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

September 16, 2010 -- For the Period September 4, 2010 through September 10, 2010

Color Key	
Closed Since the Last Report	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	1/4/10	{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open
2	1/15/10	ĺ		Napa	Scheduling Problems	Under Investigation	Open
3	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
4	2/10/10	1		Carmel	Network Equipment Installation	Under Investigation	Open
5	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
6	2/16/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open
7	2/17/10	1		√allejo	Wellington Installer	Under Investigation	Open
8	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
9	2/22/10	1		Occidental	Customer Denies Access	Under Investigation	Open
10	2/22/10	1		√allejo	Network Equipment Installation	Under Investigation	Open
11	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
12	2/26/10			Auburn	SmartMeter Customer Communication	Under Investigation	Open
13	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
14	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
15	3/1/10			√allejo	Wellington Installer	Under Investigation	Open
16	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
17	3/7/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open
18	3/7/10	1		Sebastopol	Customer Denies Access	Under Investigation	Open
19	3/7/10]		Sonoma	Customer Denies Access	Under Investigation	Open
20	3/8/10]		Cotati	Household items affected by SM installation	Under Investigation	Open
21	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
22	3/10/10	1		San Jose	Wellington Installer	Under Investigation	Open
23	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
24	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
25	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
26	3/10/10	1		Sonoma	Customer Denies Access	Under Investigation	Open
27	3/10/10			√allejo	Customer Denies Access	Under Investigation	Open
28	3/12/10			Jnion City	Meter/Module	Under Investigation	Open
29	3/12/10	1		√allejo	Customer Denies Access	Under Investigation	Open
30	3/12/10	1		√allejo	Wellington Installer	Under Investigation	Open
31	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
32	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
33	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
34	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
35	3/16/10			Tracy	Meter/Module	Under Investigation	Open
36	3/17/10	1		Napa	Customer Denies Access	Under Investigation	Open
37	3/19/10	1		American Canyon	Customer Denies Access	Under Investigation	Open
38	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
39	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open
40	3/22/10			Saint Helena	Other	Other	Closed
41	3/22/10	1		San Jose	Scheduling Problems	Under Investigation	Open
42	3/22/10	1		Tracy	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
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			√acaville	Other	Under Investigation	Open
46	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
47	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
48	4/14/10			San Jose	Other	Under Investigation	Open
49	4/15/10			Madera	Other	Under Investigation	Open
50	4/16/10			_ive Oak	Household items affected by SM installation	Under Investigation	Open
51	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
52	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
53	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
54	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
55	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
56	4/23/10			Berkeley	Other	Under Investigation	Open
57	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
58	4/23/10			Jkiah	Meter/Module	Under Investigation	Open
59	4/26/10			Orinda	Meter/Module	Under Investigation	Open
60	4/26/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
61	4/27/10			_emoore	Customer Denies Access	Under Investigation	Open
62	4/30/10			Richmond	Other	Under Investigation	Open
63	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
64	5/7/10			San Jose	Meter/Module	Under Investigation	Open
65	5/8/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Closed
66	5/10/10			_os Gatos	Customer Denies Access	Under Investigation	Open
67	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
68	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
69	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
70	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
71	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
72	5/10/10			San Jose	Other	Under Investigation	Open
73	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
74	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
75	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
76	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
77	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
78	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
79	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
80	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
81	5/12/10			Fresno	Other	Other	Closed
82	5/12/10			Napa	Wellington Installer	Damaged private property	Closed
83	5/12/10			Richmond	Other	Other	Closed
84	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open

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5/12/10 5/12/10 5/12/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/14/10 5/14/10 5/14/10 5/14/10 5/14/10 5/14/10			San Jose San Jose Sonoma Clovis Los Banos Marysville Redding San Jose Tracy Tracy Antioch	Wellington Installer Wellington Installer Wellington Installer SmartMeter Customer Communication Customer Denies Access Wellington Installer Wellington Installer Customer Denies Access Household items affected by SM installation Household items affected by SM installation Other	Installer failed to knock Under Investigation Damaged private property Under Investigation Under Investigation Installer failed to knock Damaged private property Under Investigation Under Investigation Under Investigation Under Investigation	Closed Open Closed Open Open Closed Closed Open Open Open Open Open
5/12/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/14/10 5/14/10 5/14/10 5/14/10			Sonoma Clovis Los Banos Marysville Redding San Jose Fracy Fracy Tracy	Wellington Installer SmartMeter Customer Communication Customer Denies Access Wellington Installer Wellington Installer Customer Denies Access Household items affected by SM installation Household items affected by SM installation	Damaged private property Under Investigation Under Investigation Installer failed to knock Damaged private property Under Investigation Under Investigation	Closed Open Open Closed Closed Open Open Open
5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/14/10 5/14/10 5/14/10 5/14/10			Clovis _os Banos Marysville Redding San Jose Fracy Fracy Tracy	SmartMeter Customer Communication Customer Denies Access Wellington Installer Wellington Installer Customer Denies Access Household items affected by SM installation Household items affected by SM installation	Under Investigation Under Investigation Installer failed to knock Damaged private property Under Investigation Under Investigation	Open Open Closed Closed Open Open
5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/14/10 5/14/10 5/14/10 5/14/10			Los Banos Marysville Redding San Jose Tracy Tracy Tracy	Customer Denies Access Wellington Installer Wellington Installer Customer Denies Access Household items affected by SM installation Household items affected by SM installation	Under Investigation Installer failed to knock Damaged private property Under Investigation Under Investigation	Open Closed Closed Open Open
5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/14/10 5/14/10 5/14/10 5/14/10			Marysville Redding San Jose Tracy Tracy Tracy	Wellington Installer Wellington Installer Customer Denies Access Household items affected by SM installation Household items affected by SM installation	Installer failed to knock Damaged private property Under Investigation Under Investigation	Closed Closed Open Open
5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/14/10 5/14/10 5/14/10 5/14/10			Redding San Jose Tracy Tracy Tracy	Wellington Installer Customer Denies Access Household items affected by SM installation Household items affected by SM installation	Damaged private property Under Investigation Under Investigation	Closed Open Open
5/13/10 5/13/10 5/13/10 5/13/10 5/13/10 5/14/10 5/14/10 5/14/10 5/14/10			San Jose Fracy Fracy Fracy	Customer Denies Access Household items affected by SM installation Household items affected by SM installation	Under Investigation Under Investigation	Open Open
5/13/10 5/13/10 5/13/10 5/14/10 5/14/10 5/14/10 5/14/10 5/14/10			Tracy Tracy Tracy	Household items affected by SM installation Household items affected by SM installation	Under Investigation	Open
5/13/10 5/13/10 5/14/10 5/14/10 5/14/10 5/14/10 5/14/10			Tracy Tracy	Household items affected by SM installation		· ·
5/13/10 5/14/10 5/14/10 5/14/10 5/14/10 5/14/10			Ггасу		Under Investigation	Onen
5/14/10 5/14/10 5/14/10 5/14/10 5/14/10				Other		Open
5/14/10 5/14/10 5/14/10 5/14/10			Antioch	- ···-·	Under Investigation	Open
5/14/10 5/14/10 5/14/10			· ·	Meter/Module	Under Investigation	Open
5/14/10 5/14/10			Clayton	Wellington Installer	Safety concern	Closed
5/14/10			Madera	Customer Denies Access	Under Investigation	Open
			Dakland	Customer Denies Access	Under Investigation	Open
5/14/10	1		Piedmont	Customer Denies Access	Under Investigation	Open
5, 17, 10			Pleasanton	Wellington Installer	Other	Closed
5/14/10	1		San Jose	Meter/Module	Under Investigation	Open
5/14/10	1		San Ramon	Customer Denies Access	Under Investigation	Open
5/14/10	1		San Ramon	Customer Denies Access	Under Investigation	Open
5/14/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
5/15/10	1		Chico	Customer Denies Access	Under Investigation	Open
5/15/10	1		Concord	Customer Denies Access	Under Investigation	Open
5/15/10	1		-resno	Customer wants Smartmeter Removed	No reason provided	Closed
5/15/10	1		_ivermore	Customer wants Smartmeter Removed	Under Investigation	Open
5/15/10	1		_os Gatos	Customer Denies Access	Under Investigation	Open
5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
5/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
5/16/10	1		Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
5/16/10	1		Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
5/16/10	1		Oakland	Customer Denies Access	Under Investigation	Open
5/17/10			Alameda	Customer Denies Access	Under Investigation	Open
5/17/10	1		Alameda	SmartMeter Customer Communication	Under Investigation	Open
5/17/10			Alameda	Wellington Installer	Installer failed to knock	Closed
5/17/10	1		Alamo	Scheduling Problems	Under Investigation	Open
5/17/10			Benicia	Wellington Installer	Failed to identify self as PG&E contracto	Closed
5/17/10	1		Dos Palos	Wellington Installer	Installer failed to knock	Closed
5/17/10	1		El Cerrito	Customer Denies Access	Under Investigation	Open
5/17/10	1		_os Gatos	Customer Denies Access	Under Investigation	Open
5/17/10	1		_os Gatos	Customer Denies Access	Under Investigation	Open
5/17/10	1		_os Gatos	Scheduling Problems	Unable to Complete	Closed
5/17/10	1		Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	/14/10 /14/10 /14/10 /15/10 /15/10 /15/10 /15/10 /15/10 /15/10 /15/10 /15/10 /16/10 /16/10 /16/10 /17/10 /17/10 /17/10 /17/10 /17/10 /17/10 /17/10 /17/10 /17/10 /17/10 /17/10 /17/10 /17/10 /17/10 /17/10 /17/10	/14/10 /14/10 /14/10 /14/10 /15/10 /15/10 /15/10 /15/10 /15/10 /15/10 /15/10 /15/10 /16/10 /16/10 /16/10 /17/10	/14/10 /14/10 /14/10 /14/10 /15/10 /15/10 /15/10 /15/10 /15/10 /15/10 /15/10 /15/10 /16/10 /16/10 /16/10 /17/10			San Ramon Customer Denies Access Under Investigation May 10 May 10 May 10 May 10

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	5/17/10			Dakland	Customer Denies Access	Under Investigation	Open
128	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
129	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
130	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
131	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
132	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
133	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
134	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
135	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
136	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
137	5/17/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
138	5/17/10			S. San Francisco	Other	Under Investigation	Open
139	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
140	5/17/10			Santa Rosa	Wellington Installer	Other	Closed
141	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
142	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
143	5/17/10			Tracy	Wellington Installer	Safety concern	Closed
144	5/18/10			Chowchilla	Customer Denies Access	Under Investigation	Open
145	5/18/10			Dos Palos	Wellington Installer	Damaged private property	Closed
146	5/18/10			Dublin	Wellington Installer	Security concern	Closed
147	5/18/10			_ivermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
148	5/18/10			∟os Gatos	Customer Denies Access	Under Investigation	Open
149	5/18/10			Madera	Customer Denies Access	Under Investigation	Open
150	5/18/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
151	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
152	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
153	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
154	5/18/10			San Jose	Wellington Installer	Damaged private property	Closed
155	5/18/10			San Jose	Wellington Installer	Other	Closed
156	5/18/10			San Jose	Wellington Installer	Safety concern	Closed
157	5/18/10			Santa Rosa	Wellington Installer	No time given to answer door	Closed
158	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
159	5/18/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
160	5/18/10			Tracy	Customer Denies Access	Under Investigation	Open
161	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
162	5/19/10			Brentwood	Customer wants Smartmeter Removed	High bill inquiries	Closed
163	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
164	5/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
165	5/19/10			Oakland	Customer wants Smartmeter Removed	No reason provided	Closed
166	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
167	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
168	5/19/10			San Jose	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
170	5/20/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
171	5/20/10			Fresno	Customer Denies Access	Under Investigation	Open
172	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
173	5/20/10			_os Banos	Customer wants Smartmeter Removed	Under Investigation	Open
174	5/20/10			Madera	Customer Denies Access	Under Investigation	Open
175	5/20/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
176	5/20/10			Oakley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
177	5/20/10			Richmond	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
178	5/20/10			San Jose	Wellington Installer	Installer rude to customer	Closed
179	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
180	5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
181	5/20/10			Tracy	Power Interruption	Under Investigation	Open
182	5/20/10			Yuba City	Wellington Installer	No time given to answer door	Closed
183	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
184	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
185	5/21/10			Berkeley	Wellington Installer	Installer failed to knock	Closed
186	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
187	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
188	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
189	5/21/10			Dublin	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
190	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
191	5/21/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
192	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
193	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
194	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
195	5/21/10			_os Altos	Household items affected by SM installation	Under Investigation	Open
196	5/21/10			∟os Gatos	Customer Denies Access	Under Investigation	Open
197	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
198	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
199	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
200	5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
201	5/21/10			Oakland	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
202	5/21/10			Petaluma	Wellington Installer	Other	Closed
203	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
204	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
205	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
206	5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
207	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
208	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
209	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
210	5/22/10			Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed

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211 212 213 214 215	5/22/10 5/22/10					Status
213 214	5/22/10		Oakland	Customer Denies Access	Under Investigation	Open
214	3/22/10		Dakland	Customer Denies Access	Under Investigation	Open
	5/22/10		Dakland	Customer Denies Access	Under Investigation	Open
215	5/22/10		San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
2.0	5/22/10		√acaville	Meter/Module	Under Investigation	Open
216	5/23/10		Emeryville	Customer Denies Access	Under Investigation	Open
217	5/23/10		Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
218	5/23/10		Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
219	5/23/10		Dakland	Customer Denies Access	Under Investigation	Open
220	5/23/10		Oakland	Customer Denies Access	Under Investigation	Open
221	5/23/10		San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
222	5/24/10		Berkeley	Customer Denies Access	Under Investigation	Open
223	5/24/10		Concord	Household items affected by SM installation	Under Investigation	Open
224	5/24/10		Emeryville	Customer Denies Access	Under Investigation	Open
225	5/24/10		Grass Valley	Customer Denies Access	Under Investigation	Open
226	5/24/10		_ivermore	Household items affected by SM installation	Under Investigation	Open
227	5/24/10		Milpitas	SmartMeter Customer Communication	Under Investigation	Open
228	5/24/10		Oakland	Customer Denies Access	Under Investigation	Open
229	5/24/10		Oakland	Customer Denies Access	Under Investigation	Open
230	5/24/10		Oakland	Customer Denies Access	Under Investigation	Open
231	5/24/10		Oakland	Customer Denies Access	Under Investigation	Open
232	5/24/10		Oakland	Customer Denies Access	Under Investigation	Open
233	5/24/10		Dakland	Customer Denies Access	Under Investigation	Open
234	5/24/10		Oakland	Customer Denies Access	Under Investigation	Open
235	5/24/10		Dakland	Customer Denies Access	Under Investigation	Open
236	5/24/10		Oakland	Customer Denies Access	Under Investigation	Open
237	5/24/10		Oakland	Customer Denies Access	Under Investigation	Open
238	5/24/10		Piedmont	Customer Denies Access	Under Investigation	Open
239	5/24/10		Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
240	5/24/10		Pleasanton	Customer Denies Access	Under Investigation	Open
241	5/24/10		San Jose	Wellington Installer	Damaged private property	Closed
242	5/24/10		Yuba City	Wellington Installer	Installer failed to knock	Closed
243	5/25/10		-airfield	Power Interruption	Under Investigation	Open
244	5/25/10		Oakland	Customer Denies Access	Under Investigation	Open
245	5/25/10		Dakland	Customer Denies Access	Under Investigation	Open
246	5/25/10		Dakland	Customer Denies Access	Under Investigation	Open
247	5/25/10		Dakland	Customer Denies Access	Under Investigation	Open
248	5/25/10		Wheatland	Wellington Installer	Damaged private property	Closed
249	5/26/10		Clovis	SmartMeter Customer Communication	Under Investigation	Open
250	5/26/10		Dakland	Customer Denies Access	Under Investigation	Open
251	5/26/10		San Jose	SmartMeter Customer Communication	Under Investigation	Open
252	5/26/10		San Jose	Wellington Installer	Installer left gate open	Closed

