

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

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

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Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
42	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
43	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
44	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
45	4/5/10			Vacaville	Other	Under Investigation	Open
46	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
47	4/7/10			Santa Clara	Wellington Installer	Installer left gate open	Closed
48	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
49	4/14/10			Madera	Wellington Installer	No time given to answer door	Closed
50	4/14/10			San Jose	Other	Under Investigation	Open
51	4/15/10			Madera	Other	Under Investigation	Open
52	4/15/10			San Jose	Wellington Installer	Installer failed to knock	Closed
53	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
54	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
55	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
56	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
57	4/19/10			San Ramon	Wellington Installer	Other	Closed
58	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
59	4/21/10			El Dorado	Wellington Installer	No time given to power down equipment	Closed
60	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
61	4/21/10			Sunnyvale	Wellington Installer	Failed to identify self as PG&E contractor	Closed
62	4/23/10			Berkeley	Other	Under Investigation	Open
63	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
64	4/23/10			Madera	Wellington Installer	Installer rude to customer	Closed
65	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
66	4/26/10			Madera	Wellington Installer	No time given to answer door	Closed
67	4/26/10			Napa	Wellington Installer	Damaged private property	Closed
68	4/26/10			Orinda	Meter/Module	Under Investigation	Open
69	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
70	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
71	4/28/10			Richmond	Wellington Installer	Safety concern	Closed
72	4/29/10			Madera	Wellington Installer	Installer rude to customer	Closed
73	4/30/10			Richmond	Other	Under Investigation	Open
74	5/5/10			Oakland	Wellington Installer	Installer rude to customer	Closed
75	5/6/10			Marysville	Wellington Installer	Other	Closed
76	5/7/10			Daly City	Wellington Installer	Installer jumped fence, broke lock	Closed
77	5/7/10			Livermore	Wellington Installer	Damaged private property	Closed
78	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
79	5/7/10			San Jose	Meter/Module	Under Investigation	Open
80	5/8/10			Placerville	Wellington Installer	Damaged private property	Closed
81	5/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
82	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open

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83	5/10/10			Milpitas	Wellington Installer	Installer failed to knock	Closed
84	5/10/10			Petaluma	Wellington Installer	Installer failed to knock	Closed
85	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
86	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
87	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
88	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
89	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
90	5/10/10			San Jose	Other	Under Investigation	Open
91	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
92	5/10/10			Woodside	Wellington Installer	Other	Closed
93	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
94	5/11/10			Chico	Wellington Installer	Installer failed to knock	Closed
95	5/11/10			Concord	Household items affected by SM installation	Internet/Cable Connection Problem	Closed
96	5/11/10			Cupertino	Wellington Installer	Installer jumped fence, broke lock	Closed
97	5/11/10			Milpitas	Wellington Installer	Installer rude to customer	Closed
98	5/11/10			Orinda	SmartMeter Customer Communication	Other	Closed
99	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
100	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
101	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
102	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
103	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
104	5/11/10			San Jose	Wellington Installer	Other	Closed
105	5/11/10			Santa Rosa	Wellington Installer	Installer rude to customer	Closed
106	5/11/10			Tracy	Wellington Installer	Installer failed to knock	Closed
107	5/11/10			Vallejo	Wellington Installer	Other	Closed
108	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
109	5/12/10			Fresno	Other	Under Investigation	Open
110	5/12/10			Livermore	Wellington Installer	Other	Closed
111	5/12/10			Martinez	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Closed
112	5/12/10			Marysville	Wellington Installer	Installer upset animals	Closed
113	5/12/10			Mountain View	Wellington Installer	No time given to power down equipmen	Closed
114	5/12/10			Napa	Wellington Installer	Under Investigation	Open
115	5/12/10			Richmond	Other	Under Investigation	Open
116	5/12/10			Richmond	Wellington Installer	Installer rude to customer	Closed
117	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
118	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
119	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
120	5/12/10			San Ramon	Wellington Installer	No time given to power down equipmen	Closed
121	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open
122	5/12/10			Tracy	Wellington Installer	No time given to power down equipmen	Closed
123	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open

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124	5/13/10			Los Banos	Customer Denies Access	Under Investigation	Open
125	5/13/10			Marysville	Wellington Installer	Under Investigation	Open
126	5/13/10			Redding	Wellington Installer	Under Investigation	Open
127	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
128	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
129	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
130	5/13/10			Tracy	Other	Under Investigation	Open
131	5/14/10			Antioch	Meter/Module	Under Investigation	Open
132	5/14/10			Clayton	Wellington Installer	Under Investigation	Open
133	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
134	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
135	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
136	5/14/10			Pleasanton	Wellington Installer	Under Investigation	Open
137	5/14/10			San Jose	Meter/Module	Under Investigation	Open
138	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
139	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
140	5/14/10			Tracy	Customer Denies Access	Under Investigation	Open
141	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
142	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
143	5/15/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
144	5/15/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
145	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
146	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
147	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
148	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
149	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
150	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
151	5/17/10			Alameda	Customer Denies Access	Under Investigation	Open
152	5/17/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
153	5/17/10			Alameda	Wellington Installer	Under Investigation	Open
154	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
155	5/17/10			Benicia	Wellington Installer	Under Investigation	Open
156	5/17/10			Dos Palos	Wellington Installer	Under Investigation	Open
157	5/17/10			El Cerrito	Customer Denies Access	Under Investigation	Open
158	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
159	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
160	5/17/10			Los Gatos	Scheduling Problems	Under Investigation	Open
161	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
162	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
163	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
164	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open

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165	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
166	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
167	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
168	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
169	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
170	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
171	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
172	5/17/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
173	5/17/10			S. San Francisco	Other	Under Investigation	Open
174	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
175	5/17/10			Santa Rosa	Wellington Installer	Under Investigation	Open
176	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
177	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
178	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
179	5/18/10			Chowchilla	Customer Denies Access	Under Investigation	Open
180	5/18/10			Dos Palos	Wellington Installer	Under Investigation	Open
181	5/18/10			Dublin	Wellington Installer	Under Investigation	Open
182	5/18/10			Livermore	Customer Denies Access	Under Investigation	Open
183	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
184	5/18/10			Madera	Customer Denies Access	Under Investigation	Open
185	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
186	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
187	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
188	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
189	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
190	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
191	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
192	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
193	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
194	5/18/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
195	5/18/10			Tracy	Customer Denies Access	Under Investigation	Open
196	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
197	5/19/10			Brentwood	Customer wants Smartmeter Removed	Under Investigation	Open
198	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
199	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
200	5/19/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
201	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
202	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
203	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
204	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
205	5/20/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open

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206	5/20/10			Fresno	Customer Denies Access	Under Investigation	Open
207	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
208	5/20/10			Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
209	5/20/10			Madera	Customer Denies Access	Under Investigation	Open
210	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open
211	5/20/10			Oakley	Customer wants Smartmeter Removed	Under Investigation	Open
212	5/20/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
213	5/20/10			San Jose	Wellington Installer	Under Investigation	Open
214	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
215	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
216	5/20/10			Tracy	Power Interruption	Under Investigation	Open
217	5/20/10			Yuba City	Wellington Installer	Under Investigation	Open
218	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
219	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
220	5/21/10			Berkeley	Wellington Installer	Under Investigation	Open
221	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
222	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
223	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
224	5/21/10			Dublin	Customer wants Smartmeter Removed	Under Investigation	Open
225	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
226	5/21/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
227	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
228	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
229	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
230	5/21/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
231	5/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
232	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
233	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
234	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
235	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
236	5/21/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
237	5/21/10			Petaluma	Wellington Installer	Under Investigation	Open
238	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
239	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
240	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
241	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
242	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
243	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
244	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
245	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
246	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open

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247	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
248	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
249	5/22/10			San Jose	Customer Denies Access	Under Investigation	Open
250	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
251	5/23/10			Emeryville	Customer Denies Access	Under Investigation	Open
252	5/23/10			Grass Valley	Customer Denies Access	Under Investigation	Open
253	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
254	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
255	5/23/10			Oakland	Customer Denies Access	Under Investigation	Open
256	5/23/10			San Jose	Customer Denies Access	Under Investigation	Open
257	5/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
258	5/24/10			Concord	Household items affected by SM installation	Under Investigation	Open
259	5/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
260	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
261	5/24/10			Livermore	Household items affected by SM installation	Under Investigation	Open
262	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
263	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
264	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
265	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
266	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
267	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
268	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
269	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
270	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
271	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
272	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
273	5/24/10			Piedmont	Customer Denies Access	Under Investigation	Open
274	5/24/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
275	5/24/10			Pleasanton	Customer Denies Access	Under Investigation	Open
276	5/24/10			San Jose	Wellington Installer	Under Investigation	Open
277	5/24/10			Yuba City	Wellington Installer	Under Investigation	Open
278	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
279	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
280	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
281	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
282	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
283	5/25/10			Wheatland	Wellington Installer	Under Investigation	Open
284	5/26/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
285	5/26/10			Oakland	Customer Denies Access	Under Investigation	Open
286	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
287	5/26/10			San Jose	Wellington Installer	Under Investigation	Open

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New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
288	5/26/10			San Pablo	Wellington Installer	Under Investigation	Open
289	5/27/10			Citrus Heights	Wellington Installer	Under Investigation	Open
290	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
291	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
292	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open
293	5/27/10			Richmond	Customer Denies Access	Under Investigation	Open
294	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
295	5/27/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
296	5/28/10			Lemoore	Meter/Module Equipment	Under Investigation	Open
297	5/28/10			Port Costa	Customer Denies Access	Under Investigation	Open
298	5/28/10			San Jose	Wellington Installer	Under Investigation	Open
299	5/29/10			Clayton	Customer wants Smartmeter Removed	Under Investigation	Open
300	5/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
301	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
302	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
303	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
304	5/29/10			Richmond	Customer Denies Access	Under Investigation	Open
305	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
306	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
307	5/31/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
308	6/1/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
309	6/1/10			Livermore	Wellington Installer	Under Investigation	Open
310	6/1/10			Wheatland	Power Interruption	Under Investigation	Open
311	6/2/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
312	6/2/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
313	6/2/10			Cupertino	Wellington Installer	Under Investigation	Open
314	6/2/10			Los Gatos	Wellington Installer	Under Investigation	Open
315	6/3/10			Oakdale	Household items affected by SM installation	Under Investigation	Open
316	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
317	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
318	6/7/10			Corte Madera	Customer Denies Access	Under Investigation	Open
319	6/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
320	6/8/10			Fresno	Power Interruption	Under Investigation	Open
321	6/8/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
322	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
323	6/8/10			Oakland	Customer Denies Access	Under Investigation	Open
324	6/8/10			Piedmont	Customer Denies Access	Under Investigation	Open
325	6/8/10			Redwood City	Wellington Installer	Under Investigation	Open
326	6/8/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
327	6/8/10			Santa Rosa	Wellington Installer	Under Investigation	Open
328	6/9/10			Alameda	Wellington Installer	Under Investigation	Open

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
329	6/9/10			Concord	Customer Denies Access	Under Investigation	Open
330	6/9/10			Oakland	Customer Denies Access	Under Investigation	Open
331	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
332	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
333	6/9/10			San Jose	Wellington Installer	Under Investigation	Open
334	6/10/10			Monte Rio	Wellington Installer	Under Investigation	Open
335	6/10/10			Piedmont	Customer Denies Access	Under Investigation	Open
336	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
337	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
338	6/10/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
339	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
340	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
341	6/11/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
342	6/11/10			San Jose	Wellington Installer	Under Investigation	Open
343	6/11/10			San Rafael	Customer Denies Access	Under Investigation	Open
344	6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
345	6/11/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
346	6/13/10			San Ramon	Customer Denies Access	Under Investigation	Open
347	6/14/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
348	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
349	6/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
350	6/14/10			San Jose	Wellington Installer	Under Investigation	Open
351	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
352	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
353	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
354	6/15/10			Oakland	Customer Denies Access	Under Investigation	Open
355	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
356	6/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
357	6/15/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
358	6/15/10			Pittsburg	Household items affected by SM installation	Under Investigation	Open
359	6/15/10			Pleasant Hill	Customer Denies Access	Under Investigation	Open
360	6/15/10			San Jose	Customer Denies Access	Under Investigation	Open
361	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
362	6/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
363	6/15/10			San Jose	Wellington Installer	Under Investigation	Open
364	6/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
365	6/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
366	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
367	6/15/10			Walnut Creek	Customer Denies Access	Under Investigation	Open
368	6/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
369	6/16/10			Dinuba	Customer Denies Access	Under Investigation	Open

