	8/9/10			Santa Cruz	Succession Berliever Record	Customer does not want a SmartMeter	Resolved
1	8/9/10	1		Scotts Valley	edeterrier Berneer teesee	Customer does not want a SmartMeter	Resolved
2	8/10/10			Campbell		Under Investigation	Open
2 3						Under Investigation	Open
3	8/10/10			Cazadero	0 400001 2 0111007 1000000	Under Investigation	Open
4 5	8/10/10			Cloverdale		Under Investigation	Open
	8/10/10			Fairfax		-	
6 7	8/10/10			Forest Knolls		Under Investigation	Open
	8/10/10			Forestville	Busterner Bernee / 188866	Under Investigation	Open
8	8/10/10			Livermore		Under Investigation	Open
9	8/10/10			Oakland	ouccenter Benneer torocc	Under Investigation	Open
0	8/10/10			Oakland	Customer Denies Access	Under Investigation	Open
1	8/10/10			Oakland		Under Investigation	Open
2	8/10/10			Occidental		Under Investigation	Open
3	8/10/10			Penngrove		Under Investigation	Open
4	8/10/10			Pope Valley	Wellington Installer	Under Investigation	Open
5	8/10/10			Rohnert Park	SmartMeter Customer Communication	Under Investigation	Open
6	8/10/10			San Rafael		Under Investigation	Open
7	8/10/10			San Rafael		Under Investigation	Open
8	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
9	8/10/10			San Rafael		Under Investigation	Open
20	8/10/10			Santa Rosa		Under Investigation	Open
21	8/10/10	1 1		Soquel		Under Investigation	Open
	0,10,10					-	Open
22	8/10/10			Tiburon	Wellington Installer	Under Investigation	Open

Color Key	
Resolved Since the Last Report	
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Complaint	_				_
Date Customer Name	Account	Service City	Core Process	Nature of Complaint	Status Resolved
8/10/10			Customer Denies Access	Customer does not want a SmartMeter Customer does not want a SmartMeter	Resolved
8/10/10			Customer Denies Access		Resolved
8/10/10			Customer Denies Access	Customer does not want a SmartMeter	
8/10/10			Customer Denies Access	Customer does not want a SmartMeter	Resolved
8/10/10			SmartMeter Customer Communication	Other	Resolved
8/10/10			SmartMeter Customer Communication	Other	Resolved
8/10/10	Sa	anta Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
8/10/10	Sa	anta Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
8/10/10	Sa	anta Cruz	Customer Denies Access	Customer does not want a SmartMeter	Resolved
8/10/10	Su	Innyvale	Customer Denies Access	Customer does not want a SmartMeter	Resolved
8/11/10	Ala	ameda	Customer Denies Access	Under Investigation	Open
8/11/10	Aia	amo	Customer wants Smartmeter Removed	Under Investigation	Open
8/11/10	An	ntioch	Customer wants Smartmeter Removed	Under Investigation	Open
8/11/10			Network Equipment Installation	Under Investigation	Open
8/11/10			Customer Denies Access	Under Investigation	Open
8/11/10			SmartMeter Customer Communication	Under Investigation	Open
8/11/10			Customer Denies Access	Under Investigation	Open
8/11/10			Customer Denies Access	Under Investigation	Open
				Under Investigation	Open
8/11/10			Customer Denies Access	-	Open
8/11/10			Customer Denies Access	Under Investigation	· ·
8/11/10			Customer Denies Access	Under Investigation	Open
8/11/10		akland	Household items affected by SM installatio	nunder Investigation	Open
8/11/10	Da	akland	Household items affected by SM installatio	nUnder Investigation	Open
8/11/10	Pe		Customer wants Smartmeter Removed	Under Investigation	Open
8/11/10	Sa	an Jose	Customer Denies Access	Under Investigation	Open
8/11/10			Customer wants Smartmeter Removed	Under Investigation	Open
8/11/10			Customer Denies Access	Under Investigation	Open
8/11/10			SmartMeter Customer Communication	Under Investigation	Open
8/11/10			Meter/Module Equipment	Other	Resolved
				Customer does not want a SmartMeter	Resolved
8/11/10			Customer Denies Access		Resolved
8/11/10			Customer wants Smartmeter Removed	Unhappy with SM Program	
8/11/10			SmartMeter Customer Communication	Customer unaware of 5 minute outage	Resolved
8/11/10	Sa	aratoga	Customer Denies Access	Customer does not want a SmartMeter	Resolved
8/12/10	Ap	otos	Customer Denies Access	Under Investigation	Open
8/12/10	Ba	akersfield	Customer Denies Access	Under Investigation	Open
8/12/10	Ch	nico	SmartMeter Customer Communication	Under Investigation	Open
8/12/10	Fre	emont	Household items affected by SM installatio	nUnder Investigation	Open
8/12/10			Wellington Installer	Under Investigation	Open
8/12/10		agalia	Household items affected by SM installatio		Open
8/12/10			Customer Denies Access	Under Investigation	Open
		ni vancy	Household items affected by SM installatio		Open
8/12/10				Under Investigation	Open
8/12/10			Customer Denies Access	-	Open
8/12/10			Customer Denies Access	Under Investigation	· ·
8/12/10			Customer Denies Access	Under Investigation	Open
8/12/10	Sa	an Anselmo	Customer Denies Access	Under Investigation	Open
8/12/10	Sa	an Jose	Customer Denies Access	Under Investigation	Open
8/12/10	Sa	an Jose	Customer Denies Access	Under Investigation	Open
8/12/10	Sa	an Jose	Customer Denies Access	Under Investigation	Open
8/12/10	Sa	an Jose	Customer wants Smartmeter Removed	Under Investigation	Open
8/12/10			Customer Denies Access	Under Investigation	Open
8/12/10			Customer Denies Access	Under Investigation	Open
8/12/10			Customer wants Smartmeter Removed	Under Investigation	Open
8/12/10			Wellington Installer	Under Investigation	Open
				Under Investigation	Open
8/12/10			Customer Denies Access	Customer does not want a SmartMeter	Resolved
8/12/10			Customer Denies Access		
8/12/10		in Francisco	Meter/Module Equipment	Other	Resolved
8/13/10			Household items affected by SM installatio	nunder Investigation	Open
8/13/10	Cu		Customer wants Smartmeter Removed	Under Investigation	Open
8/13/10	Cu	upertino	Customer wants Smartmeter Removed	Under Investigation	Open
8/13/10	Fo	rest Knolls	SmartMeter Customer Communication	Under Investigation	Open
8/13/10			Wellington Installer	Under Investigation	Open
8/13/10			Customer Denies Access	Under Investigation	Open
8/13/10			Customer Denies Access	Under Investigation	Open
8/13/10			SmartMeter Customer Communication	Under Investigation	Open
8/13/10			Customer Denies Access	Under Investigation	Open
				Under Investigation	Open
8/13/10			Wellington Installer	-	Open
8/13/10			Customer Denies Access	Under Investigation	· ·
8/13/10			Customer Denies Access	Under Investigation	Open
8/13/10	Sa	an Rafael	Customer Denies Access	Under Investigation	Open
8/13/10	Sa	inta Rosa	SmartMeter Customer Communication	Under Investigation	Open
8/13/10	Sa	aratoga	Customer Denies Access	Under Investigation	Open
8/13/10			Customer wants Smartmeter Removed	Under Investigation	Open
8/13/10			Customer Denies Access	Under Investigation	Open
			Household items affected by SM installatio		Resolved
				Under Investigation	Open
				_	· ·
				-	Open Open
8/13/10 8/13/10 8/14/10 8/14/10 8/14/10		Re Da Sa	Redwood Ests Oakland San Jose	Redwood Ests Household items affected by SM installatio Oakland Customer Denies Access San Jose Customer wants Smartmeter Removed	Redwood Ests Household items affected by SM installation Meter/Module clearance issues Oakland Customer Denies Access Under Investigation San Jose Customer wants Smartmeter Removed Under Investigation