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Column Felgins Data Heights Damaged private property Column Felgins Data D	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
Dakland	253	5/26/10			San Pablo	Wellington Installer	Installer rude to customer	Closed
Daklard	254	5/27/10			Citrus Heights	Wellington Installer	Damaged private property	Closed
Pedmont	255	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
Sept	256	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
Santa Cruz Customer Denies Access Under Investigation	257	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open
Section Sect	258	5/27/10			Richmond	Customer Denies Access	Under Investigation	Open
	259	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
Port Costa	260	5/27/10			Walnut Creek	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
San Jose Wellington Installer Installer failed to knock C C C C C C C C C	261	5/28/10			Lemoore	Meter/Module Equipment	Under Investigation	Open
Diayton Customer wants Smartmeter Removed No reason provided Costomer years Customer penies Access Under Investigation Dakland Customer Denies Access Under Investigation Dakland Dak	262	5/28/10			Port Costa	Customer Denies Access	Under Investigation	Open
Emeryville Customer Denies Access Under Investigation Dakland D	263	5/28/10			San Jose	Wellington Installer	Installer failed to knock	Closed
Dakland Customer Denies Access Under Investigation	264	5/29/10			Clayton	Customer wants Smartmeter Removed	No reason provided	Closed
Dakland Customer Denies Access Under Investigation	265	5/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
Dakland Customer Denies Access Under Investigation Under Investigation Customer Denies Access Under Investigation Unde	266	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
Richmond Customer Denies Access Under Investigation Sacramento Household items affected by SM installation Under Investigation Sacramento Household items affected by SM installation Under Investigation Sacramento Household items affected by SM installation Under Investigation Sacramento Household items affected by SM installation Under Investigation Serkeley Customer wants Smartmeter Removed Radio Frequency Concerns C	267	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
Sacramento Household items affected by SM installation Under Investigation 271 5/30/10 Santa Cruz Customer Denies Access Under Investigation 272 5/31/10 Pleasanton Household items affected by SM installation 36/11/10 36/	268	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
Santa Cruz Customer Denies Access Under Investigation Pleasanton Household items affected by SM installation Power Interruption Prequency Concerns Prequency Conce	269	5/29/10			Richmond	Customer Denies Access	Under Investigation	Open
Pleasanton Household items affected by SM installation Under Investigation 273 6/1/10 274 6/1/10 275 6/1/10 276 6/2/10 277 6/2/10 278 6/2/10 279 6/2/10 279 6/2/10 279 6/2/10 280 6/3/10 281 6/3/10 281 6/3/10 282 6/7/10 283 6/7/10 284 6/7/10 285 6/8/10 286 6/8/10 287 6/8/10 288 6/8/10 288 6/8/10 288 6/8/10 280 6/8/10 280 6/8/10 281 6/8/10 282 6/8/10 283 6/8/10 284 6/8/10 285 6/8/10 286 6/8/10 287 6/8/10 288 6/8/10 288 6/8/10 289 6/8/10 280 6/8/10 28	270	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
273 6/1/10 274 6/1/10 275 6/1/10 276 6/1/10 277 6/2/10 278 6/2/10 279 6/2/10 279 6/2/10 279 6/2/10 279 6/2/10 279 6/2/10 279 6/2/10 279 6/2/10 279 6/2/10 279 6/2/10 279 6/2/10 279 6/2/10 279 6/2/10 270 6/2/10	271	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
Ivermore Wellington Installer Other Ot	272	5/31/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
Wheatland Power Interruption Hi/Low Voltage Common Power Interruption Hi/Low Voltage Common Power Interruption Hi/Low Voltage Common Power Interruption P	273	6/1/10			Berkeley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
Bakersfield Household items affected by SM installation Under Investigation 277 6/2/10 278 6/2/10 279 6/2/10 279 6/2/10 280 6/3/10 281 6/4/10 281 6/4/10 282 6/7/10 283 6/7/10 284 6/7/10 285 6/8/10 286 6/8/10 287 6/8/10 288 6/8/10 289 6/8/10 289 6/8/10 280 6/8/10 280 Columber Value of the Mark of Safety Concern Octoor Safety Concern	274	6/1/10			_ivermore	Wellington Installer	Other	Closed
277 6/2/10 278 6/2/10 279 6/2/10 279 6/2/10 280 6/3/10 281 6/4/10 281 6/4/10 282 6/7/10 283 6/7/10 284 6/7/10 285 6/8/10 286 6/8/10 287 6/8/10 287 6/8/10 288 6/8/10 288 6/8/10 289 6/8/10 280 6/8/10 280 6/8/10 280 6/8/10 280 6/3/10 280 6/3/10 280 6/3/10 280 6/3/10 280 6/3/10 280 6/3/10 280 6/3/10 280 6/3/10 280 6/3/10 281 6/4/10 282 6/7/10 283 6/7/10 284 6/7/10 285 6/8/10 286 6/8/10 287 6/8/10 288 6/8/10 289 6/8/10 289 6/8/10 280 6/8/10 280 6/8/10 280 6/8/10 280 6/8/10 281 6/8/10 282 6/8/10 283 6/8/10 284 6/8/10 285 6/8/10 286 6/8/10 287 6/8/10 288 6/8/10 289 6/8/10 289 6/8/10 280 6/8/10	275	6/1/10			Wheatland	Power Interruption	Hi/Low Voltage	Closed
Dupertino Wellington Installer Failed to identify self as PG&E contractors of Gatos Wellington Installer Safety concern Cators of Gators of Wellington Installer Safety concern Cators of Wellington Installer Cators of Wellington In	276	6/2/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
279 6/2/10 280 6/3/10 281 6/4/10 281 6/4/10 282 6/7/10 283 6/7/10 284 6/7/10 285 6/8/10 286 6/8/10 287 6/8/10 288 6/8/10 288 6/8/10 289 6/8/10 289 6/8/10 280 6/8/10 280 6/8/10 281 6/8/10 280 6/8/10 281 6/8/10 282 6/8/10 283 6/8/10 284 6/8/10 285 6/8/10 286 6/8/10 287 6/8/10 288 6/8/10 289 6/8/10 280 6/8/10	277	6/2/10			Berkeley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
Dakdale Household items affected by SM installation Under Investigation Ban Jose Household items affected by SM installation Under Investigation Arvin Household items affected by SM installation Under Investigation Corte Madera Customer Denies Access Under Investigation Ban Jose Household items affected by SM installation Under Investigation Corte Madera Customer Denies Access Under Investigation Ban Jose Household items affected by SM installation Under Investigation Corte Madera Customer Denies Access Under Investigation Ban Jose Household items affected by SM installation Under Investigation Corte Madera Customer Investigation Ban Jose Household items affected by SM installation Under Investigation Corte Madera Customer Denies Access Customer does not want a SmartMeter Organical Customer Investigation Corte Madera Customer Denies Access Customer does not want a SmartMeter Organical Customer Investigation Corte Madera Customer Denies Access Customer does not want a SmartMeter Organical Customer Investigation Corte Madera Customer Denies Access Customer does not want a SmartMeter Organical Customer Investigation Corte Madera Customer Denies Access Customer does not want a SmartMeter Organical Customer Investigation Corte Madera Customer Denies Access Customer does not want a SmartMeter Organical Customer Investigation Corte Madera Customer Denies Access Customer does not want a SmartMeter Organical Customer Investigation Corte Madera Customer Denies Access Customer Denies Acces Customer Denies Acces Customer Denies Acces Customer Denies Acces Customer De	278	6/2/10			Cupertino	Wellington Installer	Failed to identify self as PG&E contracto	Closed
281 6/4/10 282 6/7/10 283 6/7/10 284 6/7/10 285 6/8/10 286 6/8/10 287 6/8/10 288 6/8/10 288 6/8/10 289 6/8/10 289 6/8/10 280 6/8/10 280 6/8/10 281 6/8/10 282 6/8/10 283 6/8/10 284 6/8/10 285 6/8/10 286 6/8/10 287 6/8/10 288 6/8/10 289 6/8/10 289 6/8/10 280 6/8/10 280 6/8/10 280 6/8/10 280 6/8/10 281 6/8/10 282 6/8/10 283 6/8/10 284 6/8/10 285 6/8/10 286 6/8/10 287 6/8/10 288 6/8/10 289 6/8/10 289 6/8/10 280 6/8/10	279	6/2/10			_os Gatos	Wellington Installer	Safety concern	Closed
Arvin Household items affected by SM installation Under Investigation Corte Madera Customer Denies Access Under Investigation English (10 to 10 to 1	280	6/3/10			Oakdale	Household items affected by SM installation	Under Investigation	Open
283 6/7/10 284 6/7/10 285 6/8/10 286 6/8/10 287 6/8/10 288 6/8/10 288 6/8/10 289 6/8/10 289 6/8/10 280 6/8/10 280 6/8/10 281 6/8/10 282 6/8/10 283 6/8/10 284 6/7/10 285 6/8/10 286 6/8/10 287 6/8/10 288 6/8/10 289 6/8/10 289 6/8/10 280 6/8/10 280 6/8/10 280 6/8/10 281 6/8/10 281 6/8/10 282 6/8/10 283 6/8/10 284 6/8/10 285 6/8/10 286 6/8/10 287 6/8/10 288 6/8/10 289 6/8/10 280 6/8/10 280 Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter	281	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
284 6/7/10 285 6/8/10 286 6/8/10 287 6/8/10 288 6/8/10 289 6/8/10 289 6/8/10 289 6/8/10 280 6/8/10 280 6/8/10 281 6/8/10 281 6/8/10 282 6/8/10 283 6/8/10 284 6/8/10 285 6/8/10 286 6/8/10 287 6/8/10 288 6/8/10 289 6/8/10 280 6/8/10	282	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
285 6/8/10 286 6/8/10 287 6/8/10 288 6/8/10 289 6/8/10 289 6/8/10 289 6/8/10 290 6/8/10 291 6/8/10 291 6/8/10 292 6/8/10 285 6/8/10 286 6/8/10 287 6/8/10 288 6/8/10 289 6/8/10 280 6/8/10	283	6/7/10			Corte Madera	Customer Denies Access	Under Investigation	Open
286 6/8/10 287 6/8/10 288 6/8/10 289 6/8/10 290 6/8/10 291 6/8/10 291 6/8/10 292 6/8/10 286 6/8/10 287 6/8/10 288 6/8/10 289 6/8/10 290 6/8/10	284	6/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
287 6/8/10 288 6/8/10 289 6/8/10 290 6/8/10 291 6/8/10 292 6/8/10 287 6/8/10 288 6/8/10 289 6/8/10 290 6/8/10	285	6/8/10			Fresno	Power Interruption	Under Investigation	Open
288 6/8/10 289 6/8/10 290 6/8/10 291 6/8/10 292 6/8/10 293 6/8/10 294 6/8/10 295 6/8/10 296 6/8/10 297 6/8/10 298 6/8/10 298 6/8/10 299 6/8/10 299 6/8/10 290 6/8/10	286	6/8/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
289 6/8/10 290 6/8/10 291 6/8/10 291 6/8/10 292 6/8/10 292 6/8/10 293 6/8/10 294 Santa Rosa 295 Santa Rosa 296 Santa Rosa 297 Santa Rosa 297 Santa Rosa 298 Santa Rosa 299 Santa Rosa 299 Santa Rosa 290	287	6/8/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
290 6/8/10 291 6/8/10 292 6/8/10 293 6/8/10 294 6/8/10 295 6/8/10 296 6/8/10 297 6/8/10 298 6/8/10 299 6/8/10 299 6/8/10 299 6/8/10 290 6/8/10 200 6/8/10 200 6/8/10	288	6/8/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
291 6/8/10 Santa Rosa Potential Wellington Claim Under Investigation 292 6/8/10 Santa Rosa Wellington Installer Damaged private property	289	6/8/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
292 6/8/10 Santa Rosa Wellington Installer Damaged private property	290	6/8/10			Redwood City	Wellington Installer	Damaged private property	Closed
Office Of	291	6/8/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
	292	6/8/10			Santa Rosa	Wellington Installer	Damaged private property	Closed
²⁹³ 6/9/10 Alameda Wellington Installer Other	293	6/9/10			Alameda	•	Other	Closed
	294				Concord		Customer does not want a SmartMeter	Closed

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295	6/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
296	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
297	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
298	6/9/10			San Jose	Wellington Installer	Installer rude to customer	Closed
299	6/10/10			Monte Rio	Wellington Installer	Door hanger not left or placed incorrectly	Closed
300	6/10/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
301	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
302	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
303	6/10/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
304	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
305	6/10/10			√allejo	Household items affected by SM installation	Under Investigation	Open
306	6/11/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
307	6/11/10			San Jose	Wellington Installer	Damaged private property	Closed
308	6/11/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Closed
309	6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
310	6/11/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
311	6/13/10			San Ramon	Customer Denies Access	Under Investigation	Open
312	6/14/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
313	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
314	6/14/10			San Jose	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
315	6/14/10			San Jose	Wellington Installer	Other	Closed
316	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
317	6/15/10			Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
318	6/15/10			Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
319	6/15/10			Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
320	6/15/10			Dakland	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
321	6/15/10			Dakland	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
322	6/15/10			Dakland	SmartMeter Customer Communication	Other	Closed
323	6/15/10			Pittsburg	Household items affected by SM installation	Under Investigation	Open
324	6/15/10			Pleasant Hill	Customer Denies Access	Under Investigation	Open
325	6/15/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
326	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
327	6/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
328	6/15/10			San Jose	Wellington Installer	Security concern	Closed
329	6/15/10			Santa Rosa	Wellington Installer	Installer rude to customer	Closed
330	6/15/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
331	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
332	6/15/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Closed
333	6/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
334	6/16/10			Dinuba	Customer Denies Access	Under Investigation	Open
335	6/16/10			Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
336	6/16/10			Dakland	Customer Denies Access	Under Investigation	Open
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
337	6/16/10			Dakland	Customer Denies Access	Under Investigation	Open
338	6/16/10			Oakland	SmartMeter Customer Communication	Customer does not want a SmartMeter	Closed
339	6/16/10			Pollock Pines	Wellington Installer	Other	Closed
340	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
341	6/16/10			San Jose	Wellington Installer	Other	Closed
342	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
343	6/16/10			Santa Rosa	Wellington Installer	Installer failed to knock	Closed
344	6/17/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
345	6/17/10			Concord	Customer Denies Access	Under Investigation	Open
346	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
347	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
348	6/17/10			Oakland	Customer Denies Access	Under Investigation	Open
349	6/17/10			Penryn	Household items affected by SM installation	Under Investigation	Open
350	6/17/10			Pleasanton	Customer Denies Access	Under Investigation	Open
351	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
352	6/17/10			San Francisco	Wellington Installer	Damaged private property	Closed
353	6/17/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
354	6/17/10			San Jose	Customer Denies Access	Under Investigation	Open
355	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
356	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
357	6/17/10			San Jose	Wellington Installer	Installer left gate open	Closed
358	6/17/10			San Mateo	Wellington Installer	Damaged private property	Closed
359	6/17/10			Sausalito	Customer Denies Access	Under Investigation	Open
360	6/17/10			Tracy	SmartMeter Customer Communication	Damaged private property	Closed
361	6/17/10			Vindsor	Customer Denies Access	Under Investigation	Open
362	6/18/10			Danville	SmartMeter Customer Communication	Damaged private property	Closed
363	6/18/10			Danville	Wellington Installer	Damaged private property	Closed
364	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
365	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
366	6/18/10			Oakland	Customer Denies Access	Under Investigation	Open
367	6/18/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
368	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
369	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
370	6/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
371	6/18/10			San Jose	Wellington Installer	Damaged private property	Closed
372	6/18/10			Saratoga	Customer Denies Access	Under Investigation	Open
373	6/18/10			Ггасу	Wellington Installer	Security concern	Closed
374	6/20/10			Martinez	Household items affected by SM installation	Under Investigation	Open
375	6/20/10			Vilpitas	Power Interruption	Under Investigation	Open
376	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
377	6/21/10			San Jose	Customer Denies Access	under investigation	Open
378	6/21/10			San Jose	Power Interruption	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
379	6/21/10			San Jose	Wellington Installer	Damaged private property	Closed
380	6/21/10			Yuba City	Customer Denies Access	Under Investigation	Open
381	6/22/10			Fair Oaks	Network Equipment Installation	Under Investigation	Open
382	6/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
383	6/22/10			Olivehurst	Household items affected by SM installation	Under Investigation	Open
384	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
385	6/22/10			San Jose	Wellington Installer	Other	Closed
386	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
387	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
388	6/23/10			Dakland	Wellington Installer	Damaged private property	Closed
389	6/23/10			Piedmont	Customer Denies Access	Under Investigation	Open
390	6/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
391	6/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
392	6/23/10			San Jose	Customer Denies Access	Radio Frequency Concerns	Closed
393	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
394	6/23/10			San Jose	Wellington Installer	Installer failed to knock	Closed
395	6/23/10			Santa Rosa	Wellington Installer	Safety concern	Closed
396	6/23/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
397	6/23/10			Shingle Springs	Wellington Installer	Installer rude to customer	Closed
398	6/24/10			Antioch	Household items affected by SM installation	Under Investigation	Open
399	6/24/10			Bodega Bay	Wellington Installer	Failed to identify self as PG&E contracto	Closed
400	6/24/10			_os Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
401	6/24/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
402	6/24/10			San Jose	SmartMeter Customer Communication	Failed to identify self as PG&E contracto	Closed
403	6/24/10			San Jose	Wellington Installer	Failed to identify self as PG&E contracto	Closed
404	6/24/10			San Jose	Wellington Installer	Failed to identify self as PG&E contracto	Closed
405	6/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
406	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
407	6/25/10			_arkspur	Customer wants Smartmeter Removed	Other	Closed
408	6/25/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
409	6/26/10			Sanger	Customer wants Smartmeter Removed	Under Investigation	Open
410	6/28/10			Moraga	Household items affected by SM installation	Under Investigation	Open
411	6/28/10			Petaluma	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
412	6/28/10			Plumas Lakes	Wellington Installer	Installer rude to customer	Closed
413	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
414	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
415	6/28/10			Santa Clara	Household items affected by SM installation	Under Investigation	Open
416	6/28/10			Jnion City	Meter/Module	Under Investigation	Open
417	6/28/10			/acaville	Customer wants Smartmeter Removed	Under Investigation	Open
418	6/29/10			Aptos	Customer Denies Access	Under Investigation	Open
419	6/29/10			Chico	Wellington Installer	Other	Closed
420	6/29/10			_os Gatos	Customer Denies Access	Customer Denies Wellington Access	Closed
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
421	6/29/10			os Gatos	Customer Denies Access	Under Investigation	Open
422	6/29/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
423	6/29/10			San Jose	Wellington Installer	Damaged private property	Closed
424	6/29/10			San Jose	Wellington Installer	Other	Closed
425	6/29/10			Twain Harte	Customer Denies Access	Under Investigation	Open
426	6/30/10			Mill Valley	Wellington Installer	Safety concern	Closed
427	6/30/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
428	6/30/10			Oakland	Wellington Installer	Installer failed to knock	Closed
429	6/30/10			Oakland	Wellington Installer	Security concern	Closed
430	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
431	6/30/10			San Jose	Wellington Installer	Installer failed to knock	Closed
432	6/30/10			San Jose	Wellington Installer	Installer jumped fence, broke lock	Closed
433	6/30/10			San Jose	Wellington Installer	Safety concern	Closed
434	6/30/10			Tracy	Household items affected by SM installation	Under Investigation	Open
435	6/30/10			Tracy	Wellington Installer	Damaged private property	Closed
436	7/1/10			Oakland	Wellington Installer	Safety concern	Closed
437	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
438	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
439	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
440	7/1/10			San Jose	Wellington Installer	Damaged private property	Closed
441	7/2/10			San Jose	Household items affected by SM installation	Under Investigation	Open
442	7/2/10			Jnion City	Wellington Installer	Damaged private property	Closed
443	7/3/10			Arvin	Customer Denies Access	Under Investigation	Open
444	7/5/10			Oakland	Household items affected by SM installation	Meter/Module clearance issues	Closed
445	7/6/10			Berkeley	Wellington Installer	Other	Closed
446	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
447	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
448	7/6/10			Petaluma	Customer Denies Access	Installer rude to customer	Closed
449	7/6/10			Placerville	Wellington Installer	Installer failed to knock	Closed
450	7/6/10			Santa Rosa	Wellington Installer	Safety concern	Closed
451	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
452	7/7/10			Richmond	Household items affected by SM installation	Under Investigation	Open
453	7/7/10			San Jose	Household items affected by SM installation		Open
454	7/7/10			San Jose	Wellington Installer	Installer failed to knock	Closed
455	7/8/10			Vlarysville	Wellington Installer	Installer failed to knock	Closed
456	7/8/10			Oakland	Wellington Installer	Other	Closed
457	7/8/10			Placerville	Household items affected by SM installation		Open
458	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
459	7/8/10			San Jose	Wellington Installer	Installer left gate open	Closed
460	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
461	7/9/10			Oakland	Household items affected by SM installation		Open
462	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open