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
370	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
371	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
372	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open
373	6/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
374	6/16/10			Pollock Pines	Wellington Installer	Under Investigation	Open
375	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
376	6/16/10			San Jose	Wellington Installer	Under Investigation	Open
377	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
378	6/16/10			Santa Rosa	Wellington Installer	Under Investigation	Open
379	6/17/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
380	6/17/10			Concord	Customer Denies Access	Under Investigation	Open
381	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
382	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
383	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
384	6/17/10			Penryn	Household items affected by SM installation	Under Investigation	Open
385	6/17/10			Pleasanton	Customer Denies Access	Under Investigation	Open
386	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
387	6/17/10			San Francisco	Wellington Installer	Under Investigation	Open
388	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
389	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
390	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
391	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
392	6/17/10			San Jose	Wellington Installer	Under Investigation	Open
393	6/17/10			San Mateo	Wellington Installer	Under Investigation	Open
394	6/17/10			Sausalito	Customer Denies Access	Under Investigation	Open
395	6/17/10			Tracy	SmartMeter Customer Communication	Under Investigation	Open
396	6/17/10			Windsor	Customer Denies Access	Under Investigation	Open
397	6/18/10			Danville	SmartMeter Customer Communication	Under Investigation	Open
398	6/18/10			Danville	Wellington Installer	Under Investigation	Open
399	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
400	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
401	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
402	6/18/10			Petaluma	Customer Denies Access	Under Investigation	Open
403	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
404	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
405	6/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
406	6/18/10			San Jose	Wellington Installer	Under Investigation	Open
407	6/18/10			Saratoga	Customer Denies Access	Under Investigation	Open
408	6/18/10			Tracy	Wellington Installer	Under Investigation	Open
409	6/20/10			Martinez	Household items affected by SM installation	Under Investigation	Open
410	6/20/10			Milpitas	Power Interruption	Under Investigation	Open

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 – For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
411	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
412	6/21/10			San Jose	Customer Denies Access	under investigation	Open
413	6/21/10			San Jose	Power Interruption	Under Investigation	Open
414	6/21/10			San Jose	Wellington Installer	Under Investigation	Open
415	6/21/10			Yuba City	Customer Denies Access	Under Investigation	Open
416	6/22/10			Fair Oaks	Network Equipment Installation	Under Investigation	Open
417	6/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
418	6/22/10			Olivehurst	Household items affected by SM installation	Under Investigation	Open
419	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
420	6/22/10			San Jose	Wellington Installer	Under Investigation	Open
421	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
422	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
423	6/23/10			Oakland	Wellington Installer	Under Investigation	Open
424	6/23/10			Piedmont	Customer Denies Access	Under Investigation	Open
425	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
426	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
427	6/23/10			San Jose	Customer Denies Access	Under Investigation	Open
428	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
429	6/23/10			San Jose	Wellington Installer	Under Investigation	Open
430	6/23/10			Santa Rosa	Wellington Installer	Under Investigation	Open
431	6/23/10			Saratoga	Customer Denies Access	Under Investigation	Open
432	6/23/10			Shingle Springs	Wellington Installer	Under Investigation	Open
433	6/24/10			Antioch	Household items affected by SM installation	Under Investigation	Open
434	6/24/10			Bodega Bay	Wellington Installer	Under Investigation	Open
435	6/24/10			Los Gatos	Customer Denies Access	Under Investigation	Open
436	6/24/10			San Jose	Customer Denies Access	Under Investigation	Open
437	6/24/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
438	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
439	6/24/10			San Jose	Wellington Installer	Under Investigation	Open
440	6/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
441	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
442	6/25/10			Larkspur	Customer wants Smartmeter Removed	Under Investigation	Open
443	6/25/10			Oakland	Customer Denies Access	Under Investigation	Open
444	6/26/10			Sanger	Customer wants Smartmeter Removed	Under Investigation	Open
445	6/28/10			Moraga	Household items affected by SM installatio	Under Investigation	Open
446	6/28/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
447	6/28/10			Plumas Lakes	Wellington Installer	Under Investigation	Open
448	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
449	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
450	6/28/10			Santa Clara	Household items affected by SM installatio	Under Investigation	Open
451	6/28/10			Union City	Meter/Module	Under Investigation	Open

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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report

September 9, 2010 – For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
452	6/28/10			Vacaville	Customer wants Smartmeter Removed	Under Investigation	Open
453	6/29/10			Aptos	Customer Denies Access	Under Investigation	Open
454	6/29/10			Chico	Wellington Installer	Under Investigation	Open
455	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
456	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
457	6/29/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
458	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
459	6/29/10			San Jose	Wellington Installer	Under Investigation	Open
460	6/29/10			Twain Harte	Customer Denies Access	Under Investigation	Open
461	6/30/10			Mill Valley	Wellington Installer	Under Investigation	Open
462	6/30/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
463	6/30/10			Oakland	Wellington Installer	Under Investigation	Open
464	6/30/10			Oakland	Wellington Installer	Under Investigation	Open
465	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
466	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
467	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
468	6/30/10			San Jose	Wellington Installer	Under Investigation	Open
469	6/30/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
470	6/30/10			Tracy	Wellington Installer	Under Investigation	Open
471	7/1/10			Oakland	Wellington Installer	Under Investigation	Open
472	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
473	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
474	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
475	7/1/10			San Jose	Wellington Installer	Under Investigation	Open
476	7/2/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
477	7/2/10			Union City	Wellington Installer	Under Investigation	Open
478	7/3/10			Arvin	Customer Denies Access	Under Investigation	Open
479	7/5/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
480	7/6/10			Berkeley	Wellington Installer	Under Investigation	Open
481	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
482	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
483	7/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
484	7/6/10			Placerville	Wellington Installer	Under Investigation	Open
485	7/6/10			Santa Rosa	Wellington Installer	Under Investigation	Open
486	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
487	7/7/10			Richmond	Household items affected by SM installatio	Under Investigation	Open
488	7/7/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
489	7/7/10			San Jose	Wellington Installer	Under Investigation	Open
490	7/8/10			Marysville	Wellington Installer	Under Investigation	Open
491	7/8/10			Oakland	Wellington Installer	Under Investigation	Open
492	7/8/10			Placerville	Household items affected by SM installatio	Under Investigation	Open

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**Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report**

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
493	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
494	7/8/10			San Jose	Wellington Installer	Under Investigation	Open
495	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
496	7/9/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
497	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
498	7/9/10			Saratoga	Wellington Installer	Under Investigation	Open
499	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
500	7/9/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
501	7/10/10			Chico	Customer Denies Access	Under Investigation	Open
502	7/10/10			Forest Ranch	Household items affected by SM installation	Under Investigation	Open
503	7/12/10			Byron	Household items affected by SM installation	Under Investigation	Open
504	7/12/10			Campbell	Customer Denies Access	Under Investigation	Open
505	7/12/10			Campbell	Wellington Installer	Under Investigation	Open
506	7/12/10			Oakland	Wellington Installer	Under Investigation	Open
507	7/12/10			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
508	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
509	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
510	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
511	7/13/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
512	7/13/10			Fairfax	Customer Denies Access	Under Investigation	Open
513	7/13/10			Grass Valley	Household items affected by SM installation	Under Investigation	Open
514	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
515	7/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
516	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
517	7/14/10			Felton	Customer Denies Access	Under Investigation	Open
518	7/14/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
519	7/14/10			Petaluma	Wellington Installer	Under Investigation	Open
520	7/14/10			Placerville	Customer Denies Access	Under Investigation	Open
521	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
522	7/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
523	7/14/10			Vallejo	Wellington Installer	Under Investigation	Open
524	7/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
525	7/15/10			El Cerrito	Customer wants Smartmeter Removed	Under Investigation	Open
526	7/15/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
527	7/15/10			Petaluma	Wellington Installer	Under Investigation	Open
528	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
529	7/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
530	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
531	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
532	7/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
533	7/16/10			Oakland	Customer Denies Access	Under Investigation	Open

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
534	7/16/10			Oakland	SmartMeter Customer Communication	Other	Closed
535	7/16/10			San Jose	Meter/Module	Under Investigation	Open
536	7/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
537	7/17/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
538	7/19/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
539	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
540	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
541	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
542	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
543	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
544	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
545	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
546	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
547	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
548	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
549	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
550	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
551	7/19/10			Fairfax	Customer Denies Access	Under Investigation	Open
552	7/19/10			Guerneville	Wellington Installer	Under Investigation	Open
553	7/19/10			Los Gatos	Customer Denies Access	Under Investigation	Open
554	7/19/10			Oakland	Customer Denies Access	Under Investigation	Open
555	7/19/10			Oakland	Wellington Installer	Under Investigation	Open
556	7/19/10			Redwood Ests	Customer Denies Access	Under Investigation	Open
557	7/19/10			Rio Oso	Customer Denies Access	Under Investigation	Open
558	7/19/10			San Francisco	Household items affected by SM installatio	Under Investigation	Open
559	7/19/10			San Jose	Wellington Installer	Under Investigation	Open
560	7/19/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
561	7/19/10			Vallejo	Wellington Installer	Under Investigation	Open
562	7/20/10			San Carlos	Household items affected by SM installatio	Under Investigation	Open
563	7/20/10			San Rafael	Wellington Installer	Under Investigation	Open
564	7/20/10			Santa Clara	Wellington Installer	Under Investigation	Open
565	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
566	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
567	7/21/10			San Jose	Customer Denies Access	Under Investigation	Open
568	7/21/10			San Jose	Wellington Installer	Under Investigation	Open
569	7/21/10			San Jose	Wellington Installer	Under Investigation	Open
570	7/21/10			San Rafael	Wellington Installer	Under Investigation	Open
571	7/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
572	7/22/10			Emeryville	Customer wants Smartmeter Removed	Under Investigation	Open
573	7/23/10			Paradise	Household items affected by SM installatio	Under Investigation	Open
574	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
575	7/24/10			Oakland	Customer Denies Access	Under Investigation	Open
576	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
577	7/26/10			Groveland	Household items affected by SM installatio	Under Investigation	Open
578	7/26/10			Oakland	Wellington Installer	Under Investigation	Open
579	7/26/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
580	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
581	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
582	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
583	7/26/10			San Jose	Wellington Installer	Under Investigation	Open
584	7/27/10			Chico	Wellington Installer	Under Investigation	Open
585	7/27/10			Grass Valley	Customer Denies Access	Under Investigation	Open
586	7/27/10			Los Altos Hills	Customer Denies Access	Under Investigation	Open
587	7/27/10			Moss Landing	Customer wants Smartmeter Removed	Under Investigation	Open
588	7/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
589	7/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
590	7/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
591	7/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
592	7/27/10			Oakland	Customer Denies Access	Other	Closed
593	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
594	7/27/10			Oakland	Customer wants Smartmeter Removed	No reason provided	Closed
595	7/27/10			Oakland	SmartMeter Customer Communication	Q on SM communication materials	Closed
596	7/27/10			Oakland	Wellington Installer	Under Investigation	Open
597	7/27/10			Penn Valley	Customer Denies Access	Under Investigation	Open
598	7/27/10			Pleasant Hill	Household items affected by SM installatio	Internet/Cable Connection Problem	Closed
599	7/27/10			San Jose	Wellington Installer	Under Investigation	Open
600	7/28/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
601	7/28/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
602	7/28/10			Oakland	Household items affected by SM installatio	Damaged Computer	Closed
603	7/28/10			Oakland	Wellington Installer	Under Investigation	Open
604	7/28/10			Placerville	Wellington Installer	Under Investigation	Open
605	7/28/10			San Jose	Customer Denies Access	Under Investigation	Open
606	7/28/10			San Jose	Household items affected by SM installatio	Other	Closed
607	7/28/10			San Jose	Network Equipment Installation	Under Investigation	Open
608	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
609	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
610	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
611	7/29/10			Larkspur	Customer Denies Access	Under Investigation	Open
612	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
613	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
614	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
615	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 – For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
616	7/29/10			Oakland	Customer Denies Access	Under Investigation	Open
617	7/29/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
618	7/29/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
619	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
620	7/29/10			Placerville	Household items affected by SM installatio	Under Investigation	Open
621	7/29/10			Placerville	Wellington Installer	Under Investigation	Open
622	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
623	7/29/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
624	7/29/10			San Jose	Wellington Installer	Under Investigation	Open
625	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
626	7/30/10			Alameda	Customer Denies Access	Under Investigation	Open
627	7/30/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
628	7/30/10			American Canyon	Customer Denies Access	Under Investigation	Open
629	7/30/10			Ben Lomond	Household items affected by SM installatio	Under Investigation	Open
630	7/30/10			Dobbins	Wellington Installer	Under Investigation	Open
631	7/30/10			El Cerrito	Customer Denies Access	Under Investigation	Open
632	7/30/10			El Sobrante	Customer wants Smartmeter Removed	Under Investigation	Open
633	7/30/10			Fremont	Customer Denies Access	Under Investigation	Open
634	7/30/10			Oakland	Customer Denies Access	Under Investigation	Open
635	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
636	7/30/10			Union City	Customer Denies Access	Under Investigation	Open
637	7/31/10			Alameda	Customer Denies Access	Under Investigation	Open
638	7/31/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
639	7/31/10			Mill Valley	Household items affected by SM installatio	Other	Closed
640	7/31/10			Oakland	Customer Denies Access	Under Investigation	Open
641	8/2/10			Alameda	Household items affected by SM installatio	Under Investigation	Open
642	8/2/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
643	8/2/10			Emeryville	SmartMeter Customer Communication	Under Investigation	Open
644	8/2/10			Grass Valley	Customer Denies Access	Under Investigation	Open
645	8/2/10			La Honda	Customer Denies Access	Under Investigation	Open
646	8/2/10			Oakland	Customer Denies Access	Under Investigation	Open
647	8/2/10			Pinole	Customer Denies Access	Under Investigation	Open
648	8/2/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
649	8/2/10			Sausalito	Customer Denies Access	Under Investigation	Open
650	8/3/10			Alameda	Customer Denies Access	Under Investigation	Open
651	8/3/10			Berkeley	Customer Denies Access	Under Investigation	Open
652	8/3/10			El Sobrante	Household items affected by SM installatio	Under Investigation	Open
653	8/3/10			Emeryville	Customer Denies Access	Under Investigation	Open
654	8/3/10			Menlo Park	SmartMeter Customer Communication	Under Investigation	Open
655	8/3/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Closed
656	8/3/10			Petaluma	Wellington Installer	Under Investigation	Open