Color Key	
Resolved Since the Last Report	
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	Complaint					
No.	Date	Customer Name Accoun	t Service City	Core Process	Nature of Complaint	Status
1001	8/14/10		Santa Cruz	Customer Denies Access	Under Investigation	Open
1002	8/14/10		Santa Cruz	Customer Denies Access	Under Investigation	Open
1003 1004	8/14/10		Campbell	Household items affected by SM installation		Resolved
1004	8/14/10		Half Moon Bay	Household items affected by SM installation		Resolved
1005	8/15/10 8/15/10		San Jose	Household items affected by SM installation Household items affected by SM installation		Open Open
1007	8/15/10		Saratoga San Jose	Household items affected by SM installation 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		Open
1012	8/16/10		Campbeil	Household items affected by SM installation	Under Investigation	Open
1013	8/16/10		Campbeil	SmartMeter Customer Communication	Under Investigation	Open
1014	8/16/10		Cazadero	SmartMeter Customer Communication	Under Investigation	Open
1015	8/16/10		Chico	Wellington Installer	Under Investigation	Open
1016	8/16/10		Concord	Household items affected by SM installation		Open
1017	8/16/10		Concord	SmartMeter Customer Communication	Under Investigation	Open
1018 1019	8/16/10		El Dorado	Wellington Installer	Under Investigation	Open
1019	8/16/10		Fremont	Household items affected by SM installation		Open
1020	8/16/10		Gilroy	Customer Denies Access	Under Investigation	Open
1021	8/16/10 8/16/10		Los Gatos Los Gatos	Household items affected by SM installation	Under Investigation	Open Open
1022	8/16/10		Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
1020	8/16/10		Milpitas	Wellington Installer Household items affected by SM installatior	-	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		Open
1027	8/16/10		Novato	Customer wants Smartmeter Removed	Under Investigation	Open
1028	8/16/10	1	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		Open
1036	8/16/10		Oakland	Power Interruption	Under Investigation	Open
1037	8/16/10		Oakland	Wellington Installer	Under Investigation	Open
1038 1039	8/16/10		Petaluma	Household items affected by SM installation		Open
1039	8/16/10		Placerville	Customer Denies Access	Under Investigation Under Investigation	Open
1040	8/16/10 8/16/10		Point Reyes	Customer Denies Access	-	Open Open
1042	8/16/10		Pollock Pines San Geronimo	Household items affected by SM installation 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		Under Investigation	Open
1048	8/16/10		San Jose		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		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 1057	8/16/10		Santa Cruz	Customer Denies Access	Under Investigation	Open
1057	8/16/10 8/16/10		Santa Rosa	Customer Denies Access	Under Investigation	Open
1050			Santa Rosa		Under Investigation Under Investigation	Open Open
1000	8/16/10 8/16/10		Saratoga Scotts Vallov	Customer Denies Access	Under Investigation	Open
1061	8/16/10	í	Scotts Valley Watsonville	Customer Denies Access Customer wants Smartmeter Removed	Under Investigation	Open
1062	8/16/10		Windsor	Customer Denies Access	Under Investigation	Open
1063	8/16/10	I	Woodacre	Customer Denies Access	Under Investigation	Open
1064	8/16/10	I	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 does not want a SmartMeter	Resolved
1067	8/16/10		Novato	Household items affected by SM installation		Resolved
1068	8/16/10		Oakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
1069	8/16/10		Oakland		Customer does not want a SmartMeter	Resolved
1070	8/16/10			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		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	J	Boulder Creek	Customer Denies Access	Under Investigation	Open
1077	8/17/10		Cloverdale	Wellington Installer	Under Investigation	Open

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
1078	8/17/10	710004.01	El Sobrante	Household items affected by SM installation		Open
1079	8/17/10		Emeryville	Household items affected by SM installation		Open
1080	8/17/10		Felton	Customer Denies Access	Under Investigation	Open
1081	8/17/10		Felton		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		Under Investigation	Open
1092	8/17/10		Oakland	SmartMeter Customer Communication	Under Investigation	Open
1093	8/17/10		Oakland		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		Under Investigation	Open
1097	8/17/10		San Bruno	Household items affected by SM installation	_	Open
1098	8/17/10		San Jose		Under Investigation	Open
1099	8/17/10		San Jose		Under Investigation	Open
1100	8/17/10		San Jose	Bublemer Berlieb / 186666	Under Investigation	Open
1101	8/17/10		San Jose	Household items affected by SM installation	-	Open
1102	8/17/10		San Jose	Household items affected by SM installation		Open
1103	8/17/10			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				Under Investigation	Open
1108					Under Investigation	Open
1109	8/17/10		San Jose		Under Investigation	Open
1110	8/17/10			· · · · · · · · · · · · · · · · · · ·	Under Investigation	Open
1111	8/17/10		San Leandro	Customer Denies Access	Under Investigation	Open
1112	8/17/10		San Rafael			Open
1113	8/17/10		San Ramon	Household items affected by SM installation	Under Investigation	
	8/17/10		Santa Cruz			Open
1114 1115	8/17/10			Household items affected by SM installation		Open Open
1116	8/17/10		Sonoma	Wellington Installer	Under Investigation	· · ·
	8/17/10		Vallejo	o dotter in diffic of indifficient interior	Under Investigation	Open
1117	8/17/10		Windsor		Under Investigation	Open Resolved
1118 1119	8/17/10		Berry Creek		No reason provided	Resolved
	8/17/10		Oakland	Household items affected by SM installation	Internet/Cable Connection Problem	
1120	8/17/10			Household items affected by SM installation		Resolved
1121	8/18/10		Ben Lomond	Customer Denies Access	Under Investigation	Open
1122	8/18/10				Under Investigation	Open
1123	8/18/10		Boulder Creek		Under Investigation	Open
1124	8/18/10		Boulder Creek		Under Investigation	Open
1125	8/18/10		Boulder Creek		Under Investigation	Open
1126	8/18/10		Cupertino	Household items affected by SM installation		Open
1127	8/18/10		Fremont	Power Interruption	Under Investigation	Open
1128	8/18/10		Los Gatos	ouddennor Bonnoor laddood	Under Investigation	Open
1129	8/18/10		Los Gatos		Under Investigation	Open
1130	8/18/10			Household items affected by SM installation		Open
1131	8/18/10		Oakland	Customer Denies Access	Under Investigation	Open
1132	8/18/10		Oakland		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		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		Under Investigation	Open
1146	8/18/10		San Rafael		Under Investigation	Open
1147	8/18/10		Santa Rosa		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		Under Investigation	Open
1151	8/18/10		Vallejo	Household items affected by SM installation		Open
1152	8/18/10		Woodacre	Customer Denies Access	Under Investigation	Open
1153					Motion/Sensor Appliance Malfunctioning	Resolved
1	8/18/10		San Jose	Household items affected by SM installation		

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

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

September 2, 2010 -- For the Period August 21, 2010 through August 27, 2010

4454	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1154	8/18/10			Santa Rosa	Household items affected by SM installation		Resolved
1155	8/18/10			Tiburon	Household items affected by SM installation		Resolved
1156	8/19/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
1157	8/19/10			Aptos	Customer Denies Access	Under Investigation	Open
1158	8/19/10			Aptos	Customer Denies Access	Under Investigation	Open
1159	8/19/10			Belvedere	Customer Denies Access	Under Investigation	Open
1160	8/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
1161	8/19/10			Boulder Creek	Household items affected by SM installation	Under Investigation	Open
1162	8/19/10			Castro Valley	Household items affected by SM installation	Under Investigation	Open
1163	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						Under Investigation	Open
1170	8/19/10			Oakland	Customer Denies Access	Under Investigation	Open
1171	8/19/10			Oakland	Customer Denies Access	-	
	8/19/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1172	8/19/10			Penngrove	Wellington Installer	Under Investigation	Open
1173	8/19/10			Petaluma	Customer Denies Access	Under Investigation	Open
1174	8/19/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
1175	8/19/10			Redwood City	Household items affected by SM installation		Open
1176	8/19/10			Richmond	Customer Denies Access	Under Investigation	Open
1177	8/19/10			San Geronimo	Customer Denies Access	Under Investigation	Open
1178	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1179	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1180	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1181	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1182	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1183	8/19/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1184	8/19/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1185	8/19/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1186	8/19/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1187	8/19/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1188	8/19/10					Under Investigation	Open
1189				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	-	
	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
1192	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
1193	8/19/10			San Leandro	Household items affected by SM installation		Open
1194	8/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1195	8/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1196	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						Damaged Other Household Appliances	Resolved
	8/19/10			Oroville	Household items affected by SM installation	1	
1200	8/19/10			Santa Rosa	Household items affected by SM installation	Other	Resolved
1201						Damaged Other Household Appliances	Resolved
	8/19/10			Sausalito	Household items affected by SM installation	1	
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						Under Investigation	Open
1212	8/20/10			Los Gatos	Customer Denies Access	Under Investigation	Open
	8/20/10			Los Gatos	Customer Denies Access		Open
1214	8/20/10			Los Gatos	Household items affected by SM installation	Under Investigation	· ·
1215	8/20/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1040	8/20/10			Novato	Customer Denies Access	Under Investigation	Open
	0.000116			Novato	Customer Denies Access	Under Investigation	Open
1217	8/20/10			Novato	Customer Denies Access	Under Investigation	Open
1217 1218	8/20/10			Maryata	SmartMeter Customer Communication	Under Investigation	Open
1217 1218 1219				Novato	onanineter oustonier ooninnanioation		
1217 1218 1219 1220	8/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1217 1218 1219 1220	8/20/10 8/20/10					Under Investigation Under Investigation	
1217 1218 1219 1220 1221	8/20/10 8/20/10 8/20/10			Oakland	Customer Denies Access	-	Open
1217 1218 1219 1220 1221	8/20/10 8/20/10 8/20/10 8/20/10 8/20/10			Oakland Oakiand San Francisco	Customer Denies Access Customer Denies Access Customer Denies Access	Under Investigation	Open Open
1217 1218 1219 1220 1221 1222 1223	8/20/10 8/20/10 8/20/10 8/20/10 8/20/10 8/20/10			Oakland Oakiand San Francisco San Jose	Customer Denies Access Customer Denies Access Customer Denies Access Customer wants Smartmeter Removed	Under Investigation Under Investigation Under Investigation	Open Open Open
1217 1218 1219 1220 1221 1222 1223 1224	8/20/10 8/20/10 8/20/10 8/20/10 8/20/10 8/20/10 8/20/10			Oakland Oakiand San Francisco San Jose San Jose	Customer Denies Access Customer Denies Access Customer Denies Access Customer wants Smartmeter Removed Household items affected by SM installation	Under Investigation Under Investigation Under Investigation Under Investigation	Open Open Open Open Open
1220 1221 1222 1223 1224 1225	8/20/10 8/20/10 8/20/10 8/20/10 8/20/10 8/20/10 8/20/10 8/20/10			Oakland Oakiand San Francisco San Jose San Jose San Jose	Customer Denies Access Customer Denies Access Customer Denies Access Customer wants Smartmeter Removed Household items affected by SM installation Household items affected by SM installation	Under Investigation Under Investigation Under Investigation Under Investigation Under Investigation	Open Open Open Open Open Open
1217 1218 1219 1220 1221 1222 1223 1224 1225 1226	8/20/10 8/20/10 8/20/10 8/20/10 8/20/10 8/20/10 8/20/10 8/20/10 8/20/10			Oakland Oakiand San Francisco San Jose San Jose San Jose Scotts Valley	Customer Denies Access Customer Denies Access Customer Denies Access Customer wants Smartmeter Removed Household items affected by SM installation Household items affected by SM installation Customer Denies Access	Under Investigation Under Investigation Under Investigation Under Investigation Under Investigation Under Investigation	Open Open Open Open Open Open Open
1217 1218 1219 1220 1221 1222 1223 1224 1225	8/20/10 8/20/10 8/20/10 8/20/10 8/20/10 8/20/10 8/20/10 8/20/10			Oakland Oakiand San Francisco San Jose San Jose San Jose	Customer Denies Access Customer Denies Access Customer Denies Access Customer wants Smartmeter Removed Household items affected by SM installation Household items affected by SM installation	Under Investigation Under Investigation Under Investigation Under Investigation Under Investigation	Open Open Open Open Open Open