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Vacaville Customer Denies Access Under Investigation Customer Version Customer	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
Walnut Creek Customer wants Smartmeter Removed Under Investigation Center 17/10/10 Charles Customer Denies Access Under Investigation Center 17/10/10 Charles Customer Denies Access Under Investigation Center 17/10/10 Charles Customer Cheek Access Under Investigation Center 17/10/10 Charles Customer Communication Cheek Investigation Center 17/10/10 Cheek Customer Communication Cheek Investigation Center 17/10/10 Cheek Customer Communication Cheek Investigation Center 17/10/10 Cheek Customer Cheek Access Under Investigation Center 17/10/10 Cheek Customer Cheek Access Under Investigation Center 17/10/10 Cheek Customer Cheek Access Customer Cheek Access Under Investigation Center 17/10/10 Cheek Customer Cheek Access Customer Cheek Access Under Investigation Center 17/10/10 Cheek	463	7/9/10			Saratoga	Wellington Installer	Installer rude to customer	Closed
Third Thir	464	7/9/10			/acaville	-	Under Investigation	Open
### Protest Ranch Household items affected by SM installation	465	7/9/10	1		Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
Age	466	7/10/10			Chico	Customer Denies Access	Under Investigation	Open
Byron	467	7/10/10			Forest Ranch	Household items affected by SM installation	Under Investigation	Open
Arrivation Arr	468	7/12/10	1		Byron	Household items affected by SM installation	Under Investigation	Open
ATT	469	7/12/10			Campbell	Customer Denies Access	Under Investigation	Open
	470	7/12/10			Campbell	Wellington Installer	Installer rude to customer	Closed
Santa Rosa Customer Denies Access Under Investigation Company	471	7/12/10			Dakland	Wellington Installer	Installer failed to knock	Closed
Sumyvale Household items affected by SM installation Under Investigation Communication Under Investigation Under Inves	472	7/12/10			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
Amador City SnartMeter Customer Communication Under Investigation City 7/13/10 El Dorado Hills Customer Denies Access Under Investigation City 7/13/10 Fairfax Customer Denies Access Under Investigation Damaged private property City 3/13/10 Amador City Wellington Installer Damaged private property City 3/13/10 Assa Valley Mellington Installer Damaged private property City 3/13/10 Assa Valley Mellington Installer Damaged private property City 3/13/10 Assa Valley Mellington Installer Damaged private property City 3/13/10 Assa Valley Mellington Installer Damaged private property City 3/13/10 Assa Valley Mellington Installer Damaged private property City 3/13/10 Assa Valley Mellington Installer Damaged private property City 3/13/10 Assa Valley Mellington Installer Damaged private property City 3/13/10 Assa Valley Mellington Installer Damaged private property City 3/13/10 Assa Valley Customer Damaged private property City 3/13/10 Assa Valley Damaged private property City 3/13/10 Assa Valley Mellington Installer Damaged private property City 3/13/10 Assa Valley Customer Wellington Installer Damaged private property City 3/13/10 Assa Valley Customer Wellington Installer Damaged private property City 3/13/10 Assa Valley Customer Wellington Installer Damaged private property City 3/13/10 Assa Valley Customer Wellington Installer Damaged private property City 3/13/10 Assa Valley Customer Denies Access Under Investigation City 3/13/10 Assa Valley Customer Denies Access Under Investigation City 3/13/10 Assa Valley Customer Denies Access Under Investigation City 3/13/10 Assa Valley Customer Denies Access Under Investigation City 3/13/10 Assa Valley Mellington Installer Damaged private property City 4/13/10 Assa Valley Customer Denies Access Under Investigation City 4/13/10 Assa Valley Customer Denies Access Under Investigation City 4/13/10 Assa Valley Customer Denies Access Under Investigation City 4/13/10 Assa Valley Customer Denies Access Under Investigation City 4/13/10 Assa Valley Mellington Installer Customer Communicat	473	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
Filtron Filt	474	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
First	475	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
Array Arra	476	7/13/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
3785 Valley Wellington Installer Damaged private property Cl	477	7/13/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
A80 7/13/10 A81 7/13/10 A83 7/14/10 A84 7/14/10 A85 7/15/10 A85 7/15/1	478	7/13/10			Grass Valley	Household items affected by SM installation	Damaged private property	Closed
Dakland Household items affected by SM installation Under Investigation Country	479	7/13/10			Grass Valley	Wellington Installer	Damaged private property	Closed
Felton Customer Denies Access Under Investigation Customer Denie	480	7/13/10			Grass Valley	Wellington Installer	Damaged private property	Closed
All		7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
484 7/14/10 485 7/14/10 486 7/14/10 486 7/14/10 487 7/14/10 488 7/14/10 488 7/14/10 489 7/15/10 499 7/15/10 490 7/15/10 491 7/15/10 492 7/15/10 493 7/15/10 494 7/15/10 495 7/15/10 496 7/15/10 497 7/15/10 498 7/15/10 498 7/15/10 499 7/15/10 499 7/15/10 499 7/15/10 490 7/15/10 490 7/15/10 491 7/15/10 492 7/15/10 493 7/15/10 494 7/15/10 495 7/15/10 496 7/15/10 497 7/15/10 498 7/15/10 499 7/15/10 490 7/15/10 490 7/15/10 491 7/15/10 491 7/15/10 492 7/15/10 493 7/15/10 494 7/15/10 495 7/15/10 496 7/15/10 497 7/15/10 498 7/15/10 499 7/15/10 490 7/15/10 490 7/15/10 491 7/15/10 591 891 891 891 891 891 891 891 891 891 8		7/14/10			Felton	Customer Denies Access	Under Investigation	Open
A85 7/14/10 Placerville Customer Denies Access Under Investigation Customer Denies Access Customer Denies Acc		7/14/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
A86 7/14/10 San Jose Customer Denies Access Under Investigation Customer Denies Access Customer	484	7/14/10			Petaluma	Wellington Installer	Installer rude to customer	Closed
A87 7/14/10 San Ramon Customer Denies Access Under Investigation Customer Investigation Customer Denies Access Under Investigation Customer Denies A		7/14/10			Placerville	Customer Denies Access	Under Investigation	Open
488 7/14/10 489 7/15/10 490 7/15/10 491 7/15/10 491 7/15/10 492 7/15/10 493 7/15/10 494 7/15/10 495 7/15/10 496 7/15/10 497 7/15/10 498 7/15/10 499 7/15/10 499 7/15/10 490 7/15/10 490 7/15/10 490 7/15/10 490 7/15/10 491 7/15/10 491 7/15/10 492 7/15/10 493 7/15/10 494 7/15/10 495 7/15/10 496 7/15/10 497 7/15/10 498 7/15/10 499 7/15/10 490 7/15/10 501 7/19/10 501 7/19/10 502 7/19/10 503 7/19/10 503 7/19/10 504 7/19/10 505 7/19/10 506 7/19/10 507 7/19/10 508 7/19/10 509 7/19/10 500 7/19/10		7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
489 7/15/10 490 7/15/10 491 7/15/10 492 7/15/10 492 7/15/10 493 7/15/10 494 7/15/10 495 7/15/10 496 7/15/10 497 7/15/10 498 7/15/10 498 7/15/10 499 7/15/10 490 7/15/10 490 7/15/10 490 7/15/10 491 7/15/10 492 7/15/10 493 7/15/10 494 7/15/10 495 7/15/10 496 7/15/10 497 7/15/10 498 7/15/10 498 7/15/10 499 7/16/10 500 7/17/10 501 7/16/10 501 7/19/10 502 7/19/10 503 7/19/10 503 7/19/10 503 7/19/10 503 7/19/10 504 7/15/10 506 7/15/10 507 7/19/10 507 7/19/10 508 7/15/10 508 7/15/10 509 7/15/10 500 7/19/10		7/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
490 7/15/10 491 7/15/10 492 7/15/10 493 7/15/10 494 7/15/10 495 7/15/10 496 7/15/10 497 7/16/10 498 7/16/10 498 7/16/10 499 7/16/10 499 7/16/10 490 7/16/10 490 7/16/10 491 7/16/10 492 7/15/10 493 7/15/10 494 7/15/10 495 7/15/10 496 7/15/10 497 7/16/10 498 7/16/10 498 7/16/10 499 7/16/10 499 7/16/10 500 7/17/10 501 7/19/10 502 7/19/10 503 7/19/10 503 7/19/10 503 7/19/10 503 7/19/10 504 7/19/10 505 7/19/10 506 7/19/10 507 7/19/10 507 7/19/10 507 7/19/10 507 7/19/10 507 7/19/10 507 7/19/10 507 7/19/10 507 7/19/10 507 7/19/10 508 7/19/10 509 7/19/10 500 7/19/10		7/14/10			√allejo	Wellington Installer	Other	Closed
491 7/15/10 492 7/15/10 493 7/15/10 494 7/15/10 495 7/15/10 496 7/15/10 496 7/15/10 497 7/16/10 498 7/16/10 498 7/16/10 499 7/16/10 500 7/17/10 501 7/19/10 502 7/19/10 503 7/19/10 503 7/19/10 503 7/19/10 504 7/19/10 505 Altos SmartMeter Customer Communication Under Investigation Customer Class Under Investigation Class Under Investigation Class Under Investigation Class Customer Denies Access Customer Denies Access Customer Denies Access Customer does not want a SmartMeter Class Customer Denies Access Customer does not want a SmartMeter Class Customer Denies Access Customer does not want a SmartMeter Class Customer Denies Access Customer does not want a SmartMeter Class Customer Denies Access Customer does not want a SmartMeter Class Customer Denies Access Customer does not want a SmartMeter Class Customer Denies Access Customer does not want a SmartMeter Class Customer Denies Access Customer does not want a SmartMeter Class Customer Denies Access Customer does not want a SmartMeter Class Customer Denies Access Customer does not want a SmartMeter Class Customer Denies Access Customer Denies Acces Customer Denies Acc	489	7/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
492 7/15/10 493 7/15/10 494 7/15/10 495 7/15/10 496 7/15/10 496 7/15/10 497 7/16/10 498 7/16/10 498 7/16/10 498 7/16/10 5aratoga Customer Denies Access Under Investigation Customer Denies Access Customer Deni		7/15/10			El Cerrito	Customer wants Smartmeter Removed	Under Investigation	Open
493 7/15/10 494 7/15/10 495 7/15/10 496 7/15/10 497 7/16/10 498 7/16/10 498 7/16/10 498 7/16/10 5an Jose Customer Denies Access Under Investigation Customer Denies Access Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer Denies Access Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer Denies Acces		7/15/10			_os Altos	SmartMeter Customer Communication	Under Investigation	Open
494 7/15/10 495 7/15/10 496 7/15/10 497 7/16/10 498 7/16/10 498 7/16/10 499 7/16/10 500 7/17/10 501 7/19/10 502 7/19/10 503 7/19/10 503 7/19/10 503 7/19/10 503 7/19/10 503 7/19/10 504 57/15/10 505 503 7/19/10 506 503 7/19/10 507 7/19/10 508 507 507 507 507 507 507 507 507 507 507		7/15/10			Petaluma	Wellington Installer	Installer rude to customer	Closed
495 7/15/10 496 7/15/10 497 7/16/10 498 7/16/10 498 7/16/10 499 7/16/10 500 7/17/10 501 7/19/10 502 7/19/10 503 7/19/10 503 7/19/10 503 7/19/10 503 7/19/10 503 7/19/10 504 7/15/10 505 7/19/10 506 7/19/10 507 7/19/10 508 7/19/10 509 7/19/10 500 7/		7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
496 7/15/10 497 7/16/10 498 7/16/10 499 7/16/10 499 7/16/10 500 7/17/10 501 7/19/10 502 7/19/10 503 7/19/10 503 7/19/10 503 7/19/10 504 7/15/10 505 7/19/10 506 7/19/10 507 7/19/10 508 7/19/10 509 7/19/10 500 7/		7/15/10			Santa Rosa	Wellington Installer	Installer rude to customer	Closed
497 7/16/10 498 7/16/10 499 7/16/10 499 7/16/10 500 7/17/10 501 7/19/10 502 7/19/10 503 7/19/10 503 7/19/10 504 Customer Denies Access 505 Customer Denies Access 506 Customer Denies Access 507 Customer Denies Access 508 Customer Denies Access 509 Customer Denies Access 500 Customer Denies Access		7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
498 7/16/10 499 7/16/10 5an Jose Meter/Module Under Investigation 500 7/17/10 5on Tyle Component		7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
499 7/16/10 500 7/17/10 501 7/19/10 502 7/19/10 503 7/19/10 503 7/19/10 503 7/19/10 504 Fairfax Customer Denies Access Customer Denies Access Customer Communication Customer Communication Customer Denies Access Customer Denies Access Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer Denies Access Customer does not want a SmartMeter Customer Denies Access		7/16/10			Oakland	Customer Denies Access	Under Investigation	Open
500 7/17/10 Campbell SmartMeter Customer Denies Access Customer does not want a SmartMeter Classification Customer Denies Access Customer does not want a SmartMeter Classification Customer Denies Access Customer does not want a SmartMeter Classification Customer Denies Access Customer does not want a SmartMeter Classification Customer Denies Access Customer does not want a SmartMeter Classification Customer Denies Access Customer does not want a SmartMeter Classification Customer Denies Access Customer does not want a SmartMeter Classification Customer Denies Access Customer does not want a SmartMeter Classification Customer Denies Access Custome		7/16/10]		San Jose	Meter/Module		Open
5017/19/10CampbellSmartMeter Customer CommunicationUnder InvestigationComposition5027/19/107/19/10Customer Denies AccessCustomer does not want a SmartMeterCl5037/19/10FairfaxCustomer Denies AccessCustomer does not want a SmartMeterCl		7/16/10			Santa Rosa			Open
5017/19/10CampbellSmartMeter Customer CommunicationUnder InvestigationComposition5027/19/107/19/10Customer Denies AccessCustomer does not want a SmartMeterCl5037/19/10FairfaxCustomer Denies AccessCustomer does not want a SmartMeterCl		7/17/10			_os Gatos	Household items affected by SM installation		Open
503 7/19/10 Fairfax Customer Denies Access Customer does not want a SmartMeter Cl		7/19/10			Campbell			Open
TITO TO		7/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
		7/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fairfax Customer Denies Access Customer does not want a SmartMeter Cl	504	7/19/10	J		Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
505	7/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
506	7/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
507	7/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
508	7/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
509	7/19/10			-airfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
510	7/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
511	7/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
512	7/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
513	7/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
514	7/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
515	7/19/10			Guerneville	Wellington Installer	Installer left gate open	Closed
516	7/19/10			_os Gatos	Customer Denies Access	Under Investigation	Open
517	7/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
518	7/19/10			Oakland	Wellington Installer	Failed to identify self as PG&E contracto	Closed
519	7/19/10			Redwood Ests	Customer Denies Access	Under Investigation	Open
520	7/19/10			Rio Oso	Customer Denies Access	Under Investigation	Open
521	7/19/10			San Francisco	Household items affected by SM installatio	Under Investigation	Open
522	7/19/10			San Jose	Wellington Installer	Installer rude to customer	Closed
523	7/19/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
524	7/19/10			√allejo	Wellington Installer	Failed to identify self as PG&E contracto	Closed
525	7/20/10			San Carlos	Household items affected by SM installatio	Under Investigation	Open
526	7/20/10			San Rafael		Other	Closed
527	7/20/10			Santa Clara	Wellington Installer	Other	Closed
528	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
529	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
530	7/21/10			San Jose	Customer Denies Access	Under Investigation	Open
531	7/21/10			San Jose	Wellington Installer	Safety concern	Closed
532	7/21/10			San Jose	Wellington Installer	Safety concern	Closed
533	7/21/10			San Rafael	Wellington Installer	Installer rude to customer	Closed
534	7/21/10			Santa Rosa	Wellington Installer	Installer rude to customer	Closed
535	7/22/10			Emeryville	Customer wants Smartmeter Removed	Under Investigation	Open
536	7/23/10			Paradise	Household items affected by SM installatio	Under Investigation	Open
537	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
538	7/24/10			Oakland	Customer Denies Access	Under Investigation	Open
539	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
540	7/26/10			Groveland	Household items affected by SM installatio	Under Investigation	Open
541	7/26/10			Oakland	Wellington Installer	Alleged theft	Closed
542	7/26/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
543	7/26/10			San Jose	Wellington Installer	Damaged private property	Closed
544	7/26/10			San Jose	Wellington Installer	Installer jumped fence, broke lock	Closed
545	7/26/10			San Jose	Wellington Installer	Installer rude to customer	Closed
546	7/26/10			San Jose	Wellington Installer	Installer rude to customer	Closed
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
547	7/27/10			Chico	Wellington Installer	Damaged private property	Closed
548	7/27/10			Grass Valley	Customer Denies Access	Under Investigation	Open
549	7/27/10			_os Altos Hills	Customer Denies Access	Under Investigation	Open
550	7/27/10			Moss Landing	Customer wants Smartmeter Removed	Under Investigation	Open
551	7/27/10			Oakland	Customer Denies Access	Under Investigation	Open
552	7/27/10			Oakland	Wellington Installer	Under Investigation	Open
553	7/27/10			Penn Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
554	7/27/10			San Jose	Wellington Installer	Installer rude to customer	Closed
555	7/28/10			Oakland	Wellington Installer	Under Investigation	Open
556	7/28/10			Placerville	Wellington Installer	Under Investigation	Open
557	7/28/10			San Jose	Customer Denies Access	Under Investigation	Open
558	7/28/10			San Jose	Network Equipment Installation	Under Investigation	Open
559	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
560	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
561	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
562	7/29/10			_arkspur	Customer Denies Access	Customer does not want a SmartMeter	Closed
563	7/29/10			os Gatos	Wellington Installer	Under Investigation	Open
564	7/29/10			Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
565	7/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
566	7/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
567	7/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
568	7/29/10			Dakland	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
569	7/29/10			Dakland	Household items affected by SM installation	Damaged Computer	Closed
570	7/29/10			Dakland	Wellington Installer	Under Investigation	Open
571	7/29/10			Placerville	Household items affected by SM installation	Under Investigation	Open
572	7/29/10			Placerville	Wellington Installer	Under Investigation	Open
573	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
574	7/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
575	7/29/10			San Jose	Wellington Installer	Under Investigation	Open
576	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
577	7/30/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Closed
578	7/30/10			Alameda	SmartMeter Customer Communication	Q on SM communication materials	Closed
579	7/30/10			American Canyon	Customer Denies Access	Customer does not want a SmartMeter	Closed
580	7/30/10			Ben Lomond	Household items affected by SM installation	Under Investigation	Open
581	7/30/10			Dobbins	Wellington Installer	Under Investigation	Open
582	7/30/10			El Cerrito	Customer Denies Access	Under Investigation	Open
583	7/30/10	1		El Sobrante	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
584	7/30/10	1		Fremont	Customer Denies Access	Customer Denies Wellington Access	Closed
585	7/30/10	1		Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
586	7/30/10			Oakland Oakland	Wellington Installer	Under Investigation	Open
587	7/30/10	1		Union City	Customer Denies Access	Under Investigation	Open
588	7/31/10			Alameda	Customer Denies Access	Customer does not want a SmartMeter	Closed
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
589	7/31/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
590	8/2/10			Alameda	Household items affected by SM installation	Under Investigation	Open
591	8/2/10			Alameda	SmartMeter Customer Communication	Q on SM communication materials	Closed
592	8/2/10			Emeryville	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Closed
593	8/2/10			Grass Valley	Customer Denies Access	Under Investigation	Open
594	8/2/10			∟a Honda	Customer Denies Access	Under Investigation	Open
595	8/2/10			Oakland	Customer Denies Access	Under Investigation	Open
596	8/2/10			Pinole	Customer Denies Access	Under Investigation	Open
597	8/2/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
598	8/2/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Closed
599	8/3/10			Alameda	Customer Denies Access	Under Investigation	Open
600	8/3/10			Berkeley	Customer Denies Access	Under Investigation	Open
601	8/3/10			El Sobrante	Household items affected by SM installation	Under Investigation	Open
602	8/3/10			Emeryville	Customer Denies Access	Under Investigation	Open
603	8/3/10			Menlo Park	SmartMeter Customer Communication	Under Investigation	Open
604	8/3/10			Petaluma	Wellington Installer	Under Investigation	Open
605	8/3/10			Pittsburg	Customer Denies Access	Under Investigation	Open
606	8/3/10			San Francisco	Customer Denies Access	Under Investigation	Open
607	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
608	8/3/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
609	8/3/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
610	8/4/10			Alameda	Customer Denies Access	Under Investigation	Open
611	8/4/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
612	8/4/10			_incoln	SmartMeter Customer Communication	Under Investigation	Open
613	8/4/10			Oakland	Customer Denies Access	Under Investigation	Open
614	8/4/10			Oakland	Household items affected by SM installation	Internet/Cable Connection Problem	Closed
615	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
616	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
617	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
618	8/4/10			Penn Valley	Wellington Installer	Under Investigation	Open
619	8/4/10			Placerville	Household items affected by SM installation		Open
620	8/5/10			Cameron Park	Household items affected by SM installation	Damaged Fans	Closed
621	8/5/10			Oakland	Customer Denies Access	Under Investigation	Open
622	8/5/10			Oakland	Customer Denies Access	Under Investigation	Open
623	8/5/10			San Jose	Wellington Installer	Under Investigation	Open
624	8/5/10			Santa Rosa	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
625	8/6/10			Alameda	Customer Denies Access	Under Investigation	Open
626	8/6/10			Chico	Household items affected by SM installation	Damaged Other Household Appliances	Closed
627	8/6/10			Coulterville	Wellington Installer	Under Investigation	Open
628	8/6/10			_ivermore	Customer Denies Access	Under Investigation	Open
629	8/6/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Closed
630	8/6/10				Customer Denies Access	Under Investigation	Open
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
631	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
632	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
633	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
634	8/6/10			Dakland	Customer Denies Access	Under Investigation	Open
635	8/6/10			Dakland	Customer Denies Access	Under Investigation	Open
636	8/6/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
637	8/6/10			Richmond	Customer Denies Access	Under Investigation	Open
638	8/6/10			Saratoga	Customer Denies Access	Under Investigation	Open
639	8/6/10			Sutter	Customer Denies Access	Under Investigation	Open
640	8/7/10			Nevada City	Customer Denies Access	Under Investigation	Open
641	8/7/10			Oakland	Customer Denies Access	Under Investigation	Open
642	8/7/10			San Rafael	SmartMeter Customer Communication	Other	Closed
643	8/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
644	8/8/10			Cloverdale	Power Interruption	Under Investigation	Open
645	8/9/10			Berkeley	Power Interruption	Under Investigation	Open
646	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
647	8/9/10			Cameron Park	Wellington Installer	Under Investigation	Open
648	8/9/10			Camino	Wellington Installer	Under Investigation	Open
649	8/9/10			Chico	Meter/Module Equipment	Other	Closed
650	8/9/10			Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Closed
651	8/9/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
652	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
653	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
654	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
655	8/9/10			Oakland	Customer Denies Access	Under Investigation	Open
656	8/9/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
657	8/9/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
658	8/9/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
659	8/9/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
660	8/9/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
661	8/9/10			San Rafael	SmartMeter Customer Communication	Other	Closed
662	8/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
663	8/9/10			Saratoga	Wellington Installer	Under Investigation	Open
664	8/9/10			Sausalito	Customer Denies Access	Under Investigation	Open
665	8/9/10			Sonoma	SmartMeter Customer Communication	Under Investigation	Open
666	8/10/10			Campbell	Customer Denies Access	Under Investigation	Open
667	8/10/10			Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
668	8/10/10			Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Closed
669	8/10/10			Fairfax	Customer Denies Access	Under Investigation	Open
670	8/10/10			Forest Knolls	SmartMeter Customer Communication	Other	Closed
671	8/10/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Closed
672	8/10/10			_ivermore	Customer Denies Access	Under Investigation	Open
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Dakland Customer Denies Access Under Investigation Open	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
Dakland SmartMeter Customer Communication Under Investigation Open Op	673	8/10/10			Oakland	Customer Denies Access	Under Investigation	Open
Dakland	674	8/10/10			Oakland	Customer Denies Access	Under Investigation	Open
Penngrove Qustomer Denies Access Under Investigation Open	675				Oakland	SmartMeter Customer Communication	Under Investigation	Open
Pope Valley Wellington Installer Under Investigation Open	676	8/10/10			Occidental	Customer Denies Access	Customer does not want a SmartMeter	Closed
Sohnert Park SmartMeter Customer Communication Customer unavara of 5 minute outage Closed	677	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
Rohnert Park SmartMeter Customer Communication Customer unaware of 5 minute outage San Rafael Customer Denies Access Under investigation Open Open San Rafael Customer Denies Access Under investigation Open	678	8/10/10	1		Pope Valley	Wellington Installer	Under Investigation	Open
San Rafae Customer Denies Access	679	8/10/10	1				Customer unaware of 5 minute outage	Closed
San Rafael	680	8/10/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Rafael Customer Denies Access Under Investigation Open	681	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
Santa Rosa Customer Denies Access Under Investigation Open	682	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
Soquel Customer Denies Access Customer Denies Wellington Access Closed	683	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
Fiburon Wellington Installer Under Investigation Open	684	8/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
Alameda Customer Denies Access Under Investigation Open	685	8/10/10			Soquel	Customer Denies Access	Customer Denies Wellington Access	Closed
Alamo Customer wants Smartmeter Removed Under Investigation Open	686	8/10/10			Tiburon	Wellington Installer	Under Investigation	
Antioch Customer wants Smartmeter Removed Under Investigation Open Berlin British Brit	687	8/11/10			Alameda	Customer Denies Access	Under Investigation	Open
Senicia Network Equipment Installation Under Investigation Open	688	8/11/10			Alamo	Customer wants Smartmeter Removed	Under Investigation	Open
Solider Creek Customer Denies Access Under Investigation Open	689	8/11/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
692 8/11/10 693 8/11/10 694 8/11/10 695 8/11/10 696 8/11/10 697 8/11/10 698 8/11/10 698 8/11/10 699 8/11/10 699 8/11/10 699 8/11/10 690 8/11/10 690 8/11/10 690 8/11/10 690 8/11/10 690 8/11/10 691 8/11/10 692 8/11/10 693 8/11/10 694 8/11/10 695 8/11/10 696 8/11/10 697 8/11/10 698 8/11/10 698 8/11/10 698 8/11/10 699 8/11/10 699 8/11/10 690 8/11/10 690 8/11/10 691 8/11/10 692 8/11/10 693 8/11/10 694 8/11/10 695 8/11/10 696 8/11/10 697 8/11/10 698 8/11/10 698 8/11/10 699 8/11/10 699 8/11/10 690 8/11/10 690 8/11/10 691 8/11/10 692 8/11/10 693 8/11/10 694 6/11/10 695 8/11/10 696 6/11/10 697 6/11/10 698 6/11/10 698 6/11/10 699 8/11/10 699 8/11/10 690 8/11/10 690 8/11/10 691 8/11/10 692 8/11/10 693 8/11/10 694 6/11/10 695 6/11/10 696 6/11/10 697 6/11/10 698 6/11/10 698 6/11/10 699 8/11/10 699 8/11/10 690 6/	690	8/11/10			Benicia	Network Equipment Installation	Under Investigation	Open
693 8/11/10 694 8/11/10 695 8/11/10 696 8/11/10 697 8/11/10 698 8/11/10 698 8/11/10 699 8/11/10 699 8/11/10 699 8/11/10 699 8/11/10 699 8/11/10 699 8/11/10 699 8/11/10 699 8/11/10 699 8/11/10 690 8/11/10 690 8/11/10 691 8/11/10 692 8/11/10 693 8/11/10 694 8/11/10 695 8/11/10 696 8/11/10 697 8/11/10 698 8/11/10 699 8/11/10 699 8/11/10 699 8/11/10 690 8/11/10 690 8/11/10 691 8/11/10 692 8/11/10 693 8/11/10 694 8/11/10 695 8/11/10 696 8/11/10 697 8/11/10 698 8/11/10 699 8/11/10 699 8/11/10 690 8/11/10 690 8/11/10 691 8/11/10 692 8/11/10 693 8/11/10 694 8/11/10 695 8/11/10 696 8/11/10 697 8/11/10 698 8/11/10 699 8/11/10 699 8/11/10 690 8/11/10 691 8/11/10 692 8/11/10 693 8/11/10 694 8/11/10 695 8/11/10 696 8/11/10 697 8/11/10 698 8/11/10 699 8/11/10 699 8/11/10 690 8/11/10 690 8/11/10 691 8/11/10 692 8/11/10 693 8/11/10 694 8/11/10 695 8/11/10 696 8/11/10 697 8/11/10 698 8/11/10 699 8/11/10 699 8/11/10 690 8/	691	8/11/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
Section Sect	692	8/11/10			_os Altos Hills	Customer Denies Access	Under Investigation	Open
Sept Strint Str	693	8/11/10			_os Gatos	Customer Denies Access	Under Investigation	Open
Saland Customer Denies Access Under Investigation Open	694	8/11/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Closed
697 8/11/10 698 8/11/10 699 8/11/10 690 8/	695	8/11/10			Oakland	Customer Denies Access	Under Investigation	Open
Dakland	696	8/11/10			Oakland			Open
Petaluma Customer wants Smartmeter Removed No reason provided Closed	697	8/11/10			Oakland	Household items affected by SM installation	Internet/Cable Connection Problem	Closed
Petaluma Customer wants Smartmeter Removed No reason provided Closed	698	8/11/10			Oakland	Household items affected by SM installation	Under Investigation	Open
701 8/11/10 702 8/11/10 703 8/11/10 704 8/12/10 705 8/12/10 706 8/12/10 707 8/12/10 708 8/12/10 709 8/12/10 700 8/12/10 700 8/12/10 700 8/12/10 700 8/	699	8/11/10			Petaluma			Closed
702 8/11/10 703 8/11/10 704 8/12/10 705 8/12/10 706 8/12/10 707 8/12/10 708 8/12/10 709 8/	700	8/11/10			San Jose	Customer Denies Access	Under Investigation	Open
703 8/11/10 704 8/12/10 705 8/12/10 706 8/12/10 707 8/12/10 708 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 700 8/12/10 701 8/12/10 702 8/12/10 703 8/12/10 704 8/12/10 705 8/12/10 706 8/12/10 707 8/12/10 708 8/12/10 709 8/		8/11/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Restrict	702	8/11/10			Sausalito	Customer Denies Access	Under Investigation	Open
705 8/12/10 706 8/12/10 707 8/12/10 708 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 700 8/12/10 700 8/12/10 701 8/12/10 702 8/12/10 703 8/12/10 704 8/12/10 705 8/12/10 706 8/12/10 707 8/12/10 708 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 700 8/		8/11/10			Tuolumne	SmartMeter Customer Communication	Under Investigation	Open
7068/12/10FremontHousehold items affected by SM installatio OtherClosed7078/12/10Under InvestigationOpen7088/12/10MagaliaHousehold items affected by SM installatio Partial Power OutageClosed7098/12/10Mill ValleyCustomer Denies AccessUnder InvestigationOpen7108/12/10Mountain ViewHousehold items affected by SM installatio OtherClosed7118/12/10OaklandCustomer Denies AccessUnder InvestigationOpen7128/12/10OaklandCustomer Denies AccessUnder InvestigationOpen7138/12/10OaklandCustomer Denies AccessUnder InvestigationOpen	704	8/12/10			Bakersfield	Customer Denies Access	Under Investigation	
707 8/12/10 708 8/12/10 709 8/12/10 709 8/12/10 709 8/12/10 700 8	705	8/12/10			Chico	SmartMeter Customer Communication	Under Investigation	Open
7078/12/10Los GatosWellington InstallerUnder InvestigationOpen7088/12/10MagaliaHousehold items affected by SM installatio Partial Power OutageClosed7098/12/10Mill ValleyCustomer Denies AccessUnder InvestigationOpen7108/12/10Mountain ViewHousehold items affected by SM installatio OtherClosed7118/12/10DaklandCustomer Denies AccessUnder InvestigationOpen7128/12/10DaklandCustomer Denies AccessUnder InvestigationOpen7138/12/10DaklandCustomer Denies AccessUnder InvestigationOpen		8/12/10			Fremont	Household items affected by SM installation	Other	Closed
7098/12/10Mill ValleyCustomer Denies AccessUnder InvestigationOpen7108/12/10Mountain ViewHousehold items affected by SM installatio OtherClosed7118/12/10DaklandCustomer Denies AccessUnder InvestigationOpen7128/12/10DaklandCustomer Denies AccessUnder InvestigationOpen7138/12/10DaklandCustomer Denies AccessUnder InvestigationOpen	707	8/12/10			_os Gatos	Wellington Installer	Under Investigation	Open
7108/12/10Mountain ViewHousehold items affected by SM installatio OtherClosed7118/12/10DaklandCustomer Denies AccessUnder InvestigationOpen7128/12/10DaklandCustomer Denies AccessUnder InvestigationOpen7138/12/10DaklandCustomer Denies AccessUnder InvestigationOpenOpenOpenOpen		8/12/10			Magalia	Household items affected by SM installation	Partial Power Outage	Closed
7118/12/10DaklandCustomer Denies AccessUnder InvestigationOpen7128/12/10DaklandCustomer Denies AccessUnder InvestigationOpen7138/12/10DaklandCustomer Denies AccessUnder InvestigationOpen		8/12/10			Mill Valley			
7118/12/10DaklandCustomer Denies AccessUnder InvestigationOpen7128/12/10DaklandCustomer Denies AccessUnder InvestigationOpen7138/12/10DaklandCustomer Denies AccessUnder InvestigationOpen		8/12/10			Mountain View	Household items affected by SM installation	Other	Closed
713 8/12/10 Dakland Customer Denies Access Under Investigation Open	711	8/12/10			Oakland			Open
Suntana Suntan	712	8/12/10			Oakland	Customer Denies Access	Under Investigation	Open
714 8/12/10 San Anselmo Customer Denies Access Under Investigation Open	713	8/12/10			Oakland	Customer Denies Access	Under Investigation	Open
	714	8/12/10]		San Anselmo	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
715	8/12/10			San Jose	Customer Denies Access	Under Investigation	Open
716	8/12/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
717	8/12/10			Windsor	Wellington Installer	Under Investigation	Open
718	8/12/10			Woodacre	Customer Denies Access	Under Investigation	Open
719	8/13/10			Chico	Household items affected by SM installation	Damaged Other Household Appliances	Closed
720	8/13/10			Forest Knolls	SmartMeter Customer Communication	Under Investigation	Open
721	8/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
722	8/13/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
723	8/13/10			Oakland	Customer Denies Access	Under Investigation	Open
724	8/13/10			Placerville	Wellington Installer	Under Investigation	Open
725	8/13/10			San Jose	Customer Denies Access	Under Investigation	Open
726	8/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
727	8/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
728	8/13/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
729	8/13/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
730	8/13/10			Tracy	Customer Denies Access	Under Investigation	Open
731	8/14/10			Oakland	Customer Denies Access	Under Investigation	Open
732	8/14/10			San Rafael	Customer Denies Access	Under Investigation	Open
733	8/15/10			San Jose	Household items affected by SM installation	Other	Closed
734	8/16/10			Aptos	Customer Denies Access	Under Investigation	Open
735	8/16/10			Ben Lomond	Power Interruption	Under Investigation	Open
736	8/16/10			Ben Lomond	SmartMeter Customer Communication	Under Investigation	Open
737	8/16/10			Boulder Creek	Household items affected by SM installation		Open
738	8/16/10			Campbell	Household items affected by SM installation	Other	Closed
739	8/16/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
740	8/16/10			Cazadero	SmartMeter Customer Communication	Under Investigation	Open
741	8/16/10			Chico	Wellington Installer	Under Investigation	Open
742	8/16/10			Concord	Household items affected by SM installation	Other	Closed
743	8/16/10			Concord	SmartMeter Customer Communication	Under Investigation	Open
744	8/16/10			El Dorado	Wellington Installer	Under Investigation	Open
745	8/16/10			Fremont	Household items affected by SM installation	Under Investigation	Open
746	8/16/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
747	8/16/10			_os Gatos	Household items affected by SM installation	Other	Closed
748	8/16/10			∟os Gatos	SmartMeter Customer Communication	Customer does not want a SmartMeter	Closed
749	8/16/10			∟os Gatos	Wellington Installer	Under Investigation	Open
750	8/16/10			Mountain View	Household items affected by SM installation		Closed
751	8/16/10			Newark	Household items affected by SM installation		Open
752	8/16/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
753	8/16/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
754	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
755	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
756	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
757	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
758	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
759	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
760	8/16/10			Oakland	Household items affected by SM installation	Under Investigation	Open
761	8/16/10			Oakland	Power Interruption	Under Investigation	Open
762	8/16/10			Oakland	Wellington Installer	Under Investigation	Open
763	8/16/10			Petaluma	Household items affected by SM installation	Under Investigation	Open
764	8/16/10			Placerville	Customer Denies Access	Under Investigation	Open
765	8/16/10			Point Reyes	Customer Denies Access	Under Investigation	Open
766	8/16/10			Pollock Pines	Household items affected by SM installation	Other	Closed
767	8/16/10			San Geronimo	Customer Denies Access	Under Investigation	Open
768	8/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
769	8/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
770	8/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
771	8/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
772	8/16/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Closed
773	8/16/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Closed
774	8/16/10			San Jose	Household items affected by SM installation	Other	Closed
775	8/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
776	8/16/10			San Jose	Wellington Installer	Under Investigation	Open
777	8/16/10			San Leandro	Scheduling Problems	Under Investigation	Open
778	8/16/10			San Rafael	Customer Denies Access	Under Investigation	Open
779	8/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
780	8/16/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
781	8/16/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
782	8/16/10			Windsor	Customer Denies Access	Under Investigation	Open
783	8/16/10			Woodacre	Customer Denies Access	Under Investigation	Open
784	8/16/10			Woodacre	SmartMeter Customer Communication	Under Investigation	Open
785	8/17/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
786	8/17/10			Aromas	Customer Denies Access	Customer does not want a SmartMeter	Closed
787	8/17/10			Bolinas	Customer Denies Access	Under Investigation	Open
788	8/17/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
789	8/17/10			Cloverdale	Wellington Installer	Under Investigation	Open
790	8/17/10			El Sobrante	Household items affected by SM installation	Other	Closed
791	8/17/10			Emeryville	Household items affected by SM installation	Under Investigation	Open
792	8/17/10			elton	Customer Denies Access	Customer Denies Wellington Access	Closed
793	8/17/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Closed
794	8/17/10			Mill Valley	Customer Denies Access	Under Investigation	Open
795	8/17/10			Mill Valley	Customer Denies Access	Under Investigation	Open
796	8/17/10			Mill Valley	Customer Denies Access	Under Investigation	Open
797	8/17/10			Morgan Hill	SmartMeter Customer Communication	Under Investigation	Open
798	8/17/10			Nevada City	Wellington Installer	Under Investigation	Open
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Novato Power Interruption Complete Power Outage	Closed Open Open Open Open Open Open Open Open
801 8/17/10 802 8/17/10 803 8/17/10 804 8/17/10 805 8/17/10 806 8/17/10 807 8/17/10 808 8/17/10 809 8/17/10 809 8/17/10 809 8/17/10 800 Saland Sustant Smartmeter Removed Under Investigation Customer wants Smart	Open Open Open Open Open Open Open Open
802 8/17/10 803 8/17/10 804 8/17/10 805 8/17/10 806 8/17/10 807 8/17/10 808 8/17/10 809 8/17/10 809 8/17/10 809 8/17/10 800 Saland Customer wants Smartmeter Removed Under Investigation Customer wants Smartmeter	Open Open Open Open Open Open Open Open
803 8/17/10 804 8/17/10 805 8/17/10 806 8/17/10 807 8/17/10 808 8/17/10 808 8/17/10 809 8/17/10 809 8/17/10 809 8/17/10 800 Saland Customer Wants Smartmeter Removed Under Investigation Customer Wants Officer Wants Officer Investigation Customer Wants Officer Wants Officer Investigation Customer Wants Officer Wants Officer Investigation Customer Wants Officer Value of Customer Communication Customer Value of Customer Communication Customer Value of Customer Communication Customer Value of Cu	Open Open Open Open Open Open Open Open
804 8/17/10 805 8/17/10 806 8/17/10 807 8/17/10 808 8/17/10 808 8/17/10 809 8/17/10 809 8/17/10 809 8/17/10 800 SmartMeter Customer Communication Under Investigation SmartMeter Customer Communication Under Investigation SmartMeter Customer Communication Under Investigation Under Investigation Under Investigation Under Investigation SmartMeter Customer Communication Under Investigation SmartMeter Customer Communication Under Investigation SmartMeter Customer Communication Under Investigation Under Investigation SmartMeter Customer Communication Under Investigation	Open Open Open Open Open Open Open
805 8/17/10 806 8/17/10 807 8/17/10 808 8/17/10 808 8/17/10 809 8/17/10 809 8/17/10 809 8/17/10 800 SmartMeter Customer Communication Under Investigation SmartMeter Customer Communication Under Investigation Under Investigation Under Investigation Under Investigation SmartMeter Customer Communication Under Investigation	Open Open Open Open Open
806 8/17/10 807 8/17/10 808 8/17/10 808 8/17/10 809 8/17/10 809 8/17/10 809 8/17/10 809 8/17/10 809 8/17/10 809 8/17/10 809 8/17/10 809 8/17/10 809 8/17/10 809 8/17/10 809 8/17/10	Open Open Open
807 8/17/10 808 8/17/10 809 8/17/10 San Bruno San Statistics Sustainer S	Open Open
808 8/17/10 809 8/17/10 San Bruno Wellington Installer Under Investigation San Bruno Household items affected by SM installatio Under Investigation	Open
809 8/17/10 San Bruno Household items affected by SM installatio Under Investigation	•
	Open
810 8/17/10 San Jose Customer Denies Access Customer does not want a	
Dan 5036 Oustoffer Defiles 7,00035 Oustoffer added not want a	SmartMeter Closed
811 8/17/10 San Jose Customer Denies Access Unhappy with SM program	n Closed
812 8/17/10 San Jose Customer wants Smartmeter Removed Unhappy with SM program	
813 8/17/10 San Jose Household items affected by SM installatio Damaged Other Household	d Appliances Closed
814 8/17/10 San Jose Household items affected by SM installatio Other	Closed
815 8/17/10 San Jose Household items affected by SM installatio Other	Closed
816 8/17/10 San Jose Household items affected by SM installatio Under Investigation	Open
817 8/17/10 San Jose Household items affected by SM installatio Under Investigation	Open
818 8/17/10 San Jose Household items affected by SM installatio Under Investigation	Open
819 8/17/10 San Jose Meter/Module Equipment Meter / module equipment	
820 8/17/10 San Jose SmartMeter Customer Communication Under Investigation	Open
821 8/17/10 San Jose Wellington Installer Under Investigation	Open
822 8/17/10 San Leandro Customer Denies Access Under Investigation	Open
823 8/17/10 San Rafael Customer wants Smartmeter Removed Under Investigation	Open
824 8/17/10 San Ramon Household items affected by SM installatio Other	Closed
825 8/17/10 Santa Cruz Customer Denies Access Under Investigation	Open
826 8/17/10 Saratoga Household items affected by SM installatio Damaged Other Household	
827 8/17/10 Sonoma Wellington Installer Under Investigation	Open
828 8/17/10 Customer wants Smartmeter Removed Under Investigation	Open
829 8/17/10 Windsor SmartMeter Customer Communication Under Investigation	Open
830 8/18/10 Ben Lomond Customer Denies Access Under Investigation	Open
831 8/18/10 Ben Lomond Meter/Module Equipment Under Investigation	Open
832 8/18/10 Boulder Creek Customer Denies Access Under Investigation	Open
833 8/18/10 Boulder Creek Customer wants Smartmeter Removed Under Investigation	Open
834 8/18/10 Boulder Creek Power Interruption Under Investigation	Open
835 8/18/10 Cupertino Household items affected by SM installatio Under Investigation	Open
836 8/18/10 Fremont Power Interruption Under Investigation	Open
837 8/18/10 Los Gatos Customer Denies Access Customer does not want a	
838 8/18/10 Los Gatos Customer Denies Access Under Investigation	Open
839 8/18/10 Los Gatos Household items affected by SM installatio Damaged Other Household	
840 8/18/10 Customer Denies Access Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
841	8/18/10			Dakland	Customer Denies Access	Under Investigation	Open
842	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
843	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
844	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
845	8/18/10			Oakland	Wellington Installer	Under Investigation	Open
846	8/18/10			Oakland	Wellington Installer	Under Investigation	Open
847	8/18/10			Rohnert Park	Wellington Installer	Under Investigation	Open
848	8/18/10			San Jose	Customer Denies Access	Under Investigation	Open
849	8/18/10			San Jose	Customer Denies Access	Under Investigation	Open
850	8/18/10			San Jose	Household items affected by SM installation	Internet/Cable Connection Problem	Closed
851	8/18/10			San Jose	Household items affected by SM installation		Closed
852	8/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
853	8/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
854	8/18/10			San Rafael	Customer Denies Access	Under Investigation	Open
855	8/18/10			San Rafael	Customer Denies Access	Under Investigation	Open
856	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
857	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
858	8/18/10			Sonoma	Customer Denies Access	Under Investigation	Open
859	8/18/10			Sonoma	Wellington Installer	Under Investigation	Open
860	8/18/10			Voodacre	Customer Denies Access	Under Investigation	Open
861	8/19/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
862	8/19/10			Aptos	Customer Denies Access	Under Investigation	Open
863	8/19/10			Aptos	Customer Denies Access	Under Investigation	Open
864	8/19/10			Belvedere	Customer Denies Access	Under Investigation	Open
865	8/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
866	8/19/10			Boulder Creek	Household items affected by SM installation	Under Investigation	Open
867	8/19/10			Castro Valley	Household items affected by SM installation	Other	Closed
868	8/19/10			Cupertino	Customer Denies Access	Under Investigation	Open
869	8/19/10			_os Gatos	Customer Denies Access	Under Investigation	Open
870	8/19/10			Mill Valley	Customer Denies Access	Under Investigation	Open
871	8/19/10			Novato	Customer Denies Access	Under Investigation	Open
872	8/19/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
873	8/19/10			Oakland	Customer Denies Access	Under Investigation	Open
874	8/19/10			Oakland	Customer Denies Access	Under Investigation	Open
875	8/19/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
876	8/19/10			Penngrove	Wellington Installer	Under Investigation	Open
877	8/19/10			Petaluma	Customer Denies Access	Under Investigation	Open
878	8/19/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
879	8/19/10			Redwood City	Household items affected by SM installation	Other	Closed
880	8/19/10			Richmond	Customer Denies Access	Under Investigation	Open
881	8/19/10			San Geronimo	Customer Denies Access	Under Investigation	Open
882	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
883	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
884	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
885	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
886	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
887	8/19/10			San Jose	Household items affected by SM installation	Damaged Refrigerator	Closed
888	8/19/10			San Jose	Household items affected by SM installation	Other	Closed
889	8/19/10			San Jose	Household items affected by SM installation	Under Investigation	Open
890	8/19/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
891	8/19/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
892	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
893	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
894	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
895	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
896	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
897	8/19/10			San Leandro	Household items affected by SM installation	Meter/Module clearance issues	Closed
898	8/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
899	8/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
900	8/19/10			Sonoma	Wellington Installer	Under Investigation	Open
901	8/20/10			Aptos	Customer Denies Access	Under Investigation	Open
902	8/20/10			Aptos	Customer Denies Access	Under Investigation	Open
903	8/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
904	8/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
905	8/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
906	8/20/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
907	8/20/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
908	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
909	8/20/10			_ivermore	Customer Denies Access	Under Investigation	Open
910	8/20/10			_os Gatos	Customer Denies Access	Under Investigation	Open
911	8/20/10			_os Gatos	Customer Denies Access	Under Investigation	Open
912	8/20/10			_os Gatos	Household items affected by SM installation	Other	Closed
913	8/20/10			Mill Valley	Customer Denies Access	Under Investigation	Open
914	8/20/10			Novato	Customer Denies Access	Under Investigation	Open
915	8/20/10			Novato	Customer Denies Access	Under Investigation	Open
916	8/20/10			Novato	Customer Denies Access	Under Investigation	Open
917	8/20/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
918	8/20/10			Oakland	Customer Denies Access	Under Investigation	Open
919	8/20/10			Oakland	Customer Denies Access	Under Investigation	Open
920	8/20/10			San Francisco	Customer Denies Access	Under Investigation	Open
921	8/20/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
922	8/20/10			San Jose	Household items affected by SM installation	Under Investigation	Open
923	8/20/10			San Jose	Household items affected by SM installation	Under Investigation	Open
924	8/20/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
925	8/20/10			Sonoma	Customer Denies Access	Under Investigation	Open
926	8/20/10			Tiburon	Customer Denies Access	Other	Closed
927	8/21/10			Boulder Creek	Household items affected by SM installatio	Other	Closed
928	8/21/10			_os Altos Hills	Household items affected by SM installatio	Under Investigation	Open
929	8/21/10			Mill Valley	Customer Denies Access	Under Investigation	Open
930	8/21/10			Oakland	Customer Denies Access	Under Investigation	Open
931	8/21/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
932	8/21/10			Oakland	Wellington Installer	Under Investigation	Open
933	8/22/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
934	8/22/10			Ben Lomond	Household items affected by SM installatio	Under Investigation	Open
935	8/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
936	8/22/10			Novato	Customer Denies Access	Under Investigation	Open
937	8/22/10			Novato	Customer Denies Access	Under Investigation	Open
938	8/22/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
939	8/22/10			San Jose	Household items affected by SM installatio	Other	Closed
940	8/22/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
941	8/22/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
942	8/22/10			Saratoga	Household items affected by SM installatio	Under Investigation	Open
943	8/23/10			Aptos	Customer Denies Access	Under Investigation	Open
944	8/23/10			Grass Valley	Household items affected by SM installatio	Under Investigation	Open
945	8/23/10			_os Altos	Household items affected by SM installatio	Under Investigation	Open
946	8/23/10			_os Gatos	Customer Denies Access	Under Investigation	Open
947	8/23/10			Mill Valley	Customer Denies Access	Under Investigation	Open
948	8/23/10			Nevada City	Customer Denies Access	Under Investigation	Open
949	8/23/10			Novato	Customer Denies Access	Under Investigation	Open
950	8/23/10			Novato	Customer Denies Access	Under Investigation	Open
951	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
952	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
953	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
954	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
955	8/23/10			Oakland	Wellington Installer	Under Investigation	Open
956	8/23/10			Pleasant Hill	SmartMeter Customer Communication	Under Investigation	Open
957	8/23/10			Richmond	Customer Denies Access	Under Investigation	Open
958	8/23/10			Richmond	Customer Denies Access	Under Investigation	Open
959	8/23/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
960	8/23/10			San Anselmo	Wellington Installer	Under Investigation	Open
961	8/23/10			San Jose	Customer Denies Access	Under Investigation	Open
962	8/23/10			San Jose	Customer Denies Access	Under Investigation	Open
963	8/23/10			San Jose	Customer Denies Access	Under Investigation	Open
964	8/23/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
965	8/23/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
966	8/23/10			Sanger	CPUC- Escalated Complaint	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
967	8/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
968	8/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
969	8/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
970	8/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
971	8/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
972	8/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
973	8/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
974	8/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
975	8/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
976	8/23/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
977	8/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
978	8/23/10			Suisun	Customer Denies Access	Customer does not want a SmartMeter	Closed
979	8/23/10			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
980	8/23/10			Windsor	Customer Denies Access	Under Investigation	Open
981	8/23/10			Yuba City	Customer wants Smartmeter Removed	No reason provided	Closed
982	8/24/10			Aptos	Customer Denies Access	Under Investigation	Open
983	8/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
984	8/24/10			Capay	Meter/Module	Under Investigation	Open
985	8/24/10			_os Gatos	Household items affected by SM installation	Under Investigation	Open
986	8/24/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
987	8/24/10			Morgan Hill	Household items affected by SM installation	Under Investigation	Open
988	8/24/10			Nevada City	Customer Denies Access	Under Investigation	Open
989	8/24/10			Novato	Customer Denies Access	Under Investigation	Open
990	8/24/10			Oakland	Customer Denies Access	Under Investigation	Open
991	8/24/10			Oakland	Household items affected by SM installation	Meter/Module clearance issues	Closed
992	8/24/10			Oakland	Wellington Installer	Under Investigation	Open
993	8/24/10			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
994	8/24/10			San Jose	Customer Denies Access	Under Investigation	Open
995	8/24/10			San Jose	Customer Denies Access	Under Investigation	Open
996	8/24/10			San Jose	Household items affected by SM installation	Under Investigation	Open
997	8/24/10			San Jose	Meter/Module Equipment	Under Investigation	Open
998	8/24/10			San Rafael	Customer Denies Access	Under Investigation	Open
999	8/24/10			Santa Cruz	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Closed
1000	8/24/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1001	8/24/10			Soquel	Household items affected by SM installation	Under Investigation	Open
1002	8/24/10			Tiburon	Customer Denies Access	Under Investigation	Open
1003	8/24/10			Windsor	SmartMeter Customer Communication	Under Investigation	Open
1004	8/24/10			Woodside	Customer Denies Access	Under Investigation	Open
1005	8/25/10			Campbell	Customer Denies Access	Under Investigation	Open
1006	8/25/10			Fairfield	Customer Denies Access	Under Investigation	Open
1007	8/25/10			Felton	Household items affected by SM installation	Under Investigation	Open
1008	8/25/10			Freedom	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1009	8/25/10			Healdsburg	Customer Denies Access	Under Investigation	Open
1010	8/25/10			Kentfield	Customer Denies Access	Under Investigation	Open
1011	8/25/10			_os Gatos	Customer Denies Access	Under Investigation	Open
1012	8/25/10			_os Gatos	Household items affected by SM installatio	Under Investigation	Open
1013	8/25/10			_os Gatos	SmartMeter Customer Communication	Under Investigation	Open
1014	8/25/10			Milpitas	Wellington Installer	Under Investigation	Open
1015	8/25/10			Novato	Wellington Installer	Under Investigation	Open
1016	8/25/10			Oakland	Customer Denies Access	Under Investigation	Open
1017	8/25/10			Oakland	Household items affected by SM installatio	Customer does not want a SmartMeter	Closed
1018	8/25/10			Oakland	Wellington Installer	Under Investigation	Open
1019	8/25/10			Oroville	SmartMeter Customer Communication	Under Investigation	Open
1020	8/25/10			Philo	Customer Denies Access	Under Investigation	Open
1021	8/25/10			Placerville	SmartMeter Customer Communication	Under Investigation	Open
1022	8/25/10			San Jose	Customer Denies Access	Under Investigation	Open
1023	8/25/10			San Jose	Customer Denies Access	Under Investigation	Open
1024	8/25/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1025	8/25/10			San Jose	Household items affected by SM installatio	Other	Closed
1026	8/25/10			San Jose	Household items affected by SM installatio		Open
1027	8/25/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1028	8/25/10			San Jose	Wellington Installer	Under Investigation	Open
1029	8/25/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
1030	8/25/10			Santa Cruz	Household items affected by SM installatio	Other	Closed
1031	8/25/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1032	8/25/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1033	8/25/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1034	8/25/10			Watsonville	Customer Denies Access	Under Investigation	Open
1035	8/25/10			Windsor	Wellington Installer	Under Investigation	Open
1036	8/26/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1037	8/26/10			Boulder Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1038	8/26/10			Fairfax	SmartMeter Customer Communication	Under Investigation	Open
1039	8/26/10			Felton	Customer Denies Access	Under Investigation	Open
1040	8/26/10			elton	Customer Denies Access	Under Investigation	Open
1041	8/26/10			Felton	Customer Denies Access	Under Investigation	Open
1042	8/26/10			Felton	Customer wants Smartmeter Removed	Under Investigation	Open
1043	8/26/10			Forest Knolls	Customer Denies Access	Under Investigation	Open
1044	8/26/10			_os Altos	SmartMeter Customer Communication	Under Investigation	Open
1045	8/26/10			Nevada City	SmartMeter Customer Communication	Under Investigation	Open
1046	8/26/10			Nevada City	Wellington Installer	Under Investigation	Open
1047	8/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1048	8/26/10			Oakland	Customer Denies Access	Under Investigation	Open
1049	8/26/10			Piedmont	Customer Denies Access	Under Investigation	Open
1050	8/26/10			Piedmont	Household items affected by SM installatio		Closed
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1051	8/26/10			Richmond	Customer Denies Access	Under Investigation	Open
1052	8/26/10			San Geronimo	Customer Denies Access	Under Investigation	Open
1053	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1054	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1055	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
1056	8/26/10			San Jose	Household items affected by SM installation	o Damaged Other Household Appliances	Closed
1057	8/26/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Closed
1058	8/26/10			San Jose	Household items affected by SM installation		Closed
1059	8/26/10			San Jose	Household items affected by SM installation	o Under Investigation	Open
1060	8/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1061	8/26/10			San Jose	Wellington Installer	Under Investigation	Open
1062	8/26/10			San Rafael	Customer Denies Access	Under Investigation	Open
1063	8/26/10			San Ramon	Household items affected by SM installation		Closed
1064	8/26/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1065	8/26/10			Wheatland	Customer wants Smartmeter Removed	Under Investigation	Open
1066	8/27/10			Campbell	Customer Denies Access	Under Investigation	Open
1067	8/27/10			Capitola	Customer Denies Access	Under Investigation	Open
1068	8/27/10			Chico	Customer Denies Access	Under Investigation	Open
1069	8/27/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1070	8/27/10			_os Altos	Household items affected by SM installation	o Under Investigation	Open
1071	8/27/10			Newark	Customer Denies Access	Under Investigation	Open
1072	8/27/10			Novato	Customer Denies Access	Under Investigation	Open
1073	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1074	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1075	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1076	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1077	8/27/10			Oakland	Household items affected by SM installation	oUnder Investigation	Open
1078	8/27/10			Oakland	Power Interruption	Under Investigation	Open
1079	8/27/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1080	8/27/10			San Jose	Household items affected by SM installation	o Other	Closed
1081	8/27/10			San Jose	Household items affected by SM installation	oUnder Investigation	Open
1082	8/27/10			San Jose	Wellington Installer	Under Investigation	Open
1083	8/27/10			Saratoga	Household items affected by SM installation		Closed
1084	8/27/10			Saratoga	Household items affected by SM installation		Closed
1085	8/27/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
1086	8/27/10			Sunnyvale	Household items affected by SM installation	oUnder Investigation	Open
1087	8/28/10			Burlingame	Inquiry Regarding Appliances Affected	Under Investigation	Open
1088	8/28/10			Burlingame	Wellington Installer	Under Investigation	Open
1089	8/28/10			Campbell	Customer Denies Access	Under Investigation	Open
1090	8/28/10			Kentfield	Customer Denies Access	Under Investigation	Open
1091	8/28/10			Kentfield	SmartMeter Customer Communication	Under Investigation	Open
1092	8/28/10	J l		Novato	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1093	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1094	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1095	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1096	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1097	8/28/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1098	8/28/10			San Rafael	Customer Denies Access	Under Investigation	Open
1099	8/28/10			San Rafael	Customer Denies Access	Under Investigation	Open
1100	8/29/10			Milpitas	Inquiry Regarding Appliances Affected	Other	Closed
1101	8/29/10			San Rafael	Customer Denies Access	Under Investigation	Open
1102	8/29/10			San Rafael	Customer Denies Access	Under Investigation	Open
1103	8/29/10			San Rafael	Meter / Module Equipment (Mfg.)	Meter / module equipment	Closed
1104	8/29/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1105	8/29/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1106	8/30/10			Alameda	Wellington Installer	Under Investigation	Open
1107	8/30/10			Aptos	Customer Denies Access	Under Investigation	Open
1108	8/30/10			Aptos	Customer Denies Access	Under Investigation	Open
1109	8/30/10			Aptos	Customer Denies Access	Under Investigation	Open
1110	8/30/10			Bangor	Customer Denies Access	Under Investigation	Open
1111	8/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
1112	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
1113	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
1114	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
1115	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
1116	8/30/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1117	8/30/10			Fairfax	Customer Denies Access	Under Investigation	Open
1118	8/30/10			Felton	Inquiry Regarding Appliances Affected	Under Investigation	Open
1119	8/30/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
1120	8/30/10			_arkspur	Customer Denies Access	Under Investigation	Open
1121	8/30/10			_os Gatos	Inquiry Regarding Appliances Affected	Damaged Computer	Closed
1122	8/30/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1123	8/30/10			Nevada City	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1124	8/30/10			Novato	Customer Denies Access	Under Investigation	Open
1125	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1126	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1127	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1128	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
1129	8/30/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1130	8/30/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
1131	8/30/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1132	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1133	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1134	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open