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
657	8/3/10			Pittsburg	Customer Denies Access	Under Investigation	Open
658	8/3/10			San Francisco	Customer Denies Access	Under Investigation	Open
659	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
660	8/3/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
661	8/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
662	8/3/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
663	8/4/10			Alameda	Customer Denies Access	Under Investigation	Open
664	8/4/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
665	8/4/10			Jenner	Customer wants Smartmeter Removed	No reason provided	Closed
666	8/4/10			Lincoln	SmartMeter Customer Communication	Under Investigation	Open
667	8/4/10			Oakland	Customer Denies Access	Under Investigation	Open
668	8/4/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
669	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
670	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
671	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
672	8/4/10			Penn Valley	Wellington Installer	Under Investigation	Open
673	8/4/10			Penngrove	Customer Denies Access	Customer does not want a SmartMeter	Closed
674	8/4/10			Placerville	Household items affected by SM installatio	Under Investigation	Open
675	8/4/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
676	8/4/10			San Rafael	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
677	8/4/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Closed
678	8/5/10			Cameron Park	Household items affected by SM installatio	Under Investigation	Open
679	8/5/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
680	8/5/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
681	8/5/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
682	8/5/10			Oakland	Customer Denies Access	Under Investigation	Open
683	8/5/10			Oakland	Customer Denies Access	Under Investigation	Open
684	8/5/10			San Jose	Wellington Installer	Under Investigation	Open
685	8/5/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
686	8/5/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
687	8/6/10			Alameda	Customer Denies Access	Under Investigation	Open
688	8/6/10			Camp Meeker	Customer Denies Access	Customer does not want a SmartMeter	Closed
689	8/6/10			Chico	Household items affected by SM installatio	Under Investigation	Open
690	8/6/10			Coulterville	Wellington Installer	Under Investigation	Open
691	8/6/10			Livermore	Customer Denies Access	Under Investigation	Open
692	8/6/10			Napa	Customer Denies Access	Under Investigation	Open
693	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
694	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
695	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
696	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
697	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 – For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
698	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
699	8/6/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
700	8/6/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Closed
701	8/6/10			Richmond	Customer Denies Access	Under Investigation	Open
702	8/6/10			Saratoga	Customer Denies Access	Under Investigation	Open
703	8/6/10			Sutter	Customer Denies Access	Under Investigation	Open
704	8/7/10			Nevada City	Customer Denies Access	Under Investigation	Open
705	8/7/10			Oakland	Customer Denies Access	Under Investigation	Open
706	8/7/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
707	8/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
708	8/8/10			Cloverdale	Power Interruption	Under Investigation	Open
709	8/9/10			Berkeley	Power Interruption	Under Investigation	Open
710	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
711	8/9/10			Cameron Park	Wellington Installer	Under Investigation	Open
712	8/9/10			Camino	Wellington Installer	Under Investigation	Open
713	8/9/10			Chico	Meter/Module Equipment	Under Investigation	Open
714	8/9/10			Cloverdale	Customer Denies Access	Under Investigation	Open
715	8/9/10			Fairfax	Customer Denies Access	Under Investigation	Open
716	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
717	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
718	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
719	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
720	8/9/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
721	8/9/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
722	8/9/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
723	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
724	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
725	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
726	8/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
727	8/9/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
728	8/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
729	8/9/10			Saratoga	Wellington Installer	Under Investigation	Open
730	8/9/10			Sausalito	Customer Denies Access	Under Investigation	Open
731	8/9/10			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
732	8/10/10			Campbell	Customer Denies Access	Under Investigation	Open
733	8/10/10			Cazadero	Customer Denies Access	Under Investigation	Open
734	8/10/10			Cloverdale	Customer Denies Access	Under Investigation	Open
735	8/10/10			Fairfax	Customer Denies Access	Under Investigation	Open
736	8/10/10			Forest Knolls	SmartMeter Customer Communication	Under Investigation	Open
737	8/10/10			Forestville	Customer Denies Access	Under Investigation	Open
738	8/10/10			Livermore	Customer Denies Access	Under Investigation	Open

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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
739	8/10/10			Oakland	Customer Denies Access	Under Investigation	Open
740	8/10/10			Oakland	Customer Denies Access	Under Investigation	Open
741	8/10/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
742	8/10/10			Occidental	Customer Denies Access	Under Investigation	Open
743	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
744	8/10/10			Pope Valley	Wellington Installer	Under Investigation	Open
745	8/10/10			Rohnert Park	SmartMeter Customer Communication	Under Investigation	Open
746	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
747	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
748	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
749	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
750	8/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
751	8/10/10			Soquel	Customer Denies Access	Under Investigation	Open
752	8/10/10			Tiburon	Wellington Installer	Under Investigation	Open
753	8/11/10			Alameda	Customer Denies Access	Under Investigation	Open
754	8/11/10			Alamo	Customer wants Smartmeter Removed	Under Investigation	Open
755	8/11/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
756	8/11/10			Benicia	Network Equipment Installation	Under Investigation	Open
757	8/11/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
758	8/11/10			Boulder Creek	SmartMeter Customer Communication	Other	Closed
759	8/11/10			Los Altos Hills	Customer Denies Access	Under Investigation	Open
760	8/11/10			Los Gatos	Customer Denies Access	Under Investigation	Open
761	8/11/10			Napa	Customer Denies Access	Under Investigation	Open
762	8/11/10			Oakland	Customer Denies Access	Under Investigation	Open
763	8/11/10			Oakland	Customer Denies Access	Under Investigation	Open
764	8/11/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
765	8/11/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
766	8/11/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
767	8/11/10			San Jose	Customer Denies Access	Under Investigation	Open
768	8/11/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
769	8/11/10			Sausalito	Customer Denies Access	Under Investigation	Open
770	8/11/10			Tuolumne	SmartMeter Customer Communication	Under Investigation	Open
771	8/12/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
772	8/12/10			Bakersfield	Customer Denies Access	Under Investigation	Open
773	8/12/10			Chico	SmartMeter Customer Communication	Under Investigation	Open
774	8/12/10			Fremont	Household items affected by SM installatio	Under Investigation	Open
775	8/12/10			Los Gatos	Wellington Installer	Under Investigation	Open
776	8/12/10			Magalia	Household items affected by SM installatio	Under Investigation	Open
777	8/12/10			Mill Valley	Customer Denies Access	Under Investigation	Open
778	8/12/10			Mountain View	Household items affected by SM installatio	Under Investigation	Open
779	8/12/10			Oakland	Customer Denies Access	Under Investigation	Open

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
780	8/12/10			Oakland	Customer Denies Access	Under Investigation	Open
781	8/12/10			Oakland	Customer Denies Access	Under Investigation	Open
782	8/12/10			San Anselmo	Customer Denies Access	Under Investigation	Open
783	8/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
784	8/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
785	8/12/10			San Jose	Customer Denies Access	Under Investigation	Open
786	8/12/10			San Jose	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
787	8/12/10			San Rafael	Customer Denies Access	Under Investigation	Open
788	8/12/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Closed
789	8/12/10			Watsonville	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
790	8/12/10			Windsor	Wellington Installer	Under Investigation	Open
791	8/12/10			Woodacre	Customer Denies Access	Under Investigation	Open
792	8/13/10			Chico	Household items affected by SM installatio	Under Investigation	Open
793	8/13/10			Cupertino	Customer wants Smartmeter Removed	No reason provided	Closed
794	8/13/10			Cupertino	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
795	8/13/10			Forest Knolls	SmartMeter Customer Communication	Under Investigation	Open
796	8/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
797	8/13/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
798	8/13/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
799	8/13/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
800	8/13/10			Oakland	Customer Denies Access	Under Investigation	Open
801	8/13/10			Placerville	Wellington Installer	Under Investigation	Open
802	8/13/10			San Jose	Customer Denies Access	Under Investigation	Open
803	8/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
804	8/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
805	8/13/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
806	8/13/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
807	8/13/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
808	8/13/10			Tracy	Customer Denies Access	Under Investigation	Open
809	8/14/10			Oakland	Customer Denies Access	Under Investigation	Open
810	8/14/10			San Jose	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
811	8/14/10			San Rafael	Customer Denies Access	Under Investigation	Open
812	8/14/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
813	8/14/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
814	8/15/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
815	8/15/10			Saratoga	Household items affected by SM installatio	Other	Closed
816	8/16/10			Aptos	Customer Denies Access	Under Investigation	Open
817	8/16/10			Ben Lomond	Power Interruption	Under Investigation	Open
818	8/16/10			Ben Lomond	SmartMeter Customer Communication	Under Investigation	Open
819	8/16/10			Boulder Creek	Household items affected by SM installatio	Under Investigation	Open
820	8/16/10			Campbell	Household items affected by SM installatio	Under Investigation	Open