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1230	8/20/10	Anoromet Hame	Account			Damaged Television	Resolved
1231	8/20/10					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		Under Investigation	Open
1235	8/21/10				Household items affected by SM installation	<u>_</u>	Open
1236	8/21/10					Under Investigation	Open
1237	8/21/10				Household items affected by SM installation		Open
1238 1239	8/21/10				Household items affected by SM installation		Open
1239	8/21/10			Oakland		Customer does not want a SmartMete	Resolved
1240	8/21/10 8/21/10			San Francisco Watsonville		Customer Denies Wellington Access Customer does not want a SmartMete	Resolved Resolved
1242	8/21/10				Household items affected by SM installation		Resolved
1243	8/21/10			Santa Cruz		Customer does not want a SmartMete	Resolved
1244	8/21/10			Gridley		Customer does not want a SmartMete	Resolved
1245	8/21/10			Santa Cruz		Customer does not want a SmartMete	Resolved
1246	8/21/10			Forest Knolls		Customer does not want a SmartMete	Resolved
1247	8/21/10			Oakland		Customer does not want a SmartMete	Resolved
1248	8/21/10			Novato		Customer does not want a SmartMete	Resolved
1249	8/21/10			Watsonville		Customer does not want a SmartMete	Resolved
1250	8/21/10			Ben Lomond	Household items affected by SM installation		Resolved
1251	8/21/10			San Rafael		Customer does not want a SmartMete	Resolved
1252	8/22/10			Ben Lomond	Household items affected by SM installation	Under Investigation	Open
1253	8/22/10			Ben Lomond	· · · · · · · · · · · · · · · · · · ·	Under Investigation	Open
1254	8/22/10			San Jose	Household items affected by SM installation	Under Investigation	Open
1255	8/22/10			Novato		Under Investigation	Open
1256	8/22/10				Household items affected by SM installation		Open
1257	8/22/10			Novato		Under Investigation	Open
1258	8/22/10				Household items affected by SM installation		Open
1259	8/22/10			- V	Household items affected by SM installation	¥	Open
1260	8/22/10			Santa Cruz		Under Investigation	Open
1261 1262	8/22/10				Household items affected by SM installation	§	Open
1262	8/22/10			Berkeley		Under Investigation	Open
1263	8/22/10			San Francisco		Customer does not want a SmartMete	Resolved
1265	8/22/10				Household items affected by SM installation		Resolved
1266	8/22/10 8/22/10			Los Gatos Occidental		Customer does not want a SmartMete	Resolved
1267	8/22/10			Novato		Customer does not want a SmartMete Customer does not want a SmartMete	Resolved Resolved
1268	8/22/10			Oakland	1	Customer does not want a SmartMete	Resolved
1269	8/22/10			Vallejo		Customer does not want a SmartMete	Resolved
1270	8/22/10			Los Gatos		Customer does not want a SmartMete	
1271	8/23/10			Santa Rosa		Under Investigation	Open
1272	8/23/10			Santa Rosa		Under Investigation	Open
1273	8/23/10			Santa Rosa		Under Investigation	Open
1274	8/23/10			Santa Rosa		Under Investigation	Open
1275	8/23/10			Santa Rosa		Under Investigation	Open
1276	8/23/10			Santa Rosa		Under Investigation	Open
1277	8/23/10					Under Investigation	Open
1278	8/23/10			Richmond		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		Under Investigation	Open
1282	8/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1283	8/23/10			Los Gatos		Under Investigation	Open
1284	8/23/10			Oakland		Under Investigation	Open
1285	8/23/10			Richmond		Under Investigation	Open
1286	8/23/10			Oakland		Under Investigation	Open
1287	8/23/10					Under Investigation	Open
1288	8/23/10			Aptos		Under Investigation	Open
1289	8/23/10			San Jose		Under Investigation	Open
1290	8/23/10			Oakland		Under Investigation	Open
1291	8/23/10			Windsor		Under Investigation	Open
1292 1293	8/23/10			Sebastopol		Under Investigation	Open
1293	8/23/10			San Jose	Household items affected by SM installation		Open
1294	8/23/10			Santa Rosa		Under Investigation	Open
1295	8/23/10			Novato Mill Vallov		Under Investigation	Open
1290	8/23/10			Mill Valley		Under Investigation	Open
1297	8/23/10			Capitola		Under Investigation	Open
1290	8/23/10			Suisun Bichmond		Under Investigation	Open
1300	8/23/10 8/23/10			Richmond Pleasant Hill		Under Investigation	Open
1301	8/23/10			Los Altos	Household items affected by SM installation	Under Investigation	Open Open
	8/23/10				Household items affected by SM installation		Open
					· ·	Under Investigation	Open
1302				Dakland			
1302 1303	8/23/10			Oakland Novato			
1302				Dakland Novato Tiburon	Customer Denies Access	Under Investigation Under Investigation	Open Open