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1135 8/30/10 1136 8/30/10 1137 8/30/10 1138 8/30/10 1139 8/30/10 1140 8/30/10 1141 8/30/10 1142 8/30/10 1143 8/30/10 1144 8/30/10 1144 8/30/10 1145 8/30/10 1146 8/30/10 1147 8/30/10 1148 8/30/10 1149 8/30/10 1150 8/30/10	San Jose San Rafael Santa Cruz Santa Cruz Santa Cruz Saratoga Saratoga Smartville Sunnyvale Vallejo	Customer Denies Access Customer Denies Access Customer Denies Access Customer Wants Smartmeter Removed Inquiry Regarding Appliances Affected Inquiry Regarding Appliances Affected Wellington Installer SmartMeter Customer Communication Customer Denies Access Wellington Installer	Under Investigation Under Investigation Under Investigation Under Investigation Damaged Television Under Investigation Under Investigation Customer does not want a SmartMeter Under Investigation	Open Open Open Open Closed Open Closed Open Open Open Open Open Open Open Open
1137 8/30/10 1138 8/30/10 1139 8/30/10 1140 8/30/10 1141 8/30/10 1142 8/30/10 1143 8/30/10 1144 8/30/10 1144 8/30/10 1145 8/30/10 1146 8/30/10 1147 8/30/10 1148 8/30/10 1149 8/30/10	San Jose San Jose San Jose San Jose San Jose San Rafael Santa Cruz Santa Cruz Santa Cruz Saratoga Saratoga Smartville Sunnyvale	Customer Denies Access Customer wants Smartmeter Removed Inquiry Regarding Appliances Affected Inquiry Regarding Appliances Affected Wellington Installer SmartMeter Customer Communication Customer Denies Access Wellington Installer	Under Investigation Under Investigation Damaged Television Under Investigation Under Investigation Customer does not want a SmartMeter Under Investigation	Open Open Closed Open Closed Open Closed Open Open Open Open Open Open Open
1138 8/30/10 1139 8/30/10 1140 8/30/10 1141 8/30/10 1142 8/30/10 1143 8/30/10 1144 8/30/10 1145 8/30/10 1146 8/30/10 1147 8/30/10 1148 8/30/10 1148 8/30/10	San Jose San Jose San Jose San Jose San Rafael Santa Cruz Santa Cruz Santa Cruz Saratoga Saratoga Smartville Sunnyvale	Customer wants Smartmeter Removed Inquiry Regarding Appliances Affected Inquiry Regarding Appliances Affected Wellington Installer SmartMeter Customer Communication Customer Denies Access Wellington Installer	Under Investigation Damaged Television Under Investigation Under Investigation Customer does not want a SmartMeter Under Investigation	Open Closed Open Closed Open Closed Open Open Open Open Open Open Open
1139 8/30/10 1140 8/30/10 1141 8/30/10 1142 8/30/10 1143 8/30/10 1144 8/30/10 1145 8/30/10 1146 8/30/10 1147 8/30/10 1148 8/30/10 1149 8/30/10	San Jose San Jose San Jose San Rafael Santa Cruz Santa Cruz Santa Cruz Saratoga Saratoga Smartville Sunnyvale	Inquiry Regarding Appliances Affected Inquiry Regarding Appliances Affected Wellington Installer SmartMeter Customer Communication Customer Denies Access Wellington Installer	Damaged Television Under Investigation Under Investigation Customer does not want a SmartMeter Under Investigation	Open Open Open Open Open Open Open Open
1140 8/30/10 1141 8/30/10 1142 8/30/10 1143 8/30/10 1144 8/30/10 1145 8/30/10 1146 8/30/10 1147 8/30/10 1148 8/30/10 1149 8/30/10	San Jose San Jose San Rafael Santa Cruz Santa Cruz Santa Cruz Saratoga Saratoga Smartville Sunnyvale	Inquiry Regarding Appliances Affected Wellington Installer SmartMeter Customer Communication Customer Denies Access Wellington Installer	Under Investigation Under Investigation Customer does not want a SmartMeter Under Investigation Under Investigation Under Investigation Under Investigation Under Investigation Under Investigation	Open Open Closed Open Open Open Open Open Open Open
1141 8/30/10 1142 8/30/10 1143 8/30/10 1144 8/30/10 1145 8/30/10 1146 8/30/10 1147 8/30/10 1148 8/30/10 1149 8/30/10	San Jose San Rafael Santa Cruz Santa Cruz Santa Cruz Saratoga Saratoga Smartville Sunnyvale	Wellington Installer SmartMeter Customer Communication Customer Denies Access Wellington Installer	Under Investigation Customer does not want a SmartMeter Under Investigation Under Investigation Under Investigation Under Investigation Under Investigation Under Investigation	Open Closed Open Open Open Open Open
1142 8/30/10 1143 8/30/10 1144 8/30/10 1145 8/30/10 1146 8/30/10 1147 8/30/10 1148 8/30/10 1149 8/30/10	San Rafael Santa Cruz Santa Cruz Santa Cruz Saratoga Saratoga Smartville Sunnyvale	SmartMeter Customer Communication Customer Denies Access Wellington Installer	Customer does not want a SmartMeter Under Investigation Under Investigation Under Investigation Under Investigation Under Investigation Under Investigation	Open Open Open Open Open Open
1143 8/30/10 1144 8/30/10 1145 8/30/10 1146 8/30/10 1147 8/30/10 1148 8/30/10 1149 8/30/10	Santa Cruz Santa Cruz Santa Cruz Saratoga Saratoga Smartville Sunnyvale	Customer Denies Access Wellington Installer	Under Investigation Under Investigation Under Investigation Under Investigation Under Investigation	Open Open Open Open Open Open
1144 8/30/10 1145 8/30/10 1146 8/30/10 1147 8/30/10 1148 8/30/10 1149 8/30/10	Santa Cruz Santa Cruz Saratoga Saratoga Smartville Sunnyvale	Customer Denies Access Customer Denies Access Customer Denies Access Customer Denies Access Wellington Installer	Under Investigation Under Investigation Under Investigation Under Investigation	Open Open Open Open
1145 8/30/10 1146 8/30/10 1147 8/30/10 1148 8/30/10 1149 8/30/10	Santa Cruz Saratoga Saratoga Smartville Sunnyvale	Customer Denies Access Customer Denies Access Customer Denies Access Wellington Installer	Under Investigation Under Investigation Under Investigation	Open Open Open
1146 8/30/10 1147 8/30/10 1148 8/30/10 1149 8/30/10	Saratoga Saratoga Smartville Sunnyvale	Customer Denies Access Customer Denies Access Wellington Installer	Under Investigation Under Investigation	Open Open
1147 8/30/10 1148 8/30/10 1149 8/30/10	Saratoga Smartville Sunnyvale	Customer Denies Access Wellington Installer	Under Investigation	Open
1148 8/30/10 1149 8/30/10	Smartville Sunnyvale	Wellington Installer		· ·
1149 8/30/10	Sunnyvale		Under Investigation	_
6/00/10		Industry Degending Assettance Affactant		Open
1150 8/30/10	√allejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
		Customer Denies Access	Under Investigation	Open
1151 8/31/10	Aptos	Customer Denies Access	Under Investigation	Open
1152 8/31/10	Aptos	Customer Denies Access	Under Investigation	Open
1153 8/31/10	Aptos	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1154 8/31/10	Benicia	Customer Denies Access	Under Investigation	Open
1155 8/31/10	Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1156 8/31/10	Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1157 8/31/10	Capitola	Customer wants Smartmeter Removed	Under Investigation	Open
1158 8/31/10	Chico	Customer Denies Access	Under Investigation	Open
1159 8/31/10	Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Closed
1160 8/31/10	Daly City	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
1161 8/31/10	Grass Valley	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
1162 8/31/10	_os Altos	Customer Denies Access	Under Investigation	Open
1163 8/31/10	_os Gatos	Customer Denies Access	Under Investigation	Open
1164 8/31/10	_os Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1165 8/31/10	Menlo Park	Power Interruption	Under Investigation	Open
1166 8/31/10	Mill Valley	Customer Denies Access	Under Investigation	Open
1167 8/31/10	Mill Valley	Wellington Installer	Under Investigation	Open
1168 8/31/10	Novato	Customer Denies Access	Under Investigation	Open
1169 8/31/10	Novato	Customer Denies Access	Under Investigation	Open
1170 8/31/10	Novato	Customer Denies Access	Under Investigation	Open
1171 8/31/10	Oakland	Customer Denies Access	Under Investigation	Open
1172 8/31/10	Oakland	Customer Denies Access	Under Investigation	Open
1173 8/31/10	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1174 8/31/10	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1175 8/31/10	Paradise	Wellington Installer	Other	Closed
1176 8/31/10	Piedmont	Customer wants Smartmeter Removed	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1177	8/31/10			Piedmont	Power Interruption	Under Investigation	Open
1178	8/31/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1179	8/31/10	1		San Francisco	SmartMeter Customer Communication	Q on SM communication materials	Closed
1180	8/31/10	1		San Jose	Customer Denies Access	Under Investigation	Open
1181	8/31/10	1		San Jose	Customer Denies Access	Under Investigation	Open
1182	8/31/10	1		San Jose	Customer Denies Access	Under Investigation	Open
1183	8/31/10	1		San Jose	Customer Denies Access	Under Investigation	Open
1184	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
1185	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
1186	8/31/10			San Jose	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
1187	8/31/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1188	8/31/10			San Jose	Wellington Installer	Under Investigation	Open
1189	8/31/10			San Rafael	Customer Denies Access	Under Investigation	Open
1190	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1191	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1192	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1193	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1194	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1195	8/31/10			Saratoga	Customer Denies Access	Under Investigation	Open
1196	8/31/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
1197	8/31/10			Soquel	Customer Denies Access	Under Investigation	Open
1198	8/31/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
1199	8/31/10			Windsor	Customer wants Smartmeter Removed	Under Investigation	Open
1200	9/1/10			Alviso	Customer Denies Access	Under Investigation	Open
1201	9/1/10			Aptos	Customer Denies Access	Under Investigation	Open
1202	9/1/10			Aptos	Customer Denies Access	Under Investigation	Open
1203	9/1/10			Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
1204	9/1/10			Campbell	Customer Denies Access	Under Investigation	Open
1205	9/1/10			Campbell	Power Interruption	Under Investigation	Open
1206	9/1/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
1207	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
1208	9/1/10			Cool	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1209	9/1/10			El Cerrito	Customer Denies Access	Under Investigation	Open
1210	9/1/10			Fulton	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1211	9/1/10			_os Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1212	9/1/10			_os Gatos	SmartMeter Customer Communication	Under Investigation	Open
1213	9/1/10			_os Gatos	Wellington Installer	Under Investigation	Open
1214	9/1/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
1215	9/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1216	9/1/10			Oakland	Customer Denies Access	Under Investigation	Open
1217	9/1/10]		Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1218	9/1/10]		Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
		•	-	-		<u> </u>	