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
821	8/16/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
822	8/16/10			Cazadero	SmartMeter Customer Communication	Under Investigation	Open
823	8/16/10			Chico	Wellington Installer	Under Investigation	Open
824	8/16/10			Concord	Household items affected by SM installatio	Under Investigation	Open
825	8/16/10			Concord	SmartMeter Customer Communication	Under Investigation	Open
826	8/16/10			El Dorado	Wellington Installer	Under Investigation	Open
827	8/16/10			Fremont	Household items affected by SM installatio	Under Investigation	Open
828	8/16/10			Gilroy	Customer Denies Access	Under Investigation	Open
829	8/16/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
830	8/16/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
831	8/16/10			Los Gatos	Wellington Installer	Under Investigation	Open
832	8/16/10			Milpitas	Household items affected by SM installatio	Other	Closed
833	8/16/10			Mountain View	Household items affected by SM installatio	Under Investigation	Open
834	8/16/10			Newark	Household items affected by SM installatio	Under Investigation	Open
835	8/16/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
836	8/16/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
837	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
838	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
839	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
840	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
841	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
842	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
843	8/16/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
844	8/16/10			Oakland	Power Interruption	Under Investigation	Open
845	8/16/10			Oakland	Wellington Installer	Under Investigation	Open
846	8/16/10			Petaluma	Household items affected by SM installatio	Under Investigation	Open
847	8/16/10			Placerville	Customer Denies Access	Under Investigation	Open
848	8/16/10			Point Reyes	Customer Denies Access	Under Investigation	Open
849	8/16/10			Pollock Pines	Household items affected by SM installatio	Under Investigation	Open
850	8/16/10			San Geronimo	Customer Denies Access	Under Investigation	Open
851	8/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
852	8/16/10			San Jose	Customer Denies Access	Under Investigation	Open
853	8/16/10			San Jose	Customer Denies Access	Under Investigation	Open
854	8/16/10			San Jose	Customer Denies Access	Under Investigation	Open
855	8/16/10			San Jose	Customer Denies Access	Under Investigation	Open
856	8/16/10			San Jose	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
857	8/16/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
858	8/16/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
859	8/16/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
860	8/16/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
861	8/16/10			San Jose	Wellington Installer	Under Investigation	Open

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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
862	8/16/10			San Leandro	Scheduling Problems	Under Investigation	Open
863	8/16/10			San Rafael	Customer Denies Access	Under Investigation	Open
864	8/16/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
865	8/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
866	8/16/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
867	8/16/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
868	8/16/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
869	8/16/10			Watsonville	Customer wants Smartmeter Removed	No reason provided	Closed
870	8/16/10			Windsor	Customer Denies Access	Under Investigation	Open
871	8/16/10			Woodacre	Customer Denies Access	Under Investigation	Open
872	8/16/10			Woodacre	SmartMeter Customer Communication	Under Investigation	Open
873	8/17/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
874	8/17/10			Aromas	Customer Denies Access	Under Investigation	Open
875	8/17/10			Bolinas	Customer Denies Access	Under Investigation	Open
876	8/17/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
877	8/17/10			Cloverdale	Wellington Installer	Under Investigation	Open
878	8/17/10			El Sobrante	Household items affected by SM installatio	Under Investigation	Open
879	8/17/10			Emeryville	Household items affected by SM installatio	Under Investigation	Open
880	8/17/10			Felton	Customer Denies Access	Under Investigation	Open
881	8/17/10			Felton	Customer Denies Access	Under Investigation	Open
882	8/17/10			Mill Valley	Customer Denies Access	Under Investigation	Open
883	8/17/10			Mill Valley	Customer Denies Access	Under Investigation	Open
884	8/17/10			Mill Valley	Customer Denies Access	Under Investigation	Open
885	8/17/10			Morgan Hill	SmartMeter Customer Communication	Under Investigation	Open
886	8/17/10			Nevada City	Wellington Installer	Under Investigation	Open
887	8/17/10			Novato	Power Interruption	Under Investigation	Open
888	8/17/10			Oakland	Customer Denies Access	Under Investigation	Open
889	8/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
890	8/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
891	8/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
892	8/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
893	8/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
894	8/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
895	8/17/10			Oakland	Wellington Installer	Under Investigation	Open
896	8/17/10			Petaluma	Wellington Installer	Under Investigation	Open
897	8/17/10			San Bruno	Household items affected by SM installatio	Under Investigation	Open
898	8/17/10			San Jose	Customer Denies Access	Under Investigation	Open
899	8/17/10			San Jose	Customer Denies Access	Under Investigation	Open
900	8/17/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
901	8/17/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
902	8/17/10			San Jose	Household items affected by SM installatio	Under Investigation	Open

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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
903	8/17/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
904	8/17/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
905	8/17/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
906	8/17/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
907	8/17/10			San Jose	Meter/Module Equipment	Under Investigation	Open
908	8/17/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
909	8/17/10			San Jose	Wellington Installer	Under Investigation	Open
910	8/17/10			San Leandro	Customer Denies Access	Under Investigation	Open
911	8/17/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
912	8/17/10			San Ramon	Household items affected by SM installatio	Under Investigation	Open
913	8/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
914	8/17/10			Saratoga	Household items affected by SM installatio	Under Investigation	Open
915	8/17/10			Sonoma	Wellington Installer	Under Investigation	Open
916	8/17/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
917	8/17/10			Windsor	SmartMeter Customer Communication	Under Investigation	Open
918	8/18/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
919	8/18/10			Ben Lomond	Meter/Module Equipment	Under Investigation	Open
920	8/18/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
921	8/18/10			Boulder Creek	Customer wants Smartmeter Removed	Under Investigation	Open
922	8/18/10			Boulder Creek	Power Interruption	Under Investigation	Open
923	8/18/10			Cupertino	Household items affected by SM installatio	Under Investigation	Open
924	8/18/10			Fremont	Power Interruption	Under Investigation	Open
925	8/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
926	8/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
927	8/18/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
928	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
929	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
930	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
931	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
932	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
933	8/18/10			Oakland	Wellington Installer	Under Investigation	Open
934	8/18/10			Oakland	Wellington Installer	Under Investigation	Open
935	8/18/10			Rohnert Park	Wellington Installer	Under Investigation	Open
936	8/18/10			San Jose	Customer Denies Access	Under Investigation	Open
937	8/18/10			San Jose	Customer Denies Access	Under Investigation	Open
938	8/18/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
939	8/18/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
940	8/18/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
941	8/18/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
942	8/18/10			San Rafael	Customer Denies Access	Under Investigation	Open
943	8/18/10			San Rafael	Customer Denies Access	Under Investigation	Open

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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report

September 9, 2010 – For the Period August 28, 2010 through September 3, 2010

Color Key	
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New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
944	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
945	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
946	8/18/10			Sonoma	Customer Denies Access	Under Investigation	Open
947	8/18/10			Sonoma	Wellington Installer	Under Investigation	Open
948	8/18/10			Vallejo	Household items affected by SM installatio	Damaged Other Household Appliances	Closed
949	8/18/10			Woodacre	Customer Denies Access	Under Investigation	Open
950	8/19/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
951	8/19/10			Aptos	Customer Denies Access	Under Investigation	Open
952	8/19/10			Aptos	Customer Denies Access	Under Investigation	Open
953	8/19/10			Belvedere	Customer Denies Access	Under Investigation	Open
954	8/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
955	8/19/10			Boulder Creek	Household items affected by SM installatio	Under Investigation	Open
956	8/19/10			Castro Valley	Household items affected by SM installatio	Under Investigation	Open
957	8/19/10			Cupertino	Customer Denies Access	Under Investigation	Open
958	8/19/10			Los Gatos	Customer Denies Access	Under Investigation	Open
959	8/19/10			Mill Valley	Customer Denies Access	Under Investigation	Open
960	8/19/10			Novato	Customer Denies Access	Under Investigation	Open
961	8/19/10			Novato	SmartMeter Customer Communication	Customer does not want a SmartMeter	Closed
962	8/19/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
963	8/19/10			Oakland	Customer Denies Access	Under Investigation	Open
964	8/19/10			Oakland	Customer Denies Access	Under Investigation	Open
965	8/19/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
966	8/19/10			Pennngrove	Wellington Installer	Under Investigation	Open
967	8/19/10			Petaluma	Customer Denies Access	Under Investigation	Open
968	8/19/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
969	8/19/10			Redwood City	Household items affected by SM installatio	Under Investigation	Open
970	8/19/10			Richmond	Customer Denies Access	Under Investigation	Open
971	8/19/10			San Geronimo	Customer Denies Access	Under Investigation	Open
972	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
973	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
974	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
975	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
976	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
977	8/19/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
978	8/19/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
979	8/19/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
980	8/19/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
981	8/19/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
982	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
983	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
984	8/19/10			San Jose	Wellington Installer	Under Investigation	Open

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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
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New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
985	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
986	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
987	8/19/10			San Leandro	Household items affected by SM installatio	Under Investigation	Open
988	8/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
989	8/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
990	8/19/10			Sonoma	SmartMeter Customer Communication	Other	Closed
991	8/19/10			Sonoma	Wellington Installer	Under Investigation	Open
992	8/20/10			Aptos	Customer Denies Access	Under Investigation	Open
993	8/20/10			Aptos	Customer Denies Access	Under Investigation	Open
994	8/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
995	8/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
996	8/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
997	8/20/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
998	8/20/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
999	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
1000	8/20/10			Livermore	Customer Denies Access	Under Investigation	Open
1001	8/20/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1002	8/20/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1003	8/20/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
1004	8/20/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1005	8/20/10			Novato	Customer Denies Access	Under Investigation	Open
1006	8/20/10			Novato	Customer Denies Access	Under Investigation	Open
1007	8/20/10			Novato	Customer Denies Access	Under Investigation	Open
1008	8/20/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
1009	8/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1010	8/20/10			Oakland	Customer Denies Access	Under Investigation	Open
1011	8/20/10			San Francisco	Customer Denies Access	Under Investigation	Open
1012	8/20/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1013	8/20/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
1014	8/20/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
1015	8/20/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1016	8/20/10			Sonoma	Customer Denies Access	Under Investigation	Open
1017	8/20/10			Tiburon	Customer Denies Access	Under Investigation	Open
1018	8/21/10			Boulder Creek	Household items affected by SM installatio	Under Investigation	Open
1019	8/21/10			Los Altos Hills	Household items affected by SM installatio	Under Investigation	Open
1020	8/21/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1021	8/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1022	8/21/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
1023	8/21/10			Oakland	Wellington Installer	Under Investigation	Open
1024	8/21/10			Sonoma	Household items affected by SM installatio	Internet/Cable Connection Problem	Closed
1025	8/22/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 – For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1026	8/22/10			Ben Lomond	Household items affected by SM installatio	Under Investigation	Open
1027	8/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
1028	8/22/10			Fresno	Household items affected by SM installatio	Other	Closed
1029	8/22/10			Novato	Customer Denies Access	Under Investigation	Open
1030	8/22/10			Novato	Customer Denies Access	Under Investigation	Open
1031	8/22/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
1032	8/22/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
1033	8/22/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
1034	8/22/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1035	8/22/10			Saratoga	Household items affected by SM installatio	Under Investigation	Open
1036	8/23/10			Aptos	Customer Denies Access	Under Investigation	Open
1037	8/23/10			Capitola	CPUC- Escalated Complaint	Hand off to Customer Impact Team	Closed
1038	8/23/10			Grass Valley	Household items affected by SM installatio	Under Investigation	Open
1039	8/23/10			Los Altos	Household items affected by SM installatio	Under Investigation	Open
1040	8/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1041	8/23/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1042	8/23/10			Nevada City	Customer Denies Access	Under Investigation	Open
1043	8/23/10			Novato	Customer Denies Access	Under Investigation	Open
1044	8/23/10			Novato	Customer Denies Access	Under Investigation	Open
1045	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1046	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1047	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1048	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1049	8/23/10			Oakland	Wellington Installer	Under Investigation	Open
1050	8/23/10			Pleasant Hill	SmartMeter Customer Communication	Under Investigation	Open
1051	8/23/10			Richmond	Customer Denies Access	Under Investigation	Open
1052	8/23/10			Richmond	Customer Denies Access	Under Investigation	Open
1053	8/23/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
1054	8/23/10			San Anselmo	Wellington Installer	Under Investigation	Open
1055	8/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1056	8/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1057	8/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1058	8/23/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1059	8/23/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
1060	8/23/10			Sanger	CPUC- Escalated Complaint	Under Investigation	Open
1061	8/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1062	8/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1063	8/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1064	8/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1065	8/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1066	8/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 – For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1067	8/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1068	8/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1069	8/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1070	8/23/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1071	8/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1072	8/23/10			Suisun	Customer Denies Access	Under Investigation	Open
1073	8/23/10			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
1074	8/23/10			Windsor	Customer Denies Access	Under Investigation	Open
1075	8/23/10			Yuba City	Customer wants Smartmeter Removed	Under Investigation	Open
1076	8/24/10			Aptos	Customer Denies Access	Under Investigation	Open
1077	8/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
1078	8/24/10			Capay	Meter/Module	Under Investigation	Open
1079	8/24/10			Cloverdale	Household items affected by SM installatio	Damaged Computer	Closed
1080	8/24/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
1081	8/24/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1082	8/24/10			Morgan Hill	Household items affected by SM installatio	Under Investigation	Open
1083	8/24/10			Nevada City	Customer Denies Access	Under Investigation	Open
1084	8/24/10			Novato	Customer Denies Access	Under Investigation	Open
1085	8/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1086	8/24/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
1087	8/24/10			Oakland	Wellington Installer	Under Investigation	Open
1088	8/24/10			Oakley	Household items affected by SM installatio	Other	Closed
1089	8/24/10			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
1090	8/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1091	8/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1092	8/24/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
1093	8/24/10			San Jose	Meter/Module Equipment	Under Investigation	Open
1094	8/24/10			San Rafael	Customer Denies Access	Under Investigation	Open
1095	8/24/10			Santa Cruz	Household items affected by SM installatio	Under Investigation	Open
1096	8/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1097	8/24/10			Soquel	Household items affected by SM installatio	Under Investigation	Open
1098	8/24/10			Tiburon	Customer Denies Access	Under Investigation	Open
1099	8/24/10			Walnut Creek	Household items affected by SM installatio	Other	Closed
1100	8/24/10			Windsor	SmartMeter Customer Communication	Under Investigation	Open
1101	8/24/10			Woodside	Customer Denies Access	Under Investigation	Open
1102	8/25/10			Campbell	Customer Denies Access	Under Investigation	Open
1103	8/25/10			Fairfield	Customer Denies Access	Under Investigation	Open
1104	8/25/10			Felton	Household items affected by SM installatio	Under Investigation	Open
1105	8/25/10			Freedom	Customer Denies Access	Under Investigation	Open
1106	8/25/10			Grass Valley	Household items affected by SM installatio	Other	Closed
1107	8/25/10			Healdsburg	Customer Denies Access	Under Investigation	Open