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

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

Complaint No. Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1307 8/23/10		Account	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 SmartMete	Resolved
1312 8/23/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMete	Resolved
1313 8/23/10			Forest Knolls	Customer Denies Access	Customer Denies Wellington Access	Resolved
1314 8/23/10			San Jose	Household items affected by SM installation	Damaged Computer	Resolved
1315 8/23/10			Grass Valley	Household items affected by SM installation	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 SmartMete	Resolved
1318 8/23/10			Oakland		Customer Denies Wellington Access	Resolved
1319 8/23/10 1320 8/23/10			San Leandro	CPUC- Escalated Complaint	Hand off to Customer Impact Team	Resolved
			Oakland	Household items affected by SM installation		Resolved
1321 8/23/10 1322 8/23/10			Aptos Chico	Customer Denies Access	Customer Denies Wellington Access	Resolved Resolved
1323 8/23/10			San Jose	Customer Denies Access Customer Denies Access	Customer does not want a SmartMete Customer Denies Wellington Access	Resolved
1324 8/23/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Resolved
1325 8/23/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
1326 8/23/10			Oroville	Household items affected by SM installation		Resolved
1327 8/23/10			Novato		Customer Denies Wellington Access	Resolved
1328 8/23/10			Oakland		Customer Denies Wellington Access	Resolved
1329 8/23/10			Grass Valley		Customer does not want a SmartMete	Resolved
1330 8/23/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
1331 8/23/10			Richmond		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 SmartMete	Resolved
1334 8/23/10			Chico	Customer Denies Access	Customer does not want a SmartMete	Resolved
1335 8/23/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMete	Resolved
1336 8/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMete	Resolved
1337 8/23/10			Chico	Power Interruption	Partial Power Outage	Resolved
1338 8/23/10			Magalia	Power Interruption	Breaker keeps tripping	Resolved
1339 8/23/10			Soquel	Customer Denies Access	Customer does not want a SmartMete	Resolved
1340 8/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMete	Resolved
1341 8/23/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMete	Resolved
1342 8/23/10			San Rafael		Customer does not want a SmartMete	Resolved
1343 8/23/10			Antioch	SmartMeter Customer Communication	Other	Resolved
1344 8/23/10 1345 8/23/10			San Rafael	Customer Denies Access	Customer does not want a SmartMete	Resolved
0/20/10			Pacific Grove	Customer Denies Access	Customer does not want a SmartMete	Resolved
0,20,10			Alameda	Meter/Module	Other	Resolved
1347 8/23/10 1348 8/23/10			Santa Cruz	Customer Denies Access Customer Denies Access	Customer does not want a SmartMete Customer does not want a SmartMete	Resolved
1349 8/23/10			Grass Valley San Jose	Customer Denies Access	Customer does not want a SmartMete	Resolved Resolved
1350 8/23/10			Novato		Customer does not want a SmartMete	Resolved
1351 8/23/10			Nevada City	Household items affected by SM installation		Resolved
1352 8/23/10			San Jose	Household items affected by SM installation	V 11	Resolved
1353 8/23/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMete	Resolved
1354 8/23/10			Fresno		Customer does not want a SmartMete	Resolved
1355 8/23/10			Tuolumne	Customer Denies Access	Customer does not want a SmartMete	Resolved
1356 8/23/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMete	Resolved
1357 8/23/10			Aptos	Customer Denies Access	Customer does not want a SmartMete	
1358 8/23/10			Santa Rosa		Customer does not want a SmartMete	
1359 8/23/10			San Anselmo		Customer does not want a SmartMete	Resolved
1360 8/23/10			Oroville	Customer Denies Access	Customer does not want a SmartMete	Resolved
1361 8/23/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMete	Resolved
362 8/23/10			San Jose	Household items affected by SM installation	Other	Resolved
363 8/23/10			Felton	Customer Denies Access	Customer Denies Wellington Access	Resolved
364 8/23/10			San Rafael	Customer Denies Access	Customer does not want a SmartMete	Resolved
365 8/23/10			Chico	Customer Denies Access	Customer does not want a SmartMete	Resolved
366 8/23/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
367 8/23/10			San Jose		No reason provided	Resolved
368 8/23/10			San Francisco	Household items affected by SM installation		Resolved
369 8/23/10			Martinez	Customer Denies Access	Customer does not want a SmartMete	Resolved
370 8/23/10			Fairfax	Customer Denies Access	Customer does not want a SmartMete	Resolved
371 8/23/10			Oakland	CPUC- Escalated Complaint	Hand off to Customer Impact Team	Resolved
372 8/23/10 373 8/23/10			Benicia	Network Equipment Installation	Concerns with equipment/pole location	Resolved
373 8/23/10			San Jose	Wellington Installer	No reason provided	Resolved
			Nevada City	Customer Denies Access	Under Investigation	Open
374 8/24/10	1	1	Oakley	Household items affected by SM installation		Open
374 8/24/10 375 8/24/10			Mill Valley	Customer Denies Access	Under Investigation	Open
374 8/24/10 375 8/24/10 376 8/24/10				Outer Danie A	Example in America and fair of the	
374 8/24/10 375 8/24/10 376 8/24/10 377 8/24/10			Tiburon	Customer Denies Access	Under Investigation	Open
374 8/24/10 375 8/24/10 376 8/24/10 377 8/24/10 378 8/24/10			Tiburon Santa Cruz	Household items affected by SM installation	Under Investigation	Open
374 8/24/10 375 8/24/10 376 8/24/10 377 8/24/10 378 8/24/10 379 8/24/10			Tiburon Santa Cruz San Jose	Household items affected by SM installation Meter/Module Equipment	Under Investigation Under Investigation	Open Open
374 8/24/10 375 8/24/10 376 8/24/10 377 8/24/10 378 8/24/10 379 8/24/10 380 8/24/10			Tiburon Santa Cruz San Jose Penngrove	Household items affected by SM installation Meter/Module Equipment Customer wants Smartmeter Removed	Under Investigation Under Investigation Under Investigation	Open Open Open
374 8/24/10 375 8/24/10 376 8/24/10 377 8/24/10 378 8/24/10 379 8/24/10			Tiburon Santa Cruz San Jose	Household items affected by SM installation Meter/Module Equipment	Under Investigation Under Investigation	Open Open

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

lo.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
384	8/24/10			Oakland	Customer Denies Access	Under Investigation	Open
385	8/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
386	8/24/10			Woodside	Customer Denies Access	Under Investigation	Open
387	8/24/10			Windsor	SmartMeter Customer Communication	Under Investigation	Open
388	8/24/10			Aptos	Customer Denies Access	Under Investigation	Open
389	8/24/10			Oakland	Household items affected by SM installation	Under Investigation	Open
390	8/24/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
391	8/24/10			Cloverdale	Household items affected by SM installation	Under Investigation	Open
392	8/24/10			Soquel	Household items affected by SM installation	Under Investigation	Open
393	8/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
394	8/24/10			San Jose	Household items affected by SM installation		Open
395	8/24/10			Walnut Creek	Household items affected by SM installation		Open
396	8/24/10			Novato	Customer Denies Access	Under Investigation	Open
397	8/24/10			Morgan Hill	Household items affected by SM installation		Open
398	8/24/10			Сарау	Meter/Module	Under Investigation	Open
399	8/24/10			San Jose	Customer Denies Access	Under Investigation	Open
100	8/24/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
401	8/24/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Resolved
102	8/24/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Resolved
103	8/24/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved
104	8/24/10			Aptos	Customer Denies Access	Customer does not want a SmartMete	Resolved
105	8/24/10			Pollock Pines	Wellington Installer	Other	Resolved
106	8/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMete	Resolved
107	8/24/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
108	8/24/10			Boulder Creek	Customer Denies Access	Customer Denies Wellington Access	Resolved
109	8/24/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
10	8/24/10			Felton	Customer Denies Access	Customer Denies Wellington Access	Resolved
111	8/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
12	8/24/10			Ben Lomond	Customer Denies Access	Customer Denies Wellington Access	Resolved
13	8/24/10			Brownsville	Customer Denies Access	Customer Denies Wellington Access	Resolved
14	8/24/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
15	8/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
16	8/24/10			Placerville	Household items affected by SM installation	Other	Resolve
17	8/24/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMete	Resolved
18	8/24/10			Arnold	Household items affected by SM installation	Motion/Sensor Appliance Malfunctionir	Resolve
19	8/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolved
20	8/24/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Resolved
21	8/24/10			Vallejo	Customer Denies Access	Customer does not want a SmartMete	Resolved
22	8/24/10			Novato	Customer Denies Access	Customer does not want a SmartMete	Resolved
23	8/24/10			Novato	Customer Denies Access	Customer does not want a SmartMete	Resolved
24	8/24/10			Aptos	Customer Denies Access	Customer does not want a SmartMete	Resolved
25	8/24/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
126	8/24/10			Berkeley	Customer Denies Access	Customer does not want a SmartMete	Resolved
127	8/24/10			Nevada City	Household items affected by SM installation	Other	Resolved
28	8/24/10			Saratoga	Customer Denies Access	Customer Denies Wellington Access	Resolved
29	8/24/10			Novato	Customer Denies Access	Customer does not want a SmartMete	Resolved
30	8/24/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Resolve
31	8/24/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMete	Resolve
32	8/24/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMete	Resolve
33	8/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolve
34	8/24/10			Twain Harte	Household items affected by SM installation		
35	8/24/10			Santa Cruz		Customer does not want a SmartMete	Resolve
6	8/24/10			Novato		Customer Denies Wellington Access	Resolve
7	8/24/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolve
8	8/24/10			Caruthers	Customer Denies Access	Customer does not want a SmartMete	Resolve
9	8/24/10			Mountain View	Household items affected by SM installation	-	Resolve
0	8/24/10			Nevada City	Customer Denies Access	Customer Denies Wellington Access	Resolve
1	8/24/10			Richmond		Customer does not want a SmartMete	Resolve
2	8/24/10			Salinas		Customer Denies Wellington Access	Resolve
3	8/24/10			Mount Hermon	Household items affected by SM installation		Resolve
4	8/24/10			San Jose	Household items affected by SM installation		Resolve
15	8/24/10			Cloverdale	Household items affected by SM installation		Resolve
6	8/24/10			Felton	Customer Denies Access	Customer does not want a SmartMete	Resolve
17	8/24/10			San Ramon		Customer does not want a SmartMete	Resolve
8	8/24/10			Santa Rosa	Household items affected by SM installation		
9	· · · · · · · · · · · · · · · · · · ·						Resolve
_	8/24/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolve
	8/24/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Resolve
	8/24/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolve
51				San Rafael	Customer Denies Access	Customer Denies Wellington Access	Resolve
51 52	8/24/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Resolve
51 52 53	8/24/10 8/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Resolve
51 52 53 54	8/24/10 8/24/10 8/24/10						STATES (1997)
51 52 53 54 55	8/24/10 8/24/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Resolve
50 51 52 53 54 55 56	8/24/10 8/24/10 8/24/10				Customer Denies Access Customer Denies Access	Customer Denies Wellington Access Customer Denies Wellington Access	
51 52 53 54 55 56 57	8/24/10 8/24/10 8/24/10 8/24/10			Oakland		0	Resolve
51 52 53 54 55	8/24/10 8/24/10 8/24/10 8/24/10 8/24/10			Oakland Mount Hermon	Customer Denies Access	Customer Denies Wellington Access	Resolved Resolved Resolved Resolved