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Sough & Ready Regarding Appliances Affected Under Investigation	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
	1219	9/1/10			Rough & Ready	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose Inquiry Regarding Appliances Affected Damaged Other Household Appliances 1223 91/110 San Jose Inquiry Regarding Appliances Affected Under Investigation 1224 91/110 San Jose Inquiry Regarding Appliances Affected Under Investigation 1226 91/110 San Jose Inquiry Regarding Appliances Affected Under Investigation 1226 91/110 San Jose Inquiry Regarding Appliances Affected Under Investigation 1227 91/110 San Jose Inquiry Regarding Appliances Affected Under Investigation 1228 91/110 San Jose San Wellington Installer Under Investigation 1229 91/110 San Jose San Wellington Installer Under Investigation 1230 91/110 San San Rafael Customer Denies Access Under Investigation 1231 91/110 San Rafael San San Rafael San San Rafael Under Investigation 1232 91/110 San Rafael Customer Denies Access Under Investigation 1233 91/110 Santa Cruz Customer Denies Access Under Investigation 1233 91/110 Santa Cruz Customer Denies Access Under Investigation 1234 91/110 Santa Cruz Customer Denies Access Under Investigation 1234 91/110 Santa Cruz Customer Denies Access Under Investigation 1236 91/110 Santa Cruz Customer Denies Access Under Investigation 1236 91/110 Santa Cruz Customer Denies Access Under Investigation 1236 91/110 Santa Cruz Customer Denies Access Under Investigation 1236 91/110 Santa Cruz Customer Denies Access Under Investigation 1237 91/110 Santa Cruz Santal Part Under Investigation 1238 91/110 Santa Cruz Customer Denies Access Under Investigation 1249 91/110 Santa Cruz Customer Denies Access Under Investigation 1249 91/110 Santa Cruz Customer Denies Access Under Investigation 1244 91/110 Santa Cruz Customer Denies Access Under Investigation 1244 91/110 Customer Denies Access Under Investigation 1244 91/110 Customer Denies Access Under Investigation 1244 91/110	1220	9/1/10			San Jose	Customer Denies Access	Under Investigation	Open
San Jose Inquiry Regarding Appliances Affected Under Investigation	1221	9/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose Inquiry Regarding Appliances Affected Under Investigation	1222	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
San Jose Inquiry Regarding Appliances Affected Under Investigation	1223	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose Inquiry Regarding Appliances Affected Under Investigation	1224	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
	1225	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose SmartMeter Customer Communication Under Investigation		9/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1229 971/10 San Jose Wellington Installer Under Investigation		9/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Rafael Customer Denies Access Under Investigation		9/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
San Rafael SmartMeter Customer Communication Under Investigation		9/1/10			San Jose	Wellington Installer	Under Investigation	Open
Santa Cruz Customer Denies Access Under Investigation		9/1/10			San Rafael	Customer Denies Access	Under Investigation	Open
Santa Cruz Customer Denies Access Under Investigation		9/1/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
Saratoga Inquiry Regarding Appliances Affected Under Investigation		9/1/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
Saratoga Wellington Installer Under Investigation		9/1/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
Smartville Wellington Installer Under Investigation		9/1/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
1237 9/1/10 Suisum Inquiry Regarding Appliances Affected Under Investigation 1239 9/2/10 3erkeley SmartMeter Customer Communication Under Investigation Under Investigation 1240 9/2/10 3euker Creek Customer Denies Access Under Investigation 1241 9/2/10 1242 9/2/10 1243 9/2/10 1244 9/2/10 1245 9/2/10 1245 9/2/10 1246 9/2/10 1246 9/2/10 1247 1248 9/2/10 1248 9/2/10 1249 12		9/1/10			Saratoga	Wellington Installer	Under Investigation	Open
1238 9/1/10 1239 9/2/10 1240 1241 1241 1241 1242 1242 1243 1244 124		9/1/10			Smartville	Wellington Installer	Under Investigation	Open
1239 9/2/10 Berkeley SmartMeter Customer Communication Under Investigation		9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
1240 9/2/10 Boulder Creek Customer Denies Access Under Investigation Campbell Customer Denies Access Under Investigation Clovis Inquiry Regarding Appliances Affected Under Investigation Clovis Inquiry Regarding Appliances Affected Under Investigation Clovis Inquiry Regarding Appliances Affected Under Investigation Clovis Customer Denies Access Under Investigation Clovis Customer Denies Access Under Investigation Customer Denies Access Under Investigation Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Under Investigation Customer Denies Access Customer		9/1/10			√allejo	SmartMeter Customer Communication	Under Investigation	Open
1241 9/2/10 Cameron Park Inquiry Regarding Appliances Affected Under Investigation Campbell Customer Denies Access Under Investigation Clovis Inquiry Regarding Appliances Affected Under Investigation Clovis Customer Denies Access Under Investigation Customer Denies Access Under Investigation Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Under Investigation Under Investigation Customer Denies Access Under Investigation Under		9/2/10			Berkeley	SmartMeter Customer Communication	Under Investigation	Open
1242 9/2/10 Campbell Customer Denies Access Under Investigation 1243 9/2/10 Campbell Customer Denies Access Under Investigation 1244 9/2/10 Campbell Customer Denies Access Under Investigation 1245 9/2/10 Campbell Customer Denies Access Under Investigation 1246 9/2/10 Customer Denies Access Under Investigation 1247 9/2/10 Customer Denies Access Under Investigation 1248 9/2/10 Customer Denies Access Under Investigation 1249 9/2/10 Customer Denies Access Under Investigation 1249 9/2/10 Customer Denies Access Customer does not want a SmartMeter 1249 9/2/10 Customer Denies Access Customer does not want a SmartMeter 1250 9/2/10 Customer Denies Access Customer does not want a SmartMeter 1251 9/2/10 Customer Denies Access Under Investigation 1252 9/2/10 Customer Denies Access Under Investigation 1253 9/2/10 Customer Denies Access Under Investigation 1254 9/2/10 Customer Denies Access Under Investigation 1255 9/2/10 Customer Denies Access Under Investigation 1255 9/2/10 Customer Denies Access Under Investigation 1256 9/2/10 Customer Denies Access Under Investigation 1256 9/2/10 Customer Denies Access Under Investigation 1256 9/2/10 Customer Denies Access Under Investigation 1257 9/2/10 Customer Denies Access Under Investigation 1258 9/2/10 Customer Denies Access Customer Denies Acces	1240	9/2/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1243 9/2/10 1244 9/2/10 1245 9/2/10 1246 9/2/10 1246 9/2/10 1247 9/2/10 1248 9/2/10 1249 9/2/10 1249 9/2/10 1240 9/2/10 1240 9/2/10 1241 9/2/10 1242 9/2/10 1243 9/2/10 1244 9/2/10 1245 9/2/10 1246 9/2/10 1247 9/2/10 1248 9/2/10 1248 9/2/10 1248 9/2/10 1249 9/2/10 1249 9/2/10 1250 9/2/10 1250 9/2/10 1251 9/2/10 1252 9/2/10 1253 9/2/10 1255 9/2/10 1255 9/2/10 1256 9/2/10 1257 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1259 9/2/10 1259 9/2/10 1250 9/2/10 1250 9/2/10 1251 9/2/10 1252 9/2/10 1253 9/2/10 1254 9/2/10 1255 9/2/10 1255 9/2/10 1256 9/2/10 1257 9/2/10 1258 9/2/10 1258 9/2/10 1259 9					Cameron Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
1244 9/2/10 1245 9/2/10 1246 9/2/10 1247 9/2/10 1248 9/2/10 1249 9/2/10 1249 9/2/10 1240 9/2/10 1240 9/2/10 1241 9/2/10 1242 9/2/10 1243 9/2/10 1244 9/2/10 1245 9/2/10 1256 9/2/10 1256 9/2/10 1257 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1259 9/2/10 1250 9/2/10 1250 9/2/10 1251 9/2/10 1252 9/2/10 1253 9/2/10 1254 9/2/10 1255 9/2/10 1255 9/2/10 1256 9/2/10 1257 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1259 9/2/10 1250 9/2/10 1250 9/2/10 1251 9/2/10 1252 9/2/10 1253 9/2/10 1254 9/2/10 1255 9/2/10 1255 9/2/10 1256 9/2/10 1257 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1259 9/2/10 1259 9/2/10 1250 9/2/10 1250 9/2/10 1251 9/2/10 1252 9/2/10 1253 9/2/10 1254 0/2/10 1255 9/2/10 1256 9/2/10 1257 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1259 9/2/10 1250 9/2/10 1250 0		9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
1245 9/2/10 1246 9/2/10 1247 9/2/10 1248 9/2/10 1249 9/2/10 1250 9/2/10 1250 9/2/10 1250 9/2/10 1250 9/2/10 1250 9/2/10 1250 9/2/10 1250 9/2/10 1250 9/2/10 1250 9/2/10 1251 9/2/10 1252 9/2/10 1253 9/2/10 1255 9/2/10 1256 9/2/10 1256 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1259 9/2/10 1250 9/2/10 1250 9/2/10 1251 9/2/10 1252 9/2/10 1253 9/2/10 1254 9/2/10 1255 9/2/10 1255 9/2/10 1256 9/2/10 1257 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1259 9/2/10 1259 9/2/10 1250 9/2/10 1250 9/2/10 1251 9/2/10 1252 9/2/10 1253 9/2/10 1254 9/2/10 1255 9/2/10 1256 9/2/10 1257 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1259 9/2/10 1259 9/2/10 1250 9/2/10 1250 9/2/10 1250 9/2/10 1251 9/2/10 1252 9/2/10 1253 9/2/10 1254 9/2/10 1255 9/2/10 1256 9/2/10 1257 9/2/10 1258 9/2/10 1258 9/2/10 1258 9/2/10 1259 9/2/10 1250 9		9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
1246 9/2/10 Fairfax Customer Denies Access Under Investigation		9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
1247 9/2/10 Felton Customer Denies Access Under Investigation	1245	9/2/10			Clovis	Inquiry Regarding Appliances Affected	Under Investigation	Open
State Stat		9/2/10			Fairfax	Customer Denies Access	Under Investigation	Open
1249 9/2/10 1250 9/2/10 1251 9/2/10 1252 9/2/10 1253 9/2/10 1254 9/2/10 1255 9/2/10 1255 9/2/10 1256 9/2/10 1257 9/2/10 1258 9/2/1		9/2/10			Felton	Customer Denies Access	Under Investigation	Open
1250 9/2/10 1251 9/2/10 1252 9/2/10 1253 9/2/10 1254 9/2/10 1255 9/2/10 1255 9/2/10 1256 9/2/10 1256 9/2/10 1257 9/2/10 1258 9/2/10		9/2/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1251 9/2/10 Grass Valley Wellington Installer Under Investigation 1252 9/2/10 Guerneville Customer Denies Access Under Investigation 1253 9/2/10 Under Investigation 1254 9/2/10 Under Investigation 1255 9/2/10 Under Investigation 1255 9/2/10 Under Investigation 1256 9/2/10 Under Investigation 1256 9/2/10 Under Investigation 1257 9/2/10 Under Investigation 1258 9/2/10 Under Investigation Under Investigation Under Investigation 1258 9/2/10 Under Investigation Under		9/2/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1252 9/2/10 Guerneville Customer Denies Access Under Investigation		9/2/10			Grass Valley	Customer wants Smartmeter Removed	No reason provided	Closed
1253 9/2/10		9/2/10			Grass Valley	Wellington Installer	Under Investigation	Open
1254 9/2/10		9/2/10			Guerneville	Customer Denies Access	Under Investigation	Open
1255 9/2/10 Los Altos Customer Denies Access Under Investigation 1256 9/2/10 Los Gatos Customer wants Smartmeter Removed Under Investigation 1257 9/2/10 Los Gatos Power Interruption Under Investigation 1258 9/2/10 Will Valley Customer Denies Access Customer does not want a SmartMeter		9/2/10			_ivermore	Inquiry Regarding Appliances Affected	Under Investigation	Open
1256 9/2/10 Los Gatos Customer wants Smartmeter Removed Under Investigation		9/2/10			_os Altos	Customer Denies Access	Under Investigation	Open
1257 9/2/10 Los Gatos Power Interruption Under Investigation 1258 9/2/10 Mill Valley Customer Denies Access Customer does not want a SmartMeter		9/2/10			Los Altos	Customer Denies Access	Under Investigation	Open
1258 9/2/10 Mill Valley Customer Denies Access Customer does not want a SmartMeter	1	9/2/10]		Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
Will Valley Suscentist Berned Access		9/2/10			Los Gatos	Power Interruption	Under Investigation	Open
1259 9/2/10 Mill Valley Customer Denies Access Under Investigation		9/2/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
		9/2/10]		Mill Valley	Customer Denies Access	Under Investigation	Open
1260 9/2/10 Mill Valley Customer wants Smartmeter Removed Other	1260	9/2/10	J		Mill Valley	Customer wants Smartmeter Removed	Other	Closed