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 – For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1108	8/25/10			Kentfield	Customer Denies Access	Under Investigation	Open
1109	8/25/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1110	8/25/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
1111	8/25/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
1112	8/25/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1113	8/25/10			Milpitas	Wellington Installer	Under Investigation	Open
1114	8/25/10			Nevada City	Household items affected by SM installatio	Internet/Cable Connection Problem	Closed
1115	8/25/10			Novato	Wellington Installer	Under Investigation	Open
1116	8/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1117	8/25/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
1118	8/25/10			Oakland	Wellington Installer	Under Investigation	Open
1119	8/25/10			Oroville	SmartMeter Customer Communication	Under Investigation	Open
1120	8/25/10			Philo	Customer Denies Access	Under Investigation	Open
1121	8/25/10			Placerville	SmartMeter Customer Communication	Under Investigation	Open
1122	8/25/10			Redwood City	Household items affected by SM installatio	Other	Closed
1123	8/25/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1124	8/25/10			San Jose	Customer Denies Access	Under Investigation	Open
1125	8/25/10			San Jose	Customer Denies Access	Under Investigation	Open
1126	8/25/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1127	8/25/10			San Jose	Household items affected by SM installatio	Damaged Other Household Appliances	Closed
1128	8/25/10			San Jose	Household items affected by SM installatio	Other	Closed
1129	8/25/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
1130	8/25/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
1131	8/25/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1132	8/25/10			San Jose	Wellington Installer	Under Investigation	Open
1133	8/25/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
1134	8/25/10			Santa Cruz	Household items affected by SM installatio	Under Investigation	Open
1135	8/25/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1136	8/25/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1137	8/25/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1138	8/25/10			Sonoma	Household items affected by SM installatio	Other	Closed
1139	8/25/10			Walnut Creek	Household items affected by SM installatio	Other	Closed
1140	8/25/10			Watsonville	Customer Denies Access	Under Investigation	Open
1141	8/25/10			Windsor	Wellington Installer	Under Investigation	Open
1142	8/26/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1143	8/26/10			Boulder Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1144	8/26/10			Fairfax	SmartMeter Customer Communication	Under Investigation	Open
1145	8/26/10			Felton	Customer Denies Access	Under Investigation	Open
1146	8/26/10			Felton	Customer Denies Access	Under Investigation	Open
1147	8/26/10			Felton	Customer Denies Access	Under Investigation	Open
1148	8/26/10			Felton	Customer wants Smartmeter Removed	Under Investigation	Open

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1149	8/26/10			Forest Knolls	Customer Denies Access	Under Investigation	Open
1150	8/26/10			Healdsburg	Household items affected by SM installatio	Other	Closed
1151	8/26/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
1152	8/26/10			Nevada City	SmartMeter Customer Communication	Under Investigation	Open
1153	8/26/10			Nevada City	Wellington Installer	Under Investigation	Open
1154	8/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1155	8/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1156	8/26/10			Oakland	Household items affected by SM installatio	Motion/Sensor Appliance Malfunctioning	Closed
1157	8/26/10			Piedmont	Customer Denies Access	Under Investigation	Open
1158	8/26/10			Piedmont	Household items affected by SM installatio	Under Investigation	Open
1159	8/26/10			Richmond	Customer Denies Access	Under Investigation	Open
1160	8/26/10			San Geronimo	Customer Denies Access	Under Investigation	Open
1161	8/26/10			San Jose	CPUC- Escalated Complaint	Hand off to Customer Impact Team	Closed
1162	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1163	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1164	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1165	8/26/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
1166	8/26/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
1167	8/26/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
1168	8/26/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
1169	8/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1170	8/26/10			San Jose	Wellington Installer	Under Investigation	Open
1171	8/26/10			San Rafael	Customer Denies Access	Under Investigation	Open
1172	8/26/10			San Ramon	Household items affected by SM installatio	Under Investigation	Open
1173	8/26/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
1174	8/26/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1175	8/26/10			Saratoga	CPUC- Escalated Complaint	Hand off to Customer Impact Team	Closed
1176	8/26/10			Wheatland	Customer wants Smartmeter Removed	Under Investigation	Open
1177	8/27/10			Ben Lomond	Customer wants Smartmeter Removed	Hand off to Customer Impact Team	Closed
1178	8/27/10			Campbell	Customer Denies Access	Under Investigation	Open
1179	8/27/10			Capitola	Customer Denies Access	Under Investigation	Open
1180	8/27/10			Chico	Customer Denies Access	Under Investigation	Open
1181	8/27/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1182	8/27/10			Los Altos	Household items affected by SM installatio	Under Investigation	Open
1183	8/27/10			Mountain View	Power Interruption	Flickering Lights	Closed
1184	8/27/10			Newark	Customer Denies Access	Under Investigation	Open
1185	8/27/10			Novato	Customer Denies Access	Under Investigation	Open
1186	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1187	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1188	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1189	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 – For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1190	8/27/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
1191	8/27/10			Oakland	Power Interruption	Under Investigation	Open
1192	8/27/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1193	8/27/10			San Francisco	Household items affected by SM installatio	Other	Closed
1194	8/27/10			San Francisco	Potential Wellington Claim	Hand off to Wellington	Closed
1195	8/27/10			San Jose	Household items affected by SM installatio	Internet/Cable Connection Problem	Closed
1196	8/27/10			San Jose	Household items affected by SM installatio	Other	Closed
1197	8/27/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
1198	8/27/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
1199	8/27/10			San Jose	Wellington Installer	Under Investigation	Open
1200	8/27/10			Saratoga	Household items affected by SM installatio	Under Investigation	Open
1201	8/27/10			Saratoga	Household items affected by SM installatio	Under Investigation	Open
1202	8/27/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
1203	8/27/10			Sunnyvale	Household items affected by SM installatio	Under Investigation	Open
1204	8/28/10			Ben Lomond	Customer Denies Access	Under Investigation	Closed
1205	8/28/10			Burlingame	Inquiry Regarding Appliances Affected	Under Investigation	Open
1206	8/28/10			Burlingame	Wellington Installer	Under Investigation	Open
1207	8/28/10			Campbell	Customer Denies Access	Under Investigation	Open
1208	8/28/10			Campbell	Customer Denies Access	Under Investigation	Closed
1209	8/28/10			Felton	Customer Denies Access	Under Investigation	Closed
1210	8/28/10			Kentfield	Customer Denies Access	Under Investigation	Open
1211	8/28/10			Kentfield	SmartMeter Customer Communication	Under Investigation	Open
1212	8/28/10			Milpitas	Customer Denies Access	Under Investigation	Closed
1213	8/28/10			Novato	Customer Denies Access	Under Investigation	Open
1214	8/28/10			Oakland	Customer Denies Access	Under Investigation	Closed
1215	8/28/10			Oakland	Customer Denies Access	Under Investigation	Closed
1216	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1217	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1218	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1219	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1220	8/28/10			San Jose	Customer Denies Access	Under Investigation	Closed
1221	8/28/10			San Jose	Customer Denies Access	Under Investigation	Closed
1222	8/28/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1223	8/28/10			San Rafael	Customer Denies Access	Under Investigation	Open
1224	8/28/10			San Rafael	Customer Denies Access	Under Investigation	Open
1225	8/28/10			San Rafael	Customer Denies Access	Under Investigation	Closed
1226	8/28/10			San Rafael	Customer Denies Access	Under Investigation	Closed
1227	8/28/10			Saratoga	Customer Denies Access	Under Investigation	Closed
1228	8/29/10			Kentfield	Customer Denies Access	Under Investigation	Closed
1229	8/29/10			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1230	8/29/10			Oakland	Customer Denies Access	Under Investigation	Closed

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

Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1231	8/29/10			San Jose	Customer Denies Access	Under Investigation	Closed
1232	8/29/10			San Jose	Customer Denies Access	Under Investigation	Closed
1233	8/29/10			San Rafael	Customer Denies Access	Under Investigation	Open
1234	8/29/10			San Rafael	Customer Denies Access	Under Investigation	Open
1235	8/29/10			San Rafael	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1236	8/29/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1237	8/29/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1238	8/30/10			Alameda	Wellington Installer	Under Investigation	Open
1239	8/30/10			Antioch	Customer Denies Access	Under Investigation	Closed
1240	8/30/10			Aptos	Customer Denies Access	Under Investigation	Open
1241	8/30/10			Aptos	Customer Denies Access	Under Investigation	Open
1242	8/30/10			Aptos	Customer Denies Access	Under Investigation	Open
1243	8/30/10			Aptos	Customer Denies Access	Under Investigation	Closed
1244	8/30/10			Aptos	Customer Denies Access	Under Investigation	Closed
1245	8/30/10			Bangor	Customer Denies Access	Under Investigation	Open
1246	8/30/10			Ben Lomond	CAB Originated Inquiry	Under Investigation	Closed
1247	8/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
1248	8/30/10			Berkeley	Customer Denies Access	Under Investigation	Closed
1249	8/30/10			Berkeley	Customer Denies Access	Under Investigation	Closed
1250	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
1251	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
1252	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
1253	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
1254	8/30/10			Campbell	Customer Denies Access	Under Investigation	Closed
1255	8/30/10			Campbell	Customer Denies Access	Under Investigation	Closed
1256	8/30/10			Campbell	Customer Denies Access	Under Investigation	Closed
1257	8/30/10			Campbell	Customer Denies Access	Under Investigation	Closed
1258	8/30/10			Campbell	Customer Denies Access	Under Investigation	Closed
1259	8/30/10			Campbell	Customer Denies Access	Under Investigation	Closed
1260	8/30/10			Campbell	Customer Denies Access	Under Investigation	Closed
1261	8/30/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1262	8/30/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Closed
1263	8/30/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Closed
1264	8/30/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Closed
1265	8/30/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Closed
1266	8/30/10			Concord	Customer Denies Access	Under Investigation	Closed
1267	8/30/10			Danville	Customer Denies Access	Under Investigation	Closed
1268	8/30/10			Danville	Customer Denies Access	Under Investigation	Closed
1269	8/30/10			Diablo	Customer Denies Access	Under Investigation	Closed
1270	8/30/10			Dublin	Customer Denies Access	Under Investigation	Closed
1271	8/30/10			Dublin	Customer Denies Access	Under Investigation	Closed