Pacific Gas and Electric Company SmartMeterTM Issues Report SmartMeterTM Installation Issues Report September 2, 2010 -- For the Period August 21, 2010 through August 27, 2010

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

Complaint No. Date Customer Name Account	Service City	Core Process	Nature of Complaint	Status
1461 8/25/10 1462 8/25/10	San Jose		Under Investigation	Open
	Milpitas		Under Investigation	Open
1463 8/25/10 1464 8/25/10	San Jose San Rafael	Household items affected by SM installation SmartMeter Customer Communication	Under Investigation	Open Open
1465 8/25/10	Santa Cruz	Household items affected by SM installation		Open
1466 8/25/10	Los Gatos		Under Investigation	Open
1467 8/25/10	Oakland		Under Investigation	Open
1468 8/25/10	San Jose		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		Under Investigation	Open
1473 8/25/10	Sonoma	Household items affected by SM installation	•	Open
1474 8/25/10	Novato		Under Investigation	Open
1475 8/25/10 1476 8/25/10	San Jose	Household items affected by SM installation		Open
0,20,10	Felton	Household items affected by SM installation	<u> </u>	Open
1477 8/25/10 1478 8/25/10	Nevada City Los Gatos	Household items affected by SM installation		Open
1479 8/25/10	Oakland	SmartMeter Customer Communication Household items affected by SM installation	Under Investigation	Open
	Oroville			Open
1480 8/25/10 1481 8/25/10	Campbell		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 Open
1484 8/25/10	Kentfield		Under Investigation	Open
1485 8/25/10	Los Gatos	Household items affected by SM installation		Open
1486 8/25/10	San Jose	Household items affected by SM installation		Open
1487 8/25/10	Oakland		Under Investigation	Open
1488 8/25/10	Santa Rosa		Under Investigation	Open
1489 8/25/10	Philo		Under Investigation	Open
1490 8/25/10	Grass Valley	Household items affected by SM installation	<u>v</u>	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 does not want a SmartMete	Resolved
1500 8/25/10	Novato		Customer Denies Wellington Access	Resolved
1501 8/25/10	Campbell		Customer Denies Wellington Access	Resolved
1502 8/25/10	Santa Rosa	Household items affected by SM installation		Resolved
1503 8/25/10 1504 8/25/10	Ben Lomond		Customer Denies Wellington Access	Resolved
0,20,10	Redwood Ests	•	Complete Power Outage	Resolved
0.20,10	Woodacre		Customer Denies Wellington Access	Resolved
0120110	Capitola	Customer Denies Access Household items affected by SM installation	Customer Denies Wellington Access	Resolved
1507 8/25/10 1508 8/25/10	Chico Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Resolved Resolved
1509 8/25/10	Point Reyes		Customer Denies Wellington Access	Resolved
1510 8/25/10	Campbell		Customer Denies Wellington Access	Resolved
1511 8/25/10	Pleasant Hill		Customer Denies Wellington Access	Resolved
1512 8/25/10	Aptos		Customer Denies Wellington Access	Resolved
1513 8/25/10	Santa Cruz		Customer does not want a SmartMete	Resolved
1514 8/25/10	Woodacre		Customer does not want a SmartMete	Resolved
1515 8/25/10	San Jose		Customer Denies Wellington Access	Resolved
1516 8/25/10	Mill Valley		Customer Denies Wellington Access	Resolved
1517 8/25/10	Ben Lomond	Household items affected by SM installation		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 Wellington Access	Resolved
1521 8/25/10	Cupertino		Customer Denies Wellington Access	Resolved
1522 8/25/10	Stockton		Customer Denies Wellington Access	Resolved
1523 8/25/10	Albany		Customer Denies Wellington Access	Resolved
1524 8/25/10	Forest Knolls		Customer Denies Wellington Access	Resolved
1525 8/25/10	Santa Rosa	Household items affected by SM installation		Resolved
1526 8/25/10	San Jose	Household items affected by SM installation		Resolved
1527 8/25/10	San Jose		Customer Denies Wellington Access	Resolved
1528 8/25/10	San Francisco		Customer Denies Wellington Access	Resolved
Sizer v	Oakhurst		Customer Denies Wellington Access	Resolved
1529 8/25/10		Customer Denies Access	Customer Denies Wellington Access	Resolved
1529 8/25/10 1530 8/25/10	Santa Rosa		a (
1529 8/25/10 1530 8/25/10 1531 8/25/10	San Ramon	Customer Denies Access	Customer Denies Wellington Access	Resolved
1529 8/25/10 1530 8/25/10 1531 8/25/10 1532 8/25/10	San Ramon Orinda	Customer Denies Access Customer Denies Access	Customer Denies Wellington Access	Resolved
1529 8/25/10 1530 8/25/10 1531 8/25/10 1532 8/25/10 1533 8/25/10	San Ramon Orinda Vallejo	Customer Denies Access Customer Denies Access Customer Denies Access	Customer Denies Wellington Access Customer Denies Wellington Access	Resolved Resolved
1529 8/25/10 1530 8/25/10 1531 8/25/10 1532 8/25/10 1533 8/25/10 1534 8/25/10	San Ramon Orinda Vallejo Placerville	Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access	Customer Denies Wellington Access Customer Denies Wellington Access Customer Denies Wellington Access	Resolved Resolved Resolved
1529 8/25/10 1530 8/25/10 1531 8/25/10 1532 8/25/10 1533 8/25/10	San Ramon Orinda Vallejo	Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access	Customer Denies Wellington Access Customer Denies Wellington Access Customer Denies Wellington Access Customer Denies Wellington Access	Resolved Resolved