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1261 1262 1263 1264 1265 1266	9/2/10 9/2/10 9/2/10		Mill Vallev			
1263 1264 1265 1266			viii valley	SmartMeter Customer Communication	Under Investigation	Open
1264 1265 1266	9/2/10		Novato	Customer Denies Access	Under Investigation	Open
1265 1266			Oakland	Customer Denies Access	Under Investigation	Open
1266	9/2/10		Penngrove	SmartMeter Customer Communication	Under Investigation	Open
	9/2/10		Petaluma	Customer Denies Access	Under Investigation	Open
	9/2/10		Richmond	Customer Denies Access	Under Investigation	Open
1267	9/2/10		Salinas	Customer Denies Access	Under Investigation	Open
1268	9/2/10		Salinas	SmartMeter Customer Communication	Under Investigation	Open
1269	9/2/10		San Jose	Customer Denies Access	Under Investigation	Open
1270	9/2/10		San Jose	Customer Denies Access	Under Investigation	Open
1271	9/2/10		San Jose	Customer Denies Access	Under Investigation	Open
1272	9/2/10		San Jose	Customer Denies Access	Under Investigation	Open
1273	9/2/10		San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1274	9/2/10		San Jose	Inquiry Regarding Appliances Affected	Breaker keeps tripping	Closed
1275	9/2/10		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1276	9/2/10		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1277	9/2/10		San Jose	SmartMeter Customer Communication	Under Investigation	Open
1278	9/2/10		San Jose	Wellington Installer	Under Investigation	Open
1279	9/2/10		San Jose	Wellington Installer	Under Investigation	Open
1280	9/2/10		Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
1281	9/2/10		Santa Rosa	Wellington Installer	Under Investigation	Open
1282	9/2/10		Saratoga	Wellington Installer	Under Investigation	Open
1283	9/2/10		Scotts Valley	Customer Denies Access	Under Investigation	Open
1284	9/2/10		Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1285	9/2/10		Sebastopol	Customer Denies Access	Under Investigation	Open
1286	9/2/10		Stockton	Customer Denies Access	Under Investigation	Open
1287	9/3/10		Albany	Inquiry Regarding Appliances Affected	Under Investigation	Open
1288	9/3/10		Boulder Creek	Customer Denies Access	Under Investigation	Open
1289	9/3/10		Campbell	Customer Denies Access	Under Investigation	Open
1290	9/3/10		Campbell	Customer Denies Access	Under Investigation	Open
1291	9/3/10		Chico	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1292	9/3/10		Danville	Inquiry Regarding Appliances Affected	Other	Closed
1293	9/3/10		Gilroy	Customer Denies Access	Under Investigation	Open
1294	9/3/10		Gilroy	SmartMeter Customer Communication	Under Investigation	Open
1295	9/3/10		Gilroy	SmartMeter Customer Communication	Under Investigation	Open
1296	9/3/10		Healdsburg	Inquiry Regarding Appliances Affected	Other	Closed
1297	9/3/10		Kentfield	Customer Denies Access	Under Investigation	Open
1298	9/3/10		_arkspur	Other	Other	Closed
1299	9/3/10		_os Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
1300	9/3/10		Mill Valley	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
1301	9/3/10		Napa	Inquiry Regarding Appliances Affected	Under Investigation	Open
1302	9/3/10		Novato	Customer Denies Access	Under Investigation	Open