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1272	8/30/10			El Cerrito	Customer Denies Access	Under Investigation	Closed
1273	8/30/10			Fairfax	Customer Denies Access	Under Investigation	Open
1274	8/30/10			Fairfax	Customer Denies Access	Under Investigation	Closed
1275	8/30/10			Felton	Customer Denies Access	Under Investigation	Closed
1276	8/30/10			Felton	Customer Denies Access	Under Investigation	Closed
1277	8/30/10			Felton	Customer Denies Access	Under Investigation	Closed
1278	8/30/10			Felton	Inquiry Regarding Appliances Affected	Under Investigation	Open
1279	8/30/10			Felton	Inquiry Regarding Appliances Affected	Under Investigation	Closed
1280	8/30/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
1281	8/30/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Closed
1282	8/30/10			Kentfield	Customer Denies Access	Under Investigation	Closed
1283	8/30/10			Lagunitas	Customer Denies Access	Under Investigation	Closed
1284	8/30/10			Larkspur	Customer Denies Access	Under Investigation	Open
1285	8/30/10			Larkspur	Customer Denies Access	Under Investigation	Closed
1286	8/30/10			Larkspur	Customer Denies Access	Under Investigation	Closed
1287	8/30/10			Larkspur	Customer Denies Access	Under Investigation	Closed
1288	8/30/10			Los Gatos	Customer Denies Access	Under Investigation	Closed
1289	8/30/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1290	8/30/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Closed
1291	8/30/10			Madera	Inquiry Regarding Appliances Affected	Under Investigation	Closed
1292	8/30/10			Menlo Park	Customer Denies Access	Under Investigation	Closed
1293	8/30/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1294	8/30/10			Mill Valley	Customer Denies Access	Under Investigation	Closed
1295	8/30/10			Mill Valley	Customer Denies Access	Under Investigation	Closed
1296	8/30/10			Mill Valley	Customer Denies Access	Under Investigation	Closed
1297	8/30/10			Mill Valley	Customer Denies Access	Under Investigation	Closed
1298	8/30/10			Mill Valley	Customer Denies Access	Under Investigation	Closed
1299	8/30/10			Mill Valley	Customer Denies Access	Under Investigation	Closed
1300	8/30/10			Mill Valley	Customer Denies Access	Under Investigation	Closed
1301	8/30/10			Mill Valley	Customer Denies Access	Under Investigation	Closed
1302	8/30/10			Mill Valley	Customer Denies Access	Under Investigation	Closed
1303	8/30/10			Milpitas	Customer Denies Access	Under Investigation	Closed
1304	8/30/10			Nevada City	Customer wants Smartmeter Removed	Under Investigation	Open
1305	8/30/10			Novato	Customer Denies Access	Under Investigation	Open
1306	8/30/10			Novato	Customer Denies Access	Under Investigation	Closed
1307	8/30/10			Novato	Customer Denies Access	Under Investigation	Closed
1308	8/30/10			Novato	Customer Denies Access	Under Investigation	Closed
1309	8/30/10			Novato	Customer Denies Access	Under Investigation	Closed
1310	8/30/10			Novato	Customer Denies Access	Under Investigation	Closed
1311	8/30/10			Novato	Customer Denies Access	Under Investigation	Closed
1312	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1313	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1314	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1315	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1316	8/30/10			Oakland	Customer Denies Access	Under Investigation	Closed
1317	8/30/10			Oakland	Customer Denies Access	Under Investigation	Closed
1318	8/30/10			Oakland	Customer Denies Access	Under Investigation	Closed
1319	8/30/10			Oakland	Customer Denies Access	Under Investigation	Closed
1320	8/30/10			Oakland	Customer Denies Access	Under Investigation	Closed
1321	8/30/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1322	8/30/10			Occidental	Inquiry Regarding Appliances Affected	Under Investigation	Closed
1323	8/30/10			Richmond	Customer Denies Access	Under Investigation	Closed
1324	8/30/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
1325	8/30/10			Salinas	Customer Denies Access	Under Investigation	Closed
1326	8/30/10			San Francisco	Customer Denies Access	Under Investigation	Open
1327	8/30/10			San Francisco	Customer Denies Access	Under Investigation	Closed
1328	8/30/10			San Francisco	Customer Denies Access	Under Investigation	Closed
1329	8/30/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Closed
1330	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1331	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1332	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1333	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1334	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1335	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1336	8/30/10			San Jose	Customer Denies Access	Under Investigation	Closed
1337	8/30/10			San Jose	Customer Denies Access	Under Investigation	Closed
1338	8/30/10			San Jose	Customer Denies Access	Under Investigation	Closed
1339	8/30/10			San Jose	Customer Denies Access	Under Investigation	Closed
1340	8/30/10			San Jose	Customer Denies Access	Under Investigation	Closed
1341	8/30/10			San Jose	Customer Denies Access	Under Investigation	Closed
1342	8/30/10			San Jose	Customer Denies Access	Under Investigation	Closed
1343	8/30/10			San Jose	Customer Denies Access	Under Investigation	Closed
1344	8/30/10			San Jose	Customer Denies Access	Under Investigation	Closed
1345	8/30/10			San Jose	Customer Denies Access	Under Investigation	Closed
1346	8/30/10			San Jose	Customer Denies Access	Under Investigation	Closed
1347	8/30/10			San Jose	Customer Denies Access	Under Investigation	Closed
1348	8/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1349	8/30/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1350	8/30/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1351	8/30/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Closed
1352	8/30/10			San Jose	Power Interruption	Under Investigation	Closed
1353	8/30/10			San Jose	Wellington Installer	Under Investigation	Open

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**Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report**

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1354	8/30/10			San Rafael	Customer Denies Access	Under Investigation	Closed
1355	8/30/10			San Rafael	Customer Denies Access	Under Investigation	Closed
1356	8/30/10			San Rafael	Customer Denies Access	Under Investigation	Closed
1357	8/30/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Closed
1358	8/30/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
1359	8/30/10			San Ramon	Customer Denies Access	Under Investigation	Closed
1360	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1361	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1362	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1363	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Closed
1364	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Closed
1365	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Closed
1366	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Closed
1367	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Closed
1368	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Closed
1369	8/30/10			Santa Rosa	Customer Denies Access	Under Investigation	Closed
1370	8/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
1371	8/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
1372	8/30/10			Saratoga	Customer Denies Access	Under Investigation	Closed
1373	8/30/10			Sebastopol	Customer Denies Access	Under Investigation	Closed
1374	8/30/10			Smartville	Wellington Installer	Under Investigation	Open
1375	8/30/10			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
1376	8/30/10			Vallejo	Customer Denies Access	Under Investigation	Open
1377	8/30/10			Vallejo	Customer Denies Access	Under Investigation	Closed
1378	8/30/10			Watsonville	Customer Denies Access	Under Investigation	Closed
1379	8/30/10			Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Closed
1380	8/30/10			Woodacre	Customer Denies Access	Under Investigation	Closed
1381	8/30/10			Yuba City	Customer Denies Access	Under Investigation	Closed
1382	8/30/10			Yuba City	Inquiry Regarding Appliances Affected	Under Investigation	Closed
1383	8/31/10			Aptos	Customer Denies Access	Under Investigation	Open
1384	8/31/10			Aptos	Customer Denies Access	Under Investigation	Open
1385	8/31/10			Aptos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1386	8/31/10			Ben Lomond	Customer Denies Access	Under Investigation	Closed
1387	8/31/10			Benicia	Customer Denies Access	Under Investigation	Open
1388	8/31/10			Benicia	Customer Denies Access	Under Investigation	Closed
1389	8/31/10			Berkeley	Customer Denies Access	Under Investigation	Open
1390	8/31/10			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1391	8/31/10			Bodega Bay	Customer Denies Access	Customer Denies Wellington Access	Closed
1392	8/31/10			Boulder Creek	Power Interruption	Under Investigation	Closed
1393	8/31/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
1394	8/31/10			Campbell	Customer Denies Access	Under Investigation	Closed

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1395	8/31/10			Capitola	Customer wants Smartmeter Removed	Under Investigation	Open
1396	8/31/10			Chico	Customer Denies Access	Under Investigation	Open
1397	8/31/10			Cloverdale	Customer Denies Access	Under Investigation	Open
1398	8/31/10			Daly City	Customer wants Smartmeter Removed	Under Investigation	Open
1399	8/31/10			El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Closed
1400	8/31/10			Felton	Customer Denies Access	Under Investigation	Closed
1401	8/31/10			Fresno	SmartMeter Customer Communication	Other	Closed
1402	8/31/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1403	8/31/10			Grass Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1404	8/31/10			Kingsburg	Customer Denies Access	Customer does not want a SmartMeter	Closed
1405	8/31/10			Larkspur	Customer Denies Access	Customer does not want a SmartMeter	Closed
1406	8/31/10			Larkspur	Customer Denies Access	Customer does not want a SmartMeter	Closed
1407	8/31/10			Le Grand	Customer Denies Access	Under Investigation	Closed
1408	8/31/10			Los Altos	Customer Denies Access	Under Investigation	Open
1409	8/31/10			Los Altos	Customer Denies Access	Under Investigation	Closed
1410	8/31/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1411	8/31/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1412	8/31/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1413	8/31/10			Madera	Customer Denies Access	Under Investigation	Closed
1414	8/31/10			Menlo Park	Power Interruption	Under Investigation	Open
1415	8/31/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1416	8/31/10			Mill Valley	Customer Denies Access	Under Investigation	Closed
1417	8/31/10			Mill Valley	Wellington Installer	Under Investigation	Open
1418	8/31/10			Napa	Customer Denies Access	Under Investigation	Closed
1419	8/31/10			Napa	Customer Denies Access	Under Investigation	Closed
1420	8/31/10			Nevada City	Inquiry Regarding Appliances Affected	Under Investigation	Closed
1421	8/31/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1422	8/31/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1423	8/31/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1424	8/31/10			Novato	Customer Denies Access	Under Investigation	Open
1425	8/31/10			Novato	Customer Denies Access	Under Investigation	Open
1426	8/31/10			Novato	Customer Denies Access	Under Investigation	Open
1427	8/31/10			Novato	Customer Denies Access	Under Investigation	Closed
1428	8/31/10			Novato	Customer Denies Access	Under Investigation	Closed
1429	8/31/10			Novato	SmartMeter Customer Communication	Other	Closed
1430	8/31/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1431	8/31/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1432	8/31/10			Oakland	Customer Denies Access	Under Investigation	Open
1433	8/31/10			Oakland	Customer Denies Access	Under Investigation	Open
1434	8/31/10			Oakland	Customer Denies Access	Under Investigation	Closed
1435	8/31/10			Oakland	Customer Denies Access	Under Investigation	Closed