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

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Resolved Since the Last Report	
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	Complaint			-		
No. 1538	Date 8/25/10	Customer Name Account	Service City Scotts Valley	Core Process SmartMeter Customer Communication	Nature of Complaint Other	Status Resolved
1539	8/25/10		Geyserville	Household items affected by SM installation		Resolved
1540	8/25/10		Vallejo	Customer Denies Access	Customer does not want a SmartMete	Resolved
1541	8/25/10		Santa Rosa	Household items affected by SM installation	Other	Resolved
1542	8/25/10		Daly City	Customer Denies Access	Customer does not want a SmartMete	Resolved
1543 1544	8/25/10		Walnut Creek	Customer Denies Access	Customer does not want a SmartMete	Resolved
1544	8/25/10		Moraga	Customer Denies Access	Customer does not want a SmartMete	Resolved
1546	8/25/10 8/25/10		El Cerrito Boulder Creek	Customer Denies Access Customer Denies Access	Customer does not want a SmartMete Customer does not want a SmartMete	Resolved Resolved
1547	8/25/10		Salinas	Customer Denies Access	Customer does not want a SmartMete	Resolved
1548	8/25/10		Santa Cruz	Customer Denies Access	Customer does not want a SmartMete	Resolved
1549	8/25/10		Berkeley	Customer Denies Access	Customer does not want a SmartMete	Resolved
1550	8/25/10		Sanger	Customer Denies Access	Customer does not want a SmartMete	Resolved
1551 1552	8/25/10		Oakland	Household items affected by SM installation		Resolved
1552	8/25/10 8/25/10		Santa Rosa Los Altos Hills	Customer Denies Access Customer Denies Access	Customer does not want a SmartMete Customer does not want a SmartMete	Resolved 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 SmartMete	
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 1560	8/26/10		Santa Rosa	Wellington Installer	Under Investigation	Open
1560	8/26/10		Boulder Creek	Customer wants Smartmeter Removed Customer Denies Access	Under Investigation	Open
1562	8/26/10 8/26/10		San Jose San Jose	Household items affected by SM installation	Under Investigation	Open 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 1569	8/26/10 8/26/10		Felton San Rafael	Customer Denies Access	Under Investigation Under Investigation	Open
1570	8/26/10		San Jose	Customer Denies Access SmartMeter Customer Communication	Under Investigation	Open 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 1576	8/26/10		Healdsburg	Household items affected by SM installation	0	Open
1577	8/26/10 8/26/10		San Jose San Ramon	Household items affected by SM installation Household items affected by SM installation		Open Open
1578	8/26/10		Santa Cruz	Customer Denies Access	Under Investigation	Open
1579	8/26/10		Oakland	Customer Denies Access	Under Investigation	Open
1580	8/26/10		Oakland	Customer Denies Access	Under Investigation	Open
1581	8/26/10		Oakland	Household items affected by SM installation		Open
1582	8/26/10		Wheatland	Customer wants Smartmeter Removed	Under Investigation	Open
1583 1584	8/26/10		San Jose	Household items affected by SM installation		Open
1585	8/26/10 8/26/10		San Jose Nevada City	Household items affected by SM installation Wellington Installer	Under Investigation	Open Open
1586	8/26/10		Nevada City	SmartMeter Customer Communication	Under Investigation	Open
1587	8/26/10		Fairfax		Under Investigation	Open
1588			Piedmont	Household items affected by SM installation		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 1592	8/26/10		Grass Valley	Power Interruption	Other	Resolved
1592	8/26/10 8/26/10		Novato San Ramon	Customer Denies Access Customer Denies Access	Customer Denies Wellington Access Customer Denies Wellington Access	Resolved 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	1	Resolved
1600 1601	8/26/10		Sunnyvale Windsor	Household items affected by SM installation	8	Resolved
1601	8/26/10 8/26/10		vvindsor San Bruno	Household items affected by SM installation Customer Denies Access	Other Customer does not want a SmartMete	Resolved Resolved
1602	8/26/10		San Francisco	Customer Denies Access	Customer does not want a SmartMete	Resolved
1604	8/26/10		Portola Valley	Customer Denies Access	Customer does not want a SmartMete	Resolved
1605	8/26/10		Cameron Park	Customer Denies Access	Customer does not want a SmartMete	Resolved
1606	8/26/10		Cupertino	Customer Denies Access	Customer does not want a SmartMete	Resolved
	8/26/10		Fremont	Customer Denies Access	Customer does not want a SmartMete	Resolved
1607			Livermore	Customer Denies Access	Customer does not want a SmartMete	Resolved
1607 1608	8/26/10					
1607 1608 1609	8/26/10 8/26/10		San Jose	Power Interruption	Breaker keeps tripping	Resolved
1607 1608 1609 1610	8/26/10 8/26/10 8/26/10		San Jose Sausalito	Customer Denies Access	Customer does not want a SmartMete	Resolved
1607 1608 1609	8/26/10 8/26/10 8/26/10 8/26/10		San Jose Sausalito Biggs	Customer Denies Access Household items affected by SM installatior	Customer does not want a SmartMete Damaged Other Household Appliance	Resolved Resolved
1607 1608 1609 1610 1611	8/26/10 8/26/10 8/26/10		San Jose Sausalito	Customer Denies Access	Customer does not want a SmartMete	Resolved