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1303	9/3/10			Novato	Customer Denies Access	Under Investigation	Open
1304	9/3/10			Novato	Customer Denies Access	Under Investigation	Open
1305	9/3/10			Novato	Customer Denies Access	Under Investigation	Open
1306	9/3/10			Novato	Customer Denies Access	Under Investigation	Open
1307	9/3/10			Novato	Customer Denies Access	Under Investigation	Open
1308	9/3/10			Oakland	Customer Denies Access	Under Investigation	Open
1309	9/3/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1310	9/3/10			Oakland	Wellington Installer	Under Investigation	Open
1311	9/3/10			Rohnert Park	SmartMeter Customer Communication	Under Investigation	Open
1312	9/3/10			San Jose	Wellington Installer	Under Investigation	Open
1313	9/3/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1314	9/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1315	9/3/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1316	9/3/10			Saratoga	Customer wants Smartmeter Removed	Under Investigation	Open
1317	9/3/10			Woodacre	Customer Denies Access	Under Investigation	Open
1318	9/4/10			Campbell	Customer Denies Access	Under Investigation	Open
1319	9/4/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1320	9/4/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1321	9/4/10			Novato	Customer Denies Access	Under Investigation	Open
1322	9/4/10			Salinas	Customer Denies Access	Under Investigation	Open
1323	9/4/10			San Francisco	Customer wants Smartmeter Removed	No reason provided	Closed
1324	9/4/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1325	9/4/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1326	9/4/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1327	9/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
1328	9/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
1329	9/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
1330	9/4/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1331	9/4/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
1332	9/5/10			Campbell	Customer Denies Access	Under Investigation	Open
1333	9/5/10			∟os Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
1334	9/5/10			Oroville	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1335	9/5/10			San Rafael	Customer Denies Access	Under Investigation	Open
1336	9/6/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
1337	9/6/10			Groveland	Power Interruption	Partial Power Outage	Closed
1338	9/6/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1339	9/6/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1340	9/6/10			Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Closed
1341	9/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1342	9/6/10			San Jose	Customer Denies Access	Under Investigation	Open
1343	9/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1344	9/6/10			San Leandro	Inquiry Regarding Appliances Affected	Other	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1345	9/6/10			San Ramon	Meter / Module Equipment (Mfg.)	Other	Closed
1346	9/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1347	9/6/10			Suisun	Power Interruption	Partial Power Outage	Closed
1348	9/6/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1349	9/7/10			Antioch	Customer Denies Access	Customer does not want a SmartMeter	Closed
1350	9/7/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1351	9/7/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1352	9/7/10			Biggs	SmartMeter Customer Communication	Q on SM communication materials	Closed
1353	9/7/10			Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
1354	9/7/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1355	9/7/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1356	9/7/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1357	9/7/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Closed
1358	9/7/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
1359	9/7/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
1360	9/7/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
1361	9/7/10			Concord	Customer Denies Access	Customer does not want a SmartMeter	Closed
1362	9/7/10			Concord	Inquiry Regarding Appliances Affected	Under Investigation	Open
1363	9/7/10			Corcoran	Customer Denies Access	Customer Denies Wellington Access	Closed
1364	9/7/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
1365	9/7/10			El Dorado Hills	Inquiry Regarding Appliances Affected	Under Investigation	Open
1366	9/7/10			Gilroy	Customer Denies Access	Under Investigation	Open
1367	9/7/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
1368	9/7/10			Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
1369	9/7/10			Grass Valley	Customer wants Smartmeter Removed	No reason provided	Closed
1370	9/7/10			Grass Valley	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
1371	9/7/10			Grass Valley	Potential Wellington Claim	Under Investigation	Open
1372	9/7/10			Grass Valley	Power Interruption	Breaker keeps tripping	Closed
1373	9/7/10			Hayward	Customer Denies Access	Customer does not want a SmartMeter	Closed
1374	9/7/10			Hillsborough	Customer Denies Access	Customer does not want a SmartMeter	Closed
1375	9/7/10			_os Gatos	Customer Denies Access	Customer Denies Wellington Access	Closed
1376	9/7/10			∟os Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1377	9/7/10			_os Gatos	Inquiry Regarding Appliances Affected	Other	Closed
1378	9/7/10			_os Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1379	9/7/10			_os Gatos	Power Interruption	Breaker keeps tripping	Closed
1380	9/7/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1381	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1382	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1383	9/7/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1384	9/7/10			Milpitas	Customer Denies Access	Under Investigation	Open
1385	9/7/10			Morgan Hill	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1386	9/7/10			Newark	Customer Denies Access	Customer Denies Wellington Access	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1387	9/7/10			Newark	Customer Denies Access	Customer does not want a SmartMeter	Closed
1388	9/7/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Closed
1389	9/7/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Closed
1390	9/7/10			Novato	Customer Denies Access	Customer Denies Wellington Access	Closed
1391	9/7/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
1392	9/7/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
1393	9/7/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
1394	9/7/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
1395	9/7/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
1396	9/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1397	9/7/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1398	9/7/10			Oakland	Customer Denies Access	Under Investigation	Open
1399	9/7/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1400	9/7/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1401	9/7/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1402	9/7/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1403	9/7/10			Oakland	SmartMeter Customer Communication	Q on SM communication materials	Closed
1404	9/7/10			Occidental	Customer Denies Access	Customer does not want a SmartMeter	Closed
1405	9/7/10			Penn Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1406	9/7/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Closed
1407	9/7/10			Petaluma	Customer Denies Access	Under Investigation	Open
1408	9/7/10			Petaluma	Wellington Installer	Under Investigation	Open
1409	9/7/10			Piedmont	Inquiry Regarding Appliances Affected	Under Investigation	Open
1410	9/7/10			Point Reyes Station	Customer Denies Access	Customer does not want a SmartMeter	Closed
1411	9/7/10			Redding	Meter Clearance	Meter/Module clearance issues	Closed
1412	9/7/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1413	9/7/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1414	9/7/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1415	9/7/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1416	9/7/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1417	9/7/10			San Geronimo	Customer Denies Access	Customer Denies Wellington Access	Closed
1418	9/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1419	9/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1420	9/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1421	9/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1422	9/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1423	9/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1424	9/7/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1425	9/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1426	9/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1427	9/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1428	9/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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1429	9/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1430	9/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1431	9/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1432	9/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1433	9/7/10			San Jose	Customer Denies Access	Under Investigation	Open
1434	9/7/10			San Jose	Customer Denies Access	Under Investigation	Open
1435	9/7/10			San Jose	Customer Denies Access	Under Investigation	Open
1436	9/7/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1437	9/7/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1438	9/7/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1439	9/7/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1440	9/7/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1441	9/7/10			San Jose	Power Interruption	Partial Power Outage	Closed
1442	9/7/10			San Leandro	Power Interruption	Under Investigation	Open
1443	9/7/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
1444	9/7/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Closed
1445	9/7/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1446	9/7/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1447	9/7/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1448	9/7/10			San Rafael	Customer Denies Access	Under Investigation	Open
1449	9/7/10			San Rafael	Customer Denies Access	Under Investigation	Open
1450	9/7/10			Santa Clara	Customer Denies Access	Under Investigation	Open
1451	9/7/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1452	9/7/10			Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
1453	9/7/10			Santa Rosa	Power Interruption	Breaker keeps tripping	Closed
1454	9/7/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1455	9/7/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
1456	9/7/10			Scotts Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
1457	9/7/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Closed
1458	9/7/10			Suisun	Inquiry Regarding Appliances Affected	Other	Closed
1459	9/7/10			√allejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1460	9/7/10			Walnut Creek	Inquiry Regarding Appliances Affected	Other	Closed
1461	9/7/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1462	9/8/10			Alameda	Inquiry Regarding Appliances Affected	Under Investigation	Open
1463	9/8/10			Antioch	Inquiry Regarding Appliances Affected	Other	Closed
1464	9/8/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1465	9/8/10			Auburn	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1466	9/8/10			Badger	Customer Denies Access	Customer does not want a SmartMeter	Closed
1467	9/8/10			Belmont	Inquiry Regarding Appliances Affected	Under Investigation	Open
1468	9/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
1469	9/8/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1470	9/8/10			Berkeley	Wellington Installer	Under Investigation	Open
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No. Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1471 9/8/10			Calistoga	Customer Denies Access	Under Investigation	Open
1472 9/8/10			Caruthers	Customer Denies Access	Under Investigation	Open
1473 9/8/10			Concord	Customer Denies Access	Under Investigation	Open
1474 9/8/10			Concord	Inquiry Regarding Appliances Affected	Other	Closed
1475 9/8/10			Danville	Customer Denies Access	Customer Denies Wellington Access	Closed
1476 9/8/10			Danville	Inquiry Regarding Appliances Affected	Under Investigation	Open
1477 9/8/10			El Cerrito	Customer Denies Access	Customer Denies Wellington Access	Closed
1478 9/8/10			Fair Oaks	Inquiry Regarding Appliances Affected	Other	Closed
1479 9/8/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
1480 9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
1481 9/8/10			Gilroy	Customer Denies Access	Customer Denies Wellington Access	Closed
1482 9/8/10			Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Closed
1483 9/8/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1484 9/8/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1485 9/8/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1486 9/8/10			Grass Valley	Customer wants Smartmeter Removed	No reason provided	Closed
1487 9/8/10			_afayette	Inquiry Regarding Appliances Affected	Other	Closed
1488 9/8/10			_arkspur	Customer Denies Access	Under Investigation	Open
1489 9/8/10			_os Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1490 9/8/10			_os Gatos	Inquiry Regarding Appliances Affected	Other	Closed
1491 9/8/10			_os Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1492 9/8/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1493 9/8/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1494 9/8/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
1495 9/8/10			Milpitas	Customer Denies Access	Under Investigation	Open
1496 9/8/10			Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1497 9/8/10			Nevada City	Inquiry Regarding Appliances Affected	Damaged Computer	Closed
1498 9/8/10			Nevada City	Wellington Installer	Under Investigation	Open
1499 9/8/10			Newark	Inquiry Regarding Appliances Affected	Under Investigation	Open
1500 9/8/10			Newark	Inquiry Regarding Appliances Affected	Under Investigation	Open
1501 9/8/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
1502 9/8/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
1503 9/8/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1504 9/8/10			Oakland	Customer Denies Access	Under Investigation	Open
1505 9/8/10			Oakland	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1506 9/8/10			Oakland	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1507 9/8/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1508 9/8/10			Petaluma	Inquiry Regarding Appliances Affected	Other	Closed
1509 9/8/10			Petaluma	Inquiry Regarding Appliances Affected	Under Investigation	Open
1510 9/8/10			Petaluma	SmartMeter Customer Communication	Under Investigation	Open
1511 9/8/10			Placerville	Customer Denies Access	Customer Denies Wellington Access	Closed
1512 9/8/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Closed
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1513	9/8/10			Placerville	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1514	9/8/10			Pleasant Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
1515	9/8/10			Rodeo	Inquiry Regarding Appliances Affected	Under Investigation	Open
1516	9/8/10			Salinas	Customer Denies Access	Customer Denies Wellington Access	Closed
1517	9/8/10			Salinas	Customer Denies Access	Customer Denies Wellington Access	Closed
1518	9/8/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1519	9/8/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1520	9/8/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Closed
1521	9/8/10			San Francisco	Customer Denies Access	Customer Denies Wellington Access	Closed
1522	9/8/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1523	9/8/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1524	9/8/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1525	9/8/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1526	9/8/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1527	9/8/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1528	9/8/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1529	9/8/10			San Jose	Customer Denies Access	Under Investigation	Open
1530	9/8/10			San Jose	Customer Denies Access	Under Investigation	Open
1531	9/8/10			San Jose	Customer Denies Access	Under Investigation	Open
1532	9/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1533	9/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1534	9/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1535	9/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1536	9/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1537	9/8/10			San Jose	Power Interruption	Under Investigation	Open
1538	9/8/10			San Jose	Wellington Installer	Under Investigation	Open
1539	9/8/10			San Leandro	Inquiry Regarding Appliances Affected	Under Investigation	Open
1540	9/8/10			San Mateo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1541	9/8/10			San Mateo	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1542	9/8/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Closed
1543	9/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1544	9/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
1545	9/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
1546	9/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
1547	9/8/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1548	9/8/10			San Rafael	Power Interruption	Other	Closed
1549	9/8/10			San Rafael	Wellington Installer	Under Investigation	Open
1550	9/8/10			Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Closed
1551	9/8/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
1552	9/8/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1553	9/8/10			Santa Rosa	Power Interruption	Complete Power Outage	Closed
1554	9/8/10			Saratoga	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1555	9/8/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
1556	9/8/10			Suisun	Inquiry Regarding Appliances Affected	Other	Closed
1557	9/8/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
1558	9/8/10			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
1559	9/8/10			Tracy	SmartMeter Customer Communication	Under Investigation	Open
1560	9/8/10			Walnut Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
1561	9/8/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1562	9/8/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1563	9/8/10			Windsor	Customer Denies Access	Under Investigation	Open
1564	9/8/10			Windsor	Inquiry Regarding Appliances Affected	Other	Closed
1565	9/9/10			Auburn	Inquiry Regarding Appliances Affected	Damaged Computer	Closed
1566	9/9/10			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1567	9/9/10			Brentwood	Customer Denies Access	Customer does not want a SmartMeter	Closed
1568	9/9/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
1569	9/9/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
1570	9/9/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1571	9/9/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1572	9/9/10			Campbell	Wellington Installer	Under Investigation	Open
1573	9/9/10			Catheys Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1574	9/9/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
1575	9/9/10			Cloverdale	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
1576	9/9/10			Concord	Inquiry Regarding Appliances Affected	Under Investigation	Open
1577	9/9/10			Corte Madera	Customer Denies Access	Customer Denies Wellington Access	Closed
1578	9/9/10			Cupertino	Customer Denies Access	Customer Denies Wellington Access	Closed
1579	9/9/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Closed
1580	9/9/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
1581	9/9/10			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
1582	9/9/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
1583	9/9/10			Fairfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
1584	9/9/10			Fairfield	Inquiry Regarding Appliances Affected	Other	Closed
1585	9/9/10			Fairfield	Meter Clearance	Meter/Module clearance issues	Closed
1586	9/9/10			Kentfield	Customer Denies Access	Customer Denies Wellington Access	Closed
1587	9/9/10			Kentfield	Customer Denies Access	Customer Denies Wellington Access	Closed
1588	9/9/10			Kentfield	Customer Denies Access	Customer Denies Wellington Access	Closed
1589	9/9/10			Kentfield	Customer Denies Access	Customer Denies Wellington Access	Closed
1590	9/9/10			Kentfield	Customer Denies Access	Customer Denies Wellington Access	Closed
1591	9/9/10			Kentfield	Customer Denies Access	Customer Denies Wellington Access	Closed
1592	9/9/10			Kentfield	Customer Denies Access	Customer Denies Wellington Access	Closed
1593	9/9/10			Kentfield	Customer Denies Access	Customer Denies Wellington Access	Closed
1594	9/9/10			Kentfield	Customer Denies Access	Customer Denies Wellington Access	Closed
1595	9/9/10			_arkspur	Customer Denies Access	Customer Denies Wellington Access	Closed
1596	9/9/10			_ivermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1597	9/9/10			_ivermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1598	9/9/10			_ivermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1599	9/9/10			_ivermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1600	9/9/10			_ivermore	Inquiry Regarding Appliances Affected	Under Investigation	Open
1601	9/9/10			_ivermore	Power Interruption	Under Investigation	Open
1602	9/9/10			os Altos Hills	Customer Denies Access	Customer does not want a SmartMeter	Closed
1603	9/9/10			os Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1604	9/9/10			_os Gatos	Wellington Installer	Under Investigation	Open
1605	9/9/10			_os Gatos	Wellington Installer	Under Investigation	Open
1606	9/9/10			Madera	Customer Denies Access	Customer Denies Wellington Access	Closed
1607	9/9/10			Mariposa	Customer Denies Access	Under Investigation	Open
1608	9/9/10			Merced	Customer Denies Access	Customer does not want a SmartMeter	Closed
1609	9/9/10			Merced	Customer Denies Access	Customer does not want a SmartMeter	Closed
1610	9/9/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
1611	9/9/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1612	9/9/10			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1613	9/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1614	9/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1615	9/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1616	9/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1617	9/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1618	9/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1619	9/9/10			Oakland	Customer Denies Access	Under Investigation	Open
1620	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
1621	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
1622	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1623	9/9/10			Oakland	Power Interruption	Under Investigation	Open
1624	9/9/10			Petaluma	Customer Denies Access	Under Investigation	Open
1625	9/9/10			Petaluma	Wellington Installer	Under Investigation	Open
1626	9/9/10			Pinole	Inquiry Regarding Appliances Affected	Under Investigation	Open
1627	9/9/10			Pittsburg	Inquiry Regarding Appliances Affected	Under Investigation	Open
1628	9/9/10			Placerville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1629	9/9/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
1630	9/9/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1631	9/9/10			Richmond	Power Interruption	Under Investigation	Open
1632	9/9/10			Rohnert Park	Power Interruption	Partial Power Outage	Closed
1633	9/9/10			Salinas	Customer Denies Access	Customer Denies Wellington Access	Closed
1634	9/9/10			Salinas	Customer Denies Access	Customer Denies Wellington Access	Closed
1635	9/9/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1636	9/9/10			Salinas	Customer Denies Access	Under Investigation	Open
1637	9/9/10			Salinas	Customer Denies Access	Under Investigation	Open
1638	9/9/10			San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1639	9/9/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1640	9/9/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1641	9/9/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1642	9/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1643	9/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1644	9/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1645	9/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1646	9/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1647	9/9/10			San Jose	Customer Denies Access	Under Investigation	Open
1648	9/9/10			San Jose	Customer Denies Access	Under Investigation	Open
1649	9/9/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1650	9/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1651	9/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1652	9/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1653	9/9/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1654	9/9/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1655	9/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
1656	9/9/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1657	9/9/10			San Ramon	Customer Denies Access	Customer Denies Wellington Access	Closed
1658	9/9/10			San Ramon	Inquiry Regarding Appliances Affected	Under Investigation	Open
1659	9/9/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1660	9/9/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1661	9/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1662	9/9/10			Santa Rosa	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
1663	9/9/10			Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
1664	9/9/10			Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
1665	9/9/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
1666	9/9/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
1667	9/9/10			Saratoga	Wellington Installer	Under Investigation	Open
1668	9/9/10			Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Closed
1669	9/9/10			Jnion City	Customer Denies Access	Under Investigation	Open
1670	9/9/10			√allejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1671	9/9/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Closed
1672	9/9/10			Walnut Creek	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1673	9/9/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1674	9/9/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1675	9/10/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Closed
1676	9/10/10			Aptos	Customer Denies Access	Under Investigation	Open
1677	9/10/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1678	9/10/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Closed
1679	9/10/10			Citrus Heights	Inquiry Regarding Appliances Affected	Other	Closed
1680	9/10/10			Cotati	Customer Denies Access	Customer does not want a SmartMeter	Closed
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1682 9 1683 9 1684 9 1685 9 1686 9 1687 9 1688 9 1689 9 1690 9 1691 9	9/10/10 9/10/10 9/10/10 9/10/10 9/10/10 9/10/10 9/10/10 9/10/10 9/10/10 9/10/10 9/10/10 9/10/10		Danville Emeryville Felton Grass Valley Grass Valley	Customer Denies Access Wellington Installer Customer Denies Access Customer Denies Access	Customer does not want a SmartMeter Under Investigation Under Investigation	Closed Open Open
1683 9 1684 9 1689 9 1690 9 1692 9 1692	9/10/10 9/10/10 9/10/10 9/10/10 9/10/10 9/10/10 9/10/10 9/10/10		Felton Grass Valley	Customer Denies Access	3	
1684 9 1685 1688 9 1690 9 1691 1692 9	9/10/10 9/10/10 9/10/10 9/10/10 9/10/10 9/10/10		Grass Valley		Under Investigation	Open
1685 9 1686 9 1687 9 1688 9 1689 9 1690 9 1691 9	9/10/10 9/10/10 9/10/10 9/10/10 9/10/10 9/10/10			Customer Denies Access		Open
1686 9 1689 9 1690 1691 1692 9	9/10/10 9/10/10 9/10/10 9/10/10 9/10/10		Grace Valley		Customer does not want a SmartMeter	Closed
1687 9 1688 1689 1690 1691 1692 1692	9/10/10 9/10/10 9/10/10 9/10/10		Glass valley	Inquiry Regarding Appliances Affected	Damaged Computer	Closed
1688 § 1689 § 1690 § 1691 § 1692 §	9/10/10 9/10/10 9/10/10		Grass Valley	Inquiry Regarding Appliances Affected	Other	Closed
1689 § 1690 § 1691 § 1692 §	9/10/10 9/10/10		Grass Valley	Wellington Installer	Under Investigation	Open
1690 g 1691 g 1692 g	9/10/10		Grass Valley	Wellington Installer	Under Investigation	Open
1691 g			_arkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
1692	0/4.0/4.0		_os Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
	9/10/10		∟os Gatos	Customer Denies Access	Under Investigation	Open
1603	9/10/10		Madera	Customer Denies Access	Under Investigation	Open
1093	9/10/10		Mariposa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1694	9/10/10		Mariposa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1695	9/10/10		Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
	9/10/10		Mountain View	Inquiry Regarding Appliances Affected	Other	Closed
1697	9/10/10		Napa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1698	9/10/10		Napa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1699	9/10/10		Napa	Customer Denies Access	Under Investigation	Open
1700	9/10/10		Novato	Customer Denies Access	Customer Denies Wellington Access	Closed
	9/10/10		Novato	Customer Denies Access	Under Investigation	Open
	9/10/10		Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
	9/10/10		Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
1704	9/10/10		Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
	9/10/10		Oakland	Customer Denies Access	Under Investigation	Open
	9/10/10		Oakland	Customer Denies Access	Under Investigation	Open
1707	9/10/10		Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
575,000,00	9/10/10		Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
	9/10/10		Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
	9/10/10		Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
	9/10/10		Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
633500633	9/10/10		Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1713	9/10/10		Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
0,000,000	9/10/10		Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
\$10000000	9/10/10		Oakley	Inquiry Regarding Appliances Affected	Under Investigation	Open
60000000	9/10/10		Petaluma	Customer Denies Access	Under Investigation	Open
100000000000000000000000000000000000000	9/10/10		Piedmont	Inquiry Regarding Appliances Affected	Under Investigation	Open
100000000	9/10/10		Pleasanton	Inquiry Regarding Appliances Affected	Other	Closed
1000000	9/10/10		Ripon	Inquiry Regarding Appliances Affected	Under Investigation	Open
5220500	9/10/10		Saint Helena	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1721	9/10/10		San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1722 9	9/10/10		San Francisco	Wellington Installer	Under Investigation	Open