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1436	8/31/10			Oakland	Customer Denies Access	Under Investigation	Closed
1437	8/31/10			Oakland	Customer Denies Access	Under Investigation	Closed
1438	8/31/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1439	8/31/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1440	8/31/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1441	8/31/10			Oroville	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1442	8/31/10			Pacifica	Inquiry Regarding Appliances Affected	Other	Closed
1443	8/31/10			Paradise	Power Interruption	Under Investigation	Closed
1444	8/31/10			Paradise	Wellington Installer	Under Investigation	Open
1445	8/31/10			Penn Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1446	8/31/10			Piedmont	Customer wants Smartmeter Removed	Under Investigation	Open
1447	8/31/10			Piedmont	Power Interruption	Under Investigation	Open
1448	8/31/10			Placerville	Customer Denies Access	Customer Denies Wellington Access	Closed
1449	8/31/10			San Francisco	Customer Denies Access	Under Investigation	Open
1450	8/31/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
1451	8/31/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1452	8/31/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1453	8/31/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1454	8/31/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1455	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
1456	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
1457	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
1458	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
1459	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
1460	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
1461	8/31/10			San Jose	Customer Denies Access	Under Investigation	Closed
1462	8/31/10			San Jose	Customer Denies Access	Under Investigation	Closed
1463	8/31/10			San Jose	Customer Denies Access	Under Investigation	Closed
1464	8/31/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Computer	Closed
1465	8/31/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1466	8/31/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Closed
1467	8/31/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1468	8/31/10			San Jose	Wellington Installer	Under Investigation	Open
1469	8/31/10			San Rafael	Customer Denies Access	Under Investigation	Open
1470	8/31/10			San Rafael	Customer Denies Access	Under Investigation	Closed
1471	8/31/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Closed
1472	8/31/10			San Ramon	Customer Denies Access	Under Investigation	Closed
1473	8/31/10			Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Closed
1474	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1475	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1476	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 – For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1477	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1478	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1479	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Closed
1480	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Closed
1481	8/31/10			Saratoga	Customer Denies Access	Under Investigation	Open
1482	8/31/10			Saratoga	Customer Denies Access	Under Investigation	Closed
1483	8/31/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
1484	8/31/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
1485	8/31/10			Sebastopol	Customer Denies Access	Under Investigation	Closed
1486	8/31/10			Soquel	Customer Denies Access	Under Investigation	Open
1487	8/31/10			Soquel	Customer Denies Access	Under Investigation	Closed
1488	8/31/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
1489	8/31/10			St Helena	Inquiry Regarding Appliances Affected	Other	Closed
1490	8/31/10			St Helena	Inquiry Regarding Appliances Affected	Other	Closed
1491	8/31/10			Sunnyvale	Customer Denies Access	Under Investigation	Closed
1492	8/31/10			Tiburon	Customer Denies Access	Under Investigation	Closed
1493	8/31/10			Tracy	Inquiry Regarding Appliances Affected	Other	Closed
1494	8/31/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1495	8/31/10			Vallejo	Customer Denies Access	Under Investigation	Closed
1496	8/31/10			Willits	Meter / Module Equipment (Mfg.)	Under Investigation	Closed
1497	8/31/10			Windsor	Customer wants Smartmeter Removed	Under Investigation	Open
1498	8/31/10			Windsor	Inquiry Regarding Appliances Affected	Other	Closed
1499	9/1/10			Alviso	Customer Denies Access	Under Investigation	Open
1500	9/1/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Closed
1501	9/1/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1502	9/1/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1503	9/1/10			Aptos	Customer Denies Access	Under Investigation	Open
1504	9/1/10			Aptos	Customer Denies Access	Under Investigation	Open
1505	9/1/10			Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
1506	9/1/10			Aromas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1507	9/1/10			Belvedere	Customer Denies Access	Customer does not want a SmartMeter	Closed
1508	9/1/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1509	9/1/10			Boulder Creek	Customer Denies Access	Customer Denies Wellington Access	Closed
1510	9/1/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
1511	9/1/10			Campbell	Customer Denies Access	Under Investigation	Open
1512	9/1/10			Campbell	Power Interruption	Under Investigation	Open
1513	9/1/10			Chico	Customer Denies Access	Under Investigation	Open
1514	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
1515	9/1/10			Colusa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1516	9/1/10			Cool	Inquiry Regarding Appliances Affected	Under Investigation	Open
1517	9/1/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Closed

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1518	9/1/10			Cupertino	Inquiry Regarding Appliances Affected	Other	Closed
1519	9/1/10			Danville	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1520	9/1/10			Dixon	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1521	9/1/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1522	9/1/10			Fulton	Inquiry Regarding Appliances Affected	Under Investigation	Open
1523	9/1/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1524	9/1/10			Kentfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
1525	9/1/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1526	9/1/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1527	9/1/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
1528	9/1/10			Los Gatos	Wellington Installer	Under Investigation	Open
1529	9/1/10			Mariposa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1530	9/1/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Closed
1531	9/1/10			Merced	Customer Denies Access	Customer does not want a SmartMeter	Closed
1532	9/1/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1533	9/1/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1534	9/1/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1535	9/1/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1536	9/1/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1537	9/1/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1538	9/1/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1539	9/1/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1540	9/1/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
1541	9/1/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1542	9/1/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1543	9/1/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1544	9/1/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1545	9/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1546	9/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1547	9/1/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1548	9/1/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1549	9/1/10			Placerville	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1550	9/1/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Closed
1551	9/1/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Closed
1552	9/1/10			Port Costa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1553	9/1/10			Riverdale	Customer Denies Access	Customer does not want a SmartMeter	Closed
1554	9/1/10			Rough & Ready	Inquiry Regarding Appliances Affected	Under Investigation	Open
1555	9/1/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1556	9/1/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1557	9/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1558	9/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 – For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1559	9/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1560	9/1/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1561	9/1/10			San Jose	Customer Denies Access	Under Investigation	Open
1562	9/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1563	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Computer	Closed
1564	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
1565	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1566	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1567	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1568	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1569	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1570	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1571	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1572	9/1/10			San Jose	Power Interruption	Partial Power Outage	Closed
1573	9/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1574	9/1/10			San Jose	Wellington Installer	Under Investigation	Open
1575	9/1/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1576	9/1/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1577	9/1/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1578	9/1/10			San Rafael	Customer Denies Access	Under Investigation	Open
1579	9/1/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
1580	9/1/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
1581	9/1/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1582	9/1/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1583	9/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1584	9/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1585	9/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1586	9/1/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
1587	9/1/10			Saratoga	Wellington Installer	Under Investigation	Open
1588	9/1/10			Smartville	Wellington Installer	Under Investigation	Open
1589	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
1590	9/1/10			Sunnyvale	Customer Denies Access	Customer Denies Wellington Access	Closed
1591	9/1/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1592	9/1/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1593	9/1/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1594	9/1/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1595	9/1/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
1596	9/1/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Closed
1597	9/1/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
1598	9/2/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1599	9/2/10			Berkeley	SmartMeter Customer Communication	Under Investigation	Open

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1600	9/2/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1601	9/2/10			Cameron Park	Inquiry Regarding Appliances Affected	Damaged Computer	Closed
1602	9/2/10			Cameron Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
1603	9/2/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Closed
1604	9/2/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Closed
1605	9/2/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
1606	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
1607	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
1608	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
1609	9/2/10			Campbell	Inquiry Regarding Appliances Affected	Other	Closed
1610	9/2/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
1611	9/2/10			Chico	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1612	9/2/10			Clovis	Inquiry Regarding Appliances Affected	Under Investigation	Open
1613	9/2/10			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1614	9/2/10			El Sobrante	Customer Denies Access	Customer does not want a SmartMeter	Closed
1615	9/2/10			Fairfax	Customer Denies Access	Under Investigation	Open
1616	9/2/10			Felton	Customer Denies Access	Customer Denies Wellington Access	Closed
1617	9/2/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Closed
1618	9/2/10			Felton	Customer Denies Access	Under Investigation	Open
1619	9/2/10			Forest Knolls	Customer Denies Access	Customer does not want a SmartMeter	Closed
1620	9/2/10			Fremont	Customer Denies Access	Customer does not want a SmartMeter	Closed
1621	9/2/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1622	9/2/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1623	9/2/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1624	9/2/10			Grass Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1625	9/2/10			Grass Valley	Wellington Installer	Under Investigation	Open
1626	9/2/10			Guerneville	Customer Denies Access	Under Investigation	Open
1627	9/2/10			Healdsburg	Inquiry Regarding Appliances Affected	Other	Closed
1628	9/2/10			Hornitos	Customer Denies Access	Customer Denies Wellington Access	Closed
1629	9/2/10			Kelseyville	Customer Denies Access	Customer Denies Wellington Access	Closed
1630	9/2/10			Lemoore	Customer Denies Access	Customer Denies Wellington Access	Closed
1631	9/2/10			Livermore	Inquiry Regarding Appliances Affected	Under Investigation	Open
1632	9/2/10			Los Altos	Customer Denies Access	Under Investigation	Open
1633	9/2/10			Los Altos	Customer Denies Access	Under Investigation	Open
1634	9/2/10			Los Banos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1635	9/2/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
1636	9/2/10			Los Gatos	Inquiry Regarding Appliances Affected	Other	Closed
1637	9/2/10			Los Gatos	Power Interruption	Under Investigation	Open
1638	9/2/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
1639	9/2/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1640	9/2/10			Mill Valley	Customer Denies Access	Under Investigation	Open

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1641	9/2/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1642	9/2/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1643	9/2/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
1644	9/2/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1645	9/2/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Closed
1646	9/2/10			Nevada City	Inquiry Regarding Appliances Affected	Other	Closed
1647	9/2/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1648	9/2/10			Novato	Customer Denies Access	Under Investigation	Open
1649	9/2/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
1650	9/2/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
1651	9/2/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
1652	9/2/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1653	9/2/10			Oakland	Customer Denies Access	Under Investigation	Open
1654	9/2/10			Oroville	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1655	9/2/10			Penn Valley	Inquiry Regarding Appliances Affected	Motion/Sensor Appliance Malfunctioning	Closed
1656	9/2/10			Penngrove	SmartMeter Customer Communication	Under Investigation	Open
1657	9/2/10			Petaluma	Customer Denies Access	Under Investigation	Open
1658	9/2/10			Petaluma	Inquiry Regarding Appliances Affected	Other	Closed
1659	9/2/10			Redding	Customer Denies Access	Customer Denies Wellington Access	Closed
1660	9/2/10			Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
1661	9/2/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1662	9/2/10			Richmond	Customer Denies Access	Under Investigation	Open
1663	9/2/10			Salinas	Customer Denies Access	Customer Denies Wellington Access	Closed
1664	9/2/10			Salinas	Customer Denies Access	Customer Denies Wellington Access	Closed
1665	9/2/10			Salinas	Customer Denies Access	Customer Denies Wellington Access	Closed
1666	9/2/10			Salinas	Customer Denies Access	Customer Denies Wellington Access	Closed
1667	9/2/10			Salinas	Customer Denies Access	Customer Denies Wellington Access	Closed
1668	9/2/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1669	9/2/10			Salinas	Customer Denies Access	Under Investigation	Open
1670	9/2/10			Salinas	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
1671	9/2/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
1672	9/2/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Closed
1673	9/2/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1674	9/2/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1675	9/2/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1676	9/2/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1677	9/2/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1678	9/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1679	9/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1680	9/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1681	9/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1682	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
1683	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
1684	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
1685	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
1686	9/2/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1687	9/2/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1688	9/2/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1689	9/2/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1690	9/2/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1691	9/2/10			San Jose	Wellington Installer	Under Investigation	Open
1692	9/2/10			San Jose	Wellington Installer	Under Investigation	Open
1693	9/2/10			San Mateo	Customer Denies Access	Customer Denies Wellington Access	Closed
1694	9/2/10			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
1695	9/2/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Closed
1696	9/2/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1697	9/2/10			Saratoga	Inquiry Regarding Appliances Affected	Other	Closed
1698	9/2/10			Saratoga	Wellington Installer	Under Investigation	Open
1699	9/2/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1700	9/2/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1701	9/2/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1702	9/2/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Closed
1703	9/2/10			Stockton	Customer Denies Access	Under Investigation	Open
1704	9/2/10			Tracy	Customer Denies Access	Customer Denies Wellington Access	Closed
1705	9/3/10			Albany	Inquiry Regarding Appliances Affected	Under Investigation	Open
1706	9/3/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Closed
1707	9/3/10			Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
1708	9/3/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1709	9/3/10			Campbell	Customer Denies Access	Under Investigation	Open
1710	9/3/10			Campbell	Customer Denies Access	Under Investigation	Open
1711	9/3/10			Campbell	Inquiry Regarding Appliances Affected	Other	Closed
1712	9/3/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
1713	9/3/10			Corte Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
1714	9/3/10			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1715	9/3/10			Danville	Inquiry Regarding Appliances Affected	Under Investigation	Open
1716	9/3/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Closed
1717	9/3/10			Fremont	Inquiry Regarding Appliances Affected	Other	Closed
1718	9/3/10			Fresno	Customer Denies Access	Customer Denies Wellington Access	Closed
1719	9/3/10			Fresno	Customer Denies Access	Customer Denies Wellington Access	Closed
1720	9/3/10			Fresno	Customer Denies Access	Customer Denies Wellington Access	Closed
1721	9/3/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1722	9/3/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed