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Color Key	
Resolved Since the Last Report	
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1915 Schwin Contorner Dense Access Castorner dense Access Castorner dense Access Feature access F	Complaint No. Date	Customer Name A	ccount Service City	Core Process	Nature of Complaint	Status
Term Space 10 Space 10 Term Space 10 Space 10 </td <td></td> <td></td> <td></td> <td></td> <td>•</td> <td>Resolved</td>					•	Resolved
1977 Report 0 1987 Second 2 1988						Resolved
Tell Scattering Contract Contract Access Calabrance does not wat a Smalleller. Research Tell Scattering						Resolved
1990 Subgroup Nu Valley Clastorer Dense Access Custorer dense acces Custorer dense access <t< td=""><td></td><td></td><td></td><td></td><td></td><td>Resolved</td></t<>						Resolved
161 Substrip Sam Jose Customer Demos Access						Resolved
1925 0.08070 Laperin Curdiance Pares Access Curdiance Access Curdian	1620 8/26/10		Berkeley	Customer Denies Access	Customer does not want a SmartMete	Resolved
1620 Source Device Access Clastomer Cases not water a Samethee, Tess 1620 Source Device Access Clastomer Cases not water a Samethee, Tess 1620 Source Device Access Clastomer Cases not water a Samethee, Tess 1620 Source Device Access Clastomer Cases not water a Samethee, Tess 1630 Abretin Clastomer Cases Access Clastomer Cases not water a Samethee, Tess 1631 Abretin Fear Access Clastomer Cases not water a Samethee, Tess 1631 Abortin Fear Access Clastomer Cases not water a Samethee, Tess 1633 Abortin Fear Access Clastomer Cases not water a Samethee, Tess 1633 Abortin Clastomer Device Access Clastomer Device Access Clastomer Device Access 1634 Abortin Electrin Clastomer Device Access	1621 8/26/10		San Jose	Customer Denies Access	Customer does not want a SmartMete	Resolved
Field Specific Southern Parties Access Catherner does not ward. 8 Smethletter. Resp. 103 Rodord. Sutherner Darties Access Catherner does not ward. 8 Smethletter. Resp. 103 Rodord. Catherner Darties Access Catherner does not ward. 8 Smethletter. Resp. 103 Rodord. Catherner Darties Access Catherner does not ward. 8 Smethletter. Resp. 103 Rodord. Catherner Darties Access Catherner does not ward. 8 Smethletter. Resp. 103 Rodord. Catherner does not ward. 8 Smethletter. Resp.			Cupertino	Customer Denies Access	Customer does not want a SmartMete	Resolved
1655 202910 Juernore Customer Denies Access Customer des not wart a Smithlee Reside 1627 60/2610 Juernore Customer Denies Access Customer des not wart a Smithlee Reside 1638 60/2610 Juernore Customer Denies Access Customer des not wart a Smithlee Reside 1638 60/2610 Permore Customer Denies Access Customer Denie	1623 8/26/10		Live Oak	Customer Denies Access	Customer does not want a SmartMete	Resolved
Text Cultomer Dense Access Cultomer denser denn densel a Samafilder. Text Societio Cultomer Dense Access Cultomer denser dense and a Samafilder. Res Text Societio Cultomer Dense Access Cultomer dense and a Samafilder. Res Text Societio Cultomer Dense Access	2/4000000000000000000000000000000000000		Mountain View	Customer Denies Access	Customer does not want a SmartMete	Resolved
1427 B2/0110 Jummore Durational Constructions Durational Constructions 1428 B2/0110 Stanta Road Customer Densis Access Customer Den	2007/2017/00/2017/00/2017/2017/2017/2017		Livermore	Customer Denies Access	Customer does not want a SmartMete	Resolved
Total Accentral Foundation Research	on_or.o					Resolved
Table South C Customer Dense Access Customer dense Access Customer dense Access Termont Customer Dense Access Customer Dense Access Customer Dense Access Customer Dense Access Statistics Supprior Customer Dense Access Customer Dense Access Customer Dense Access Customer Dense Access Statistics Supprior Customer Dense Access						Resolved
1838 B2010 Ferrort Customer Dense Access Customer Dense Access Res 1838 B2010 Customer Dense Access Customer Dense Access Customer Dense Access Res 1838 B2010 Customer Dense Access	0/20/10					Resolved
1837 38.26/10 1837 88.26/10 1838 88.26/10 1838 88.26/10 1838 88.26/10 1838 68.26/10 1838 68.26/10 1838 68.26/10 1838 68.26/10 1838 68.26/10 1838 68.26/10 1838 68.26/10 1838 68.26/10 1838 68.26/10 1838 68.26/10 1838 68.26/10 1838 68.26/10 1838 68.26/10 1838 68.26/10 1848 68.26/10 1848 68.26/10 1848 68.26/10 1848 68.26/10 1848 68.26/10 1848 68.26/10 1848 68.26/10 1844 68.26/10 1845 68.26/10 1846 88.26/10 1847 68.26/10 1848						Resolved
1825 36/2010 Datamat Customer Denies Access Customer does not want a Smarthelee. Reside 1835 8/2010 Eventio Dustomer Denies Access Customer does not want a Smarthelee. Reside 1836 8/2010 Eventio Dustomer Denies Access Customer does not want a Smarthelee. Reside 1836 8/2010 Evention Dustomer Denies Access Customer does not want a Smarthelee. Reside 1836 8/2010 Evention Dustomer Denies Access Customer Denies Access Reside 1841 8/2010 Evention Dustomer Denies Access Customer Denies Vellington Access Reside 1842 8/2010 Evention Dustomer Denies Access Customer Denies Vellington Access Reside 1843 8/2010 Evention Customer Denies Access Customer does not want a Smarthelee Reside 1846 8/2010 Evention Access Customer does not want a Smarthelee Reside 1847 8/2010 Evention Access Customer does not want a Smarthelee Reside						Resolved
1783 S26010 Invoite Customer does not wint a SmattMee Reset 1783 S2610 Customer does not wint a SmattMee Reset 1783 S2610 Customer does not wint a SmattMee Reset 1783 S2610 Customer does not wint a SmattMee Reset 1783 S2610 Customer does not wint a SmattMee Reset 1783 S2610 Customer does not wint a SmattMee Reset 1783 S2610 Customer does not wint a SmattMee Reset 1784 S2610 Customer does not wint a SmattMee Reset 1784 S2610 Customer does not wint a SmattMee Reset 1784 S2610 Customer does not wint a SmattMee Reset 1784 S2610 Customer does not wint a SmattMee Reset 1784 S2610 Customer does not wint a SmattMee Reset 1784 S2610 Customer does not wint a SmattMee Reset 1784 S2610 Customer does not wint a SmattMee Reset 1784 S2610 Customer does not wi						Resolved
1643 0.00410 El Centro Destorrer does net want a Smarthete Resid 1658 0.82610 Bartinez Cuatomer Denies Access Duatomer does net want a Smarthete Resid 1658 0.82610 Bartinez Cuatomer Denies Access Duatomer does net want a Smarthete Resid 1658 0.82610 Samatoga Duatomer does net want a Smarthete Resid 1658 0.82610 Samatoga Duatomer does net want a Smarthete Resid 1641 0.82610 Samatoga Duatomer does net want a Smarthete Resid 1643 0.82610 Samatoga Duatomer does net want a Smarthete Resid 1644 0.82610 Cuatomer Denes Access Duatomer does net want a Smarthete Resid 1646 0.82610 Cuatomer Denes Access Duatomer does net want a Smarthete Resid 1646 0.82610 Cuatomer Denes Access Duatomer does net want a Smarthete Resid 1646 0.82610 Cuatomer Denes Access Duatomer does net want a Smarthete Resid 1646 0.82610 Cuato						Resolved
1655 Bayerio Index mg Lufts Bess 1656 Bayerio Poter Interruption Index mg Lufts Bess 1657 Bayerio Customer Denies Access Customer does not wart a SmattMeter Resould 1658 Bayerio Barta Rosa Customer Denies Access Customer does not wart a SmattMeter Resould 1658 Bayerio Barta Rosa Customer Denies Access Customer does not wart a SmattMeter Resould Resould 1646 Bayerio Customer Denies Access Customer does not wart a SmattMeter Resould	UTE OF TO					Resolved
1658 Bagerin Hatting Customer Derins Access Customer dens Avant a Smarthlee Resolution 1658 Bagerin Starting Household lens affected by SM instalator Damaged Other Household Applance Resolution 1658 Bagerin Starting Household lens affected by SM instalator Damaged Other Household Applance Resolution 1660 Bagerin Starting Customer Derins Access Customer Derins Access Resolution 1661 Bagerin Starting Customer Derins Access Customer Derins Access Resolution 1662 Bagerin Customer Derins Access Customer Derins Acce	Critter 10					Resolved
1977 Bageirio Pattalana Customer Jennes Access Customer does not want a Smartfmeler Renovel 1988 Bageirio Sarate Rosa Customer Vants Smartfmeter Renovel Unhagy with SM Program Reed 1988 Bageirio Customer Vants Smartfmeter Renovel Unhagy with SM Program Reed 1984 Bageirio Customer Denies Access Customer Denies Access Customer Denies Access Reed 1984 Bageirio Customer Denies Access Customer Denies Access Customer Denies Access Customer does not want a Smartffelle Reed 1984 Bageirio Santa Cuu Customer Denies Access Customer does not want a Smartffelle Reed 1984 Bageirio Santa Cuu Customer Denies Access Customer does not want a Smartffelle Reed 1984 Bageirio Santa Cuu Customer Denies Access Customer does not want a Smartffelle Reed 1985 Bageirio Santa Frantisko Customer Denies Access Customer does not want a Smartffelle Reed 1985 Bageirio Santa Frantisko Customer Denies Access <	0/2.0/10					Resolved
1636 202910 Sarabog Household items affected by SM installator paraged Other Household Applance Resid 1640 8/2010 Sarab Cautomer Denies Access Customer Denies Access Resid 1641 8/2010 Sarab Cautomer Denies Access Customer Denies Access Customer Denies Access Resid 1642 8/2010 Sarab Cautomer Denies Access Customer does not warit a Smarthtee Resid 1646 8/2010 San FrancisoC Customer Denies Access Customer does not warit a Smarthtee Resid 1647 8/2010 San FrancisoC Customer Denies Access Customer does not warit a Smarthtee Resid 1648 8/2010 San FrancisoC Customer Denies Access Customer does not warit a Smarthtee Resid 1645 8/2010 San FrancisoC Customer Denies Access Customer does not warit a Smarthtee Resid 1645	0,00,00				P	Resolved
133 8/25/10 Santa Fosa Customer Bones Access Unitarpy with SM Program Resd 144 8/25/10 Santa Cuz Customer Denice Access Customer Denice Access Resd 145 8/25/10 Variance Mark Strate Customer Denice Access Customer denice Automar Asimathele Resd 1464 8/25/10 Santa Cuz Customer Denice Access Customer denice Automar Asimathele Resd 1464 8/25/10 Santa Cuz Customer Denice Access Customer denice Automar Asimathele Resd 1468 8/25/10 Santa Cuz Customer Denice Access Customer denice Automar Asimathele Resd 1468 8/25/10 Santa Cuz Customer Denice Access Customer denice Automar Asimathele Resd 1468 8/25/10 Santa Cuz Customer Denice Access Customer denice Automar Asimathele Resd 1468 8/25/10 Santa Cuz Santa Cuz Santa Cuz Santa Cuz Santa Cuz <td< td=""><td></td><td></td><td></td><td></td><td></td><td>Resolved</td></td<>						Resolved
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16783/27/1016798/27/1016808/27/1016818/27/1016828/27/1016838/27/1016848/27/1016858/27/1016868/27/1016878/27/1016888/27/1016898/27/1016848/27/1016858/27/1016868/27/1016878/27/1016888/27/1016888/27/1016888/27/1016888/27/1016888/27/1016888/27/1016888/27/1016888/27/1016888/27/1016888/27/1016888/27/1016888/27/1016888/27/1016898/2						Open
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16803/27/10ChicoCustomer Denies AccessUnder InvestigationOpe16818/27/10OaklandPower InterruptionUnder InvestigationOpe16838/27/10OaklandCustomer Denies AccessUnder InvestigationOpe16848/27/10San JoseHousehold items affected by SM installation Under InvestigationOpe16858/27/10Grass ValleyPower InterruptionBreaker keeps trippingResol16868/27/10Ben LomondCustomer Denies AccessCustomer does not want a SmartMeteResol16878/27/10SonomaHousehold items affected by SM installationOpe16888/27/10SonomaHousehold items affected by SM installationResol16898/27/10SonomaHousehold items affected by SM installationOther16898/27/10San RafaelCustomer Denies AccessCustomer does not want a SmartMete16808/27/10San RafaelCustomer Denies AccessCustomer does not want a S						Open
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1683 8/27/10 San Jose Household items affected by SM installation Under Investigation Ope 1684 8/27/10 San Jose Household items affected by SM installation Under Investigation Ope 1685 8/27/10 Grass Valley Power Interruption Breaker keeps tripping Resol 1686 8/27/10 Ben Lomond Customer Denies Access Customer does not want a SmartMete Resol 1688 8/27/10 Sonoma Household items affected by SM installation Other Resol 1688 8/27/10 Sonoma Household items affected by SM installation Other Resol 1689 8/27/10 San Rafael Customer Denies Access Customer does not want a SmartMete Resol 1680 8/27/10 San Rafael Customer Denies Access Customer does not want a SmartMete Resol 1680 8/27/10 San Rafael Customer Denies Access Customer does not want a SmartMete Resol 1680 8/27/10 San Rafael Customer Denies Access Customer does not want a SmartMete Resol 1680 8/27/10 San Rafael Customer Denies Access Customer does not want a SmartMe	01-11-10			·		Open
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1685 8/27/10 Breaker keeps tripping Resol 1686 8/27/10 Breaker keeps tripping Resol 1687 8/27/10 Ben Lomond Customer Denies Access Customer does not want a SmartMete Resol 1688 8/27/10 Does Gatos Household items affected by SM installation Other Resol 1688 8/27/10 Sonoma Household items affected by SM installation Other Resol 1689 8/27/10 San Rafael Customer Denies Access Customer does not want a SmartMete Resol 1680 8/27/10 Sausalito Household items affected by SM installation Damaged Other Household Appliance Resol	012-17-10			-		Open
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1688 8/27/10 Sonoma Household items affected by SM installation Other Resol 1689 8/27/10 San Rafael Customer Denies Access Customer does not want a SmartMete Resol 1690 8/27/10 Sausalito Household items affected by SM installation Damaged Other Household Appliance Resol						Resolved
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1690 8/27/10 Household items affected by SM installation Damaged Other Household Appliance Resol				-		Resolved
						Resolved
1691 8/27/10 Customer Denies Access Customer does not want a SmartMete Resol			Sausalito		¥11	Resolved
	1691 8/27/10		Tracy	Customer Denies Access	Customer does not want a SmartMete	Resolved