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

Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report

September 9, 2010 – For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1723	9/3/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1724	9/3/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1725	9/3/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1726	9/3/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1727	9/3/10			Gilroy	Customer Denies Access	Under Investigation	Open
1728	9/3/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open
1729	9/3/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open
1730	9/3/10			Healdsburg	Inquiry Regarding Appliances Affected	Under Investigation	Open
1731	9/3/10			Kentfield	Customer Denies Access	Customer Denies Wellington Access	Closed
1732	9/3/10			Kentfield	Customer Denies Access	Under Investigation	Open
1733	9/3/10			Larkspur	Other	Under Investigation	Open
1734	9/3/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1735	9/3/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
1736	9/3/10			Los Gatos	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
1737	9/3/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1738	9/3/10			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1739	9/3/10			Napa	Inquiry Regarding Appliances Affected	Under Investigation	Open
1740	9/3/10			Nevada City	Customer Denies Access	Customer Denies Wellington Access	Closed
1741	9/3/10			Nevada City	Inquiry Regarding Appliances Affected	Other	Closed
1742	9/3/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1743	9/3/10			Novato	Customer Denies Access	Under Investigation	Open
1744	9/3/10			Novato	Customer Denies Access	Under Investigation	Open
1745	9/3/10			Novato	Customer Denies Access	Under Investigation	Open
1746	9/3/10			Novato	Customer Denies Access	Under Investigation	Open
1747	9/3/10			Novato	Customer Denies Access	Under Investigation	Open
1748	9/3/10			Novato	Customer Denies Access	Under Investigation	Open
1749	9/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1750	9/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1751	9/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1752	9/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1753	9/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1754	9/3/10			Oakland	Customer Denies Access	Under Investigation	Open
1755	9/3/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1756	9/3/10			Oakland	Wellington Installer	Under Investigation	Open
1757	9/3/10			Oroville	Customer Denies Access	Customer Denies Wellington Access	Closed
1758	9/3/10			Planada	Customer Denies Access	Customer does not want a SmartMeter	Closed
1759	9/3/10			Rohnert Park	SmartMeter Customer Communication	Under Investigation	Open
1760	9/3/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1761	9/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1762	9/3/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Closed
1763	9/3/10			San Jose	Wellington Installer	Under Investigation	Open

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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
1764	9/3/10			San Leandro	SmartMeter Customer Communication	Q on SM communication materials	Closed
1765	9/3/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1766	9/3/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1767	9/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1768	9/3/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1769	9/3/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
1770	9/3/10			Saratoga	Customer wants Smartmeter Removed	Under Investigation	Open
1771	9/3/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
1772	9/3/10			Sunnyvale	Inquiry Regarding Appliances Affected	Other	Closed
1773	9/3/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Closed
1774	9/3/10			Windsor	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
1775	9/3/10			Woodacre	Customer Denies Access	Under Investigation	Open

1,203 Open Issues on Last Report
 117 Open Issues Closed Since the Last Report
 572 New Issues Since the Last Report
 341 New Issues Closed Since the Last Report
 231 New Issues Open

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 – For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
42	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
43	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
44	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
45	4/5/10			Vacaville	Other	Under Investigation	Open
46	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
47	4/7/10			Santa Clara	Wellington Installer	Installer left gate open	Closed
48	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
49	4/14/10			Madera	Wellington Installer	No time given to answer door	Closed
50	4/14/10			San Jose	Other	Under Investigation	Open
51	4/15/10			Madera	Other	Under Investigation	Open
52	4/15/10			San Jose	Wellington Installer	Installer failed to knock	Closed
53	4/16/10			Live Oak	Household items affected by SM installation	Under Investigation	Open
54	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
55	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
56	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
57	4/19/10			San Ramon	Wellington Installer	Other	Closed
58	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
59	4/21/10			El Dorado	Wellington Installer	No time given to power down equipment	Closed
60	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
61	4/21/10			Sunnyvale	Wellington Installer	Failed to identify self as PG&E contractor	Closed
62	4/23/10			Berkeley	Other	Under Investigation	Open
63	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
64	4/23/10			Madera	Wellington Installer	Installer rude to customer	Closed
65	4/23/10			Ukiah	Meter/Module	Under Investigation	Open
66	4/26/10			Madera	Wellington Installer	No time given to answer door	Closed
67	4/26/10			Napa	Wellington Installer	Damaged private property	Closed
68	4/26/10			Orinda	Meter/Module	Under Investigation	Open
69	4/26/10			Richmond	Customer Denies Access	Under Investigation	Open
70	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
71	4/28/10			Richmond	Wellington Installer	Safety concern	Closed
72	4/29/10			Madera	Wellington Installer	Installer rude to customer	Closed
73	4/30/10			Richmond	Other	Under Investigation	Open
74	5/5/10			Oakland	Wellington Installer	Installer rude to customer	Closed
75	5/6/10			Marysville	Wellington Installer	Other	Closed
76	5/7/10			Daly City	Wellington Installer	Installer jumped fence, broke lock	Closed
77	5/7/10			Livermore	Wellington Installer	Damaged private property	Closed
78	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
79	5/7/10			San Jose	Meter/Module	Under Investigation	Open
80	5/8/10			Placerville	Wellington Installer	Damaged private property	Closed
81	5/8/10			San Jose	Household items affected by SM installation	Under Investigation	Open
82	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open

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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report

September 9, 2010 – For the Period August 28, 2010 through September 3, 2010

Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
83	5/10/10			Milpitas	Wellington Installer	Installer failed to knock	Closed
84	5/10/10			Petaluma	Wellington Installer	Installer failed to knock	Closed
85	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
86	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
87	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
88	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
89	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
90	5/10/10			San Jose	Other	Under Investigation	Open
91	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
92	5/10/10			Woodside	Wellington Installer	Other	Closed
93	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
94	5/11/10			Chico	Wellington Installer	Installer failed to knock	Closed
95	5/11/10			Concord	Household items affected by SM installation	Internet/Cable Connection Problem	Closed
96	5/11/10			Cupertino	Wellington Installer	Installer jumped fence, broke lock	Closed
97	5/11/10			Milpitas	Wellington Installer	Installer rude to customer	Closed
98	5/11/10			Orinda	SmartMeter Customer Communication	Other	Closed
99	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
100	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
101	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
102	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
103	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
104	5/11/10			San Jose	Wellington Installer	Other	Closed
105	5/11/10			Santa Rosa	Wellington Installer	Installer rude to customer	Closed
106	5/11/10			Tracy	Wellington Installer	Installer failed to knock	Closed
107	5/11/10			Vallejo	Wellington Installer	Other	Closed
108	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
109	5/12/10			Fresno	Other	Under Investigation	Open
110	5/12/10			Livermore	Wellington Installer	Other	Closed
111	5/12/10			Martinez	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Closed
112	5/12/10			Marysville	Wellington Installer	Installer upset animals	Closed
113	5/12/10			Mountain View	Wellington Installer	No time given to power down equipmen	Closed
114	5/12/10			Napa	Wellington Installer	Under Investigation	Open
115	5/12/10			Richmond	Other	Under Investigation	Open
116	5/12/10			Richmond	Wellington Installer	Installer rude to customer	Closed
117	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
118	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
119	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
120	5/12/10			San Ramon	Wellington Installer	No time given to power down equipmen	Closed
121	5/12/10			Sonoma	Wellington Installer	Under Investigation	Open
122	5/12/10			Tracy	Wellington Installer	No time given to power down equipmen	Closed
123	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open

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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report

September 9, 2010 – For the Period August 28, 2010 through September 3, 2010

Color Key	
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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
124	5/13/10			Los Banos	Customer Denies Access	Under Investigation	Open
125	5/13/10			Marysville	Wellington Installer	Under Investigation	Open
126	5/13/10			Redding	Wellington Installer	Under Investigation	Open
127	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
128	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
129	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
130	5/13/10			Tracy	Other	Under Investigation	Open
131	5/14/10			Antioch	Meter/Module	Under Investigation	Open
132	5/14/10			Clayton	Wellington Installer	Under Investigation	Open
133	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
134	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
135	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
136	5/14/10			Pleasanton	Wellington Installer	Under Investigation	Open
137	5/14/10			San Jose	Meter/Module	Under Investigation	Open
138	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
139	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
140	5/14/10			Tracy	Customer Denies Access	Under Investigation	Open
141	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
142	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
143	5/15/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
144	5/15/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
145	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
146	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
147	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
148	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
149	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
150	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
151	5/17/10			Alameda	Customer Denies Access	Under Investigation	Open
152	5/17/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
153	5/17/10			Alameda	Wellington Installer	Under Investigation	Open
154	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
155	5/17/10			Benicia	Wellington Installer	Under Investigation	Open
156	5/17/10			Dos Palos	Wellington Installer	Under Investigation	Open
157	5/17/10			El Cerrito	Customer Denies Access	Under Investigation	Open
158	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
159	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
160	5/17/10			Los Gatos	Scheduling Problems	Under Investigation	Open
161	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
162	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
163	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
164	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ Installation Issues Report

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

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No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
165	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
166	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
167	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
168	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
169	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
170	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
171	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
172	5/17/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
173	5/17/10			S. San Francisco	Other	Under Investigation	Open
174	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
175	5/17/10			Santa Rosa	Wellington Installer	Under Investigation	Open
176	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
177	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
178	5/17/10			Tracy	Wellington Installer	Under Investigation	Open
179	5/18/10			Chowchilla	Customer Denies Access	Under Investigation	Open
180	5/18/10			Dos Palos	Wellington Installer	Under Investigation	Open
181	5/18/10			Dublin	Wellington Installer	Under Investigation	Open
182	5/18/10			Livermore	Customer Denies Access	Under Investigation	Open
183	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
184	5/18/10			Madera	Customer Denies Access	Under Investigation	Open
185	5/18/10			Oakland	Customer Denies Access	Under Investigation	Open
186	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
187	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
188	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
189	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
190	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
191	5/18/10			San Jose	Wellington Installer	Under Investigation	Open
192	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
193	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
194	5/18/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
195	5/18/10			Tracy	Customer Denies Access	Under Investigation	Open
196	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
197	5/19/10			Brentwood	Customer wants Smartmeter Removed	Under Investigation	Open
198	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
199	5/19/10			Oakland	Customer Denies Access	Under Investigation	Open
200	5/19/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
201	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
202	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
203	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
204	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
205	5/20/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open

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**Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report**

September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

Color Key	
Closed Since the Last Report	
New Since the Last Report	

No.	Complaint Date	Customer Name	Account	Service City	Core Process	Nature of Complaint	Status
206	5/20/10			Fresno	Customer Denies Access	Under Investigation	Open
207	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
208	5/20/10			Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
209	5/20/10			Madera	Customer Denies Access	Under Investigation	Open
210	5/20/10			Oakland	Customer Denies Access	Under Investigation	Open

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	5/21/10	{Redacted}	{Redacted}	SAN MATEO	Open	{Redacted}
2	8/11/10			YUBA CITY	Closed	
3	8/17/10			SCOTTS VALLEY	Closed	
4	8/20/10			ALAMO	Closed	
5	8/23/10			MARIPOSA	Closed	
6	8/26/10			PACHECO	Closed	

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
7	8/23/10			SAN PABLO	Closed	
8	8/23/10			BENICIA	Closed	
9	8/26/10			YUBA CITY	Closed	

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

9 Open Complaints on Last Report
 8 Open Complaints Closed Since the Last Report
 0 New Complaints Since the Last Report
 0 New Complaints Closed Since the Last Report
 0 New Complaints Open

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaint Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 September 9, 2010 -- For the Period August 28, 2010 through September 3, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	5/21/10	{Redacted}	{Redacted}	SAN MATEO	Open	{Redacted}
2	8/11/10			YUBA CITY	Closed	
3	8/17/10			SCOTTS VALLEY	Closed	
4	8/20/10			ALAMO	Closed	
5	8/23/10			MARIPOSA	Closed	
6	8/26/10			PACHECO	Closed	

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	New Since the Last Report
	No SmartMeter™ Device Installed

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
7	8/23/10			SAN PABLO	Closed	
8	8/23/10			BENICIA	Closed	
9	8/26/10			YUBA CITY	Closed	

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