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

September 2, 2010 For the Period August 21	, 2010 through August 27, 2010
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Color Key	
Resolved Since the Last Report	
New Since the Last Report	

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

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

	Complaint						
No.	Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1	1/4/10	{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open
2	1/15/10			Napa	Scheduling Problems	Under Investigation	Open
3	2/1/10			La Honda	Customer Denies Access	Customer does not want a SmartMeter	Resolved
4	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
5	2/10/10 2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
6	2/10/10			Cupertino San Ramon	Scheduling Problems Wellington Installer	Under Investigation Other	Open Resolved
8	2/12/10			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	1		Sonoma	Customer Denies Access	Under Investigation	Open
25	3/8/10	1		Cotati	Household items affected by SM installation	Under Investigation	Open
26	3/8/10	1		San Ramon	Household items affected by SM installation	Under Investigation	Open
27	3/8/10	1		San Jose	Customer Denies Access	Customer does not want a SmartMeter	Resolved
28	3/10/10			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 38	3/12/10 3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
39	3/12/10			Vallejo Placerville	Wellington Installer Customer Denies Access	Under Investigation	Open Open
40	3/15/10			Pleasanton	Wellington Installer	Under Investigation Under Investigation	Open
40	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	1		Tracy	Customer Denies Access	Under Investigation	Open
52	3/23/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open
53	3/24/10	1		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]		Fracy	Wellington Installer	Other	Resolved
64	4/7/10	1		San Ramon	Power Interruption	Under Investigation	Open
65	4/7/10	1		Santa Clara	Wellington Installer	Under Investigation	Open
66	4/7/10	1		San Jose	Wellington Installer	No time given to power down equipment	Resolved
67	4/7/10	1		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 4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
70				San Jose	Customer Denies Access	Under Investigation	Open
76 77	4/19/10			San Ramon	Wellington Installer	Under Investigation	Open

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

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
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 4/29/10				Wellington Installer	Under Investigation	Open
93 94	4/29/10			Dakland Diahmand	Wellington Installer	Other	Resolved
	5/5/10			Richmond	Other	Under Investigation	Open
95				Oakland Manuauilla	Wellington Installer	Under Investigation	Open
96	5/6/10			Marysville	Wellington Installer	Under Investigation	Open
97	5/7/10				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			Vilpitas	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					Under Investigation	Open
130	5/11/10			Alamo	SmartMeter Customer Communication	Other	Resolved
131	5/11/10			Dakland	Customer Denies Access	Customer Denies Wellington Access	Resolved
132	5/11/10			Dakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
133	5/11/10			Dakland	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		Q on SM communication materials	Resolved
136	5/11/10			San Leandro		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
144	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
145	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
140	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
147	5/12/10			San Jose San Ramon	-	-	
					Wellington Installer	Under Investigation	Open
149	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open
150	5/12/10			Fracy	Wellington Installer	Under Investigation	Open
151	5/12/10			Dakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
	5/12/10			Dakland	Customer Denies Access	Customer does not want a SmartMeter	Resolved
152							
152 153 154	5/12/10 5/13/10			Pinole Clovis	Customer Denies Access SmartMeter Customer Communication	Customer does not want a SmartMeter Under Investigation	Resolved Open

Pacific Gas and Electric Company SmartMeterTM Issues Report SmartMeterTM Installation Issues Report September 2, 2010 -- For the Period August 21, 2010 through August 27, 2010

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

Status Open

Resolved

Open

Resolved

Open

. Open

Under Investigation

	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint
5	5/13/10			Los Banos	Customer Denies Access	Under Investigation
3	5/13/10			Marysville	Wellington Installer	Under Investigation
7	5/13/10			Redding	Wellington Installer	Under Investigation
3	5/13/10			San Jose	Customer Denies Access	Under Investigation
)	5/13/10			Fracy	Household items affected by SM installation	Under Investigation
)	5/13/10			Fracy	Household items affected by SM installation	Under Investigation
1	5/13/10			Fracy	Other	Under Investigation
2	5/14/10			Antioch	Meter/Module	Under Investigation
3	5/14/10			Clayton	Wellington Installer	Under Investigation
1	5/14/10			Vadera	Customer Denies Access	Under Investigation
5	5/14/10			Oakland	Customer Denies Access	Under Investigation
3	5/14/10			Piedmont	Customer Denies Access	Under Investigation
7	5/14/10			Pleasanton	Wellington Installer	Under Investigation
3	5/14/10			San Jose	Meter/Module	Under Investigation
)	5/14/10			San Ramon	Customer Denies Access	Under Investigation
)	5/14/10			San Ramon	Customer Denies Access	Under Investigation
1	5/14/10			Fracy	Customer Denies Access	Under Investigation
2	5/14/10			San Leandro	Customer wants SmartMeter Removed	Other
3	5/15/10			Chico	Customer Denies Access	Under Investigation
1	5/15/10			Concord	Customer Denies Access	Under Investigation
5	5/15/10			Fresno	Customer wants Smartmeter Removed	Under Investigation
3	5/15/10			Livermore	Customer wants Smartmeter Removed	Under Investigation
7	5/15/10			Los Gatos	Customer Denies Access	Under Investigation
3	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation
)	5/16/10			Oakland	Customer Denies Access	Under Investigation
)	5/16/10			Dakland	Customer Denies Access	Under Investigation
1	5/16/10			Oakland	Customer Denies Access	Under Investigation
2	5/16/10			Dakland	Customer Denies Access	Under Investigation
3	5/16/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter
1	5/17/10			Alameda	Customer Denies Access	Under Investigation
5	5/17/10			Alameda	SmartMeter Customer Communication	Under Investigation
3	5/17/10			Alameda	Wellington Installer	Under Investigation
7	5/17/10			Alamo	Scheduling Problems	Under Investigation
3	5/17/10			Benicia	Wellington Installer	Under Investigation
9	5/17/10			Dos Palos	Wellington Installer	Under Investigation
)	5/17/10			El Cerrito	Customer Denies Access	Under Investigation
1	5/17/10			Los Gatos	Customer Denies Access	Under Investigation
2	5/17/10			Los Gatos	Customer Denies Access	Under Investigation
3	5/17/10			Los Gatos	Scheduling Problems	Under Investigation
1	5/17/10			Dakland	Customer Denies Access	Under Investigation
5	5/17/10			Oakland	Customer Denies Access	Under Investigation
3	5/17/10			Oakland	Customer Denies Access	Under Investigation
7	5/17/10			Oakland	Customer Denies Access	Under Investigation
3	5/17/10			Oakland	Customer Denies Access	Under Investigation
2	E/17/10			Ookland	Custamar Danias Assass	Inder Investigation

akland

Dakland

Dakland

Piedmont

Piedmont

Piedmont

Richmond

an Jose

Sunnyvale

racy

Santa Rosa

. San Francisco

Customer Denies Access

Wellington Installer

Other

Customer wants Smartmeter Removed

Pacific Gas and Electric Company

SmartMeterTM Complaint Report

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

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

	Complaint					
No.	Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
1		{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	8/25/10				Open	
			I			in some way to the installation of a SmartMeterTM device.

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

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Pacific Gas and Electric Company

SmartMeterTM Complaint Report

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

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

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

5 New Complaints Since the Last Report

0 New Complaints Resolved Since the Last Report

5 New Complaints Open

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Pacific Gas and Electric Company

SmartMeterTM Complaint Report

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

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

	Complaint					
No.	Date	Customer Name	Account	Service City	Status	Explanation of Complaint Resolution
1	5/21/10	{Redacted}	{Redacted}	SAN MATEO	Open	{Redacted}
2	8/6/10			SAN LEANDRO	Resolved	
3	8/6/10	1		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	1		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	
		acks high hill complaints fro	m customors who			n some way to the installation of a SmartMeterTM device.

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

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Pacific Gas and Electric Company

SmartMeterTM Complaint Report

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

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

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

5 New Complaints Since the Last Report

0 New Complaints Resolved Since the Last Report

5 New Complaints Open

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