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1723	9/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1724	9/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1725	9/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1726	9/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1727	9/10/10			San Jose	Customer Denies Access	Under Investigation	Open
1728	9/10/10			San Jose	Customer Denies Access	Under Investigation	Open
1729	9/10/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1730	9/10/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1731	9/10/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1732	9/10/10			San Pablo	Customer wants Smartmeter Removed	Under Investigation	Open
1733	9/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
1734	9/10/10			Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Closed
1735	9/10/10			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
1736	9/10/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
1737	9/10/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1738	9/10/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1739	9/10/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1740	9/10/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1741	9/10/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
1742	9/10/10			Saratoga	Wellington Installer	Under Investigation	Open
1743	9/10/10			Sebastopol	Customer Denies Access	Under Investigation	Open
1744	9/10/10			Shingle Springs	Inquiry Regarding Appliances Affected	Under Investigation	Open
1745	9/10/10			Soquel	Customer Denies Access	Under Investigation	Open
1746	9/10/10			Tracy	Customer Denies Access	Customer Denies Wellington Access	Closed
1747	9/10/10			√allejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1748	9/10/10			√allejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1749	9/10/10			√allejo	Customer Denies Access	Under Investigation	Open
1750	9/10/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Closed
1751	9/10/10			Walnut Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
1752	9/10/10			Windsor	Inquiry Regarding Appliances Affected	Motion/Sensor Appliance Malfunctioning	Closed

1,317	Open Issues on Last Report
329	Open Issues Closed Since the Last Report
435	New Issues Since the Last Report
256	New Issues Closed Since the Last Report
179	New Issues Open

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Color Key	
Closed Since the Last Report	
New Since the Last Report	American and a

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status	
1	1/4/10	{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open	
2	1/15/10	ĺ	1	Napa	Scheduling Problems	Under Investigation	Open	
3	2/8/10	1		Sonoma	Customer Denies Access	Under Investigation	Open	
4	2/10/10	1		Carmel	Network Equipment Installation	Under Investigation	Open	
5	2/10/10	1		Cupertino	Scheduling Problems	Under Investigation	Open	
6	2/16/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open	
7	2/17/10	1		√allejo	Wellington Installer	Under Investigation	Open	
8	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open	
9	2/22/10	1		Occidental	Customer Denies Access	Under Investigation	Open	
10	2/22/10	1		√allejo	Network Equipment Installation	Under Investigation	Open	
11	2/23/10	1		Sebastopol	Customer Denies Access	Under Investigation	Open	
12	2/26/10	1		Auburn	SmartMeter Customer Communication	Under Investigation	Open	
13	2/26/10	1		Sebastopol	Customer Denies Access	Under Investigation	Open	
14	3/1/10			Fresno	Wellington Installer	Under Investigation	Open	
15	3/1/10			√allejo	Wellington Installer	Under Investigation	Open	
16	3/3/10	1		Glen Ellen	Scheduling Problems	Under Investigation	Open	
17	3/7/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open	
18	3/7/10	1		Sebastopol	Customer Denies Access	Under Investigation	Open	
19	3/7/10	1		Sonoma	Customer Denies Access	Under Investigation	Open	
20	3/8/10	1		Cotati	Household items affected by SM installation	Under Investigation	Open	
21	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open	
22	3/10/10	1		San Jose	Wellington Installer	Under Investigation	Open	
23	3/10/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open	
24	3/10/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open	
25	3/10/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open	
26	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open	
27	3/10/10					√allejo	Customer Denies Access	Under Investigation
28	3/12/10	1		Jnion City	Meter/Module	Under Investigation	Open	
29	3/12/10			√allejo	Customer Denies Access	Under Investigation	Open	
30	3/12/10	1		√allejo	Wellington Installer	Under Investigation	Open	
31	3/15/10	1		Placerville	Customer Denies Access	Under Investigation	Open	
32	3/15/10	1		Pleasanton	Wellington Installer	Under Investigation	Open	
33	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open	
34	3/16/10		Sunnyvale	Customer Denies Access	Under Investigation	Open		
35	3/16/10			Ггасу	Meter/Module	Under Investigation	Open	
36	3/17/10			Napa	Customer Denies Access	Under Investigation	Open	
37	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open	
38	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open	
39	3/21/10			Diamond Springs	Meter/Module	Under Investigation	Open	
40	3/22/10			Saint Helena	Other	Other	Closed	
41	3/22/10	1		San Jose	Scheduling Problems	Under Investigation	Open	
42	3/22/10	1		Ггасу	Customer Denies Access	Under Investigation	Open	

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Color Key	
Closed Since the Last Report	
New Since the Last Report	American and a

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
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			√acaville	Other	Under Investigation	Open
46	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
47	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
48	4/14/10			San Jose	Other	Under Investigation	Open
49	4/15/10			Madera	Other	Under Investigation	Open
50	4/16/10			_ive Oak	Household items affected by SM installation	Under Investigation	Open
51	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
52	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
53	4/19/10			San Jose	Customer Denies Access	Under Investigation	Open
54	4/21/10			Bakersfield	Wellington Installer	Under Investigation	Open
55	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
56	4/23/10			Berkeley	Other	Under Investigation	Open
57	4/23/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
58	4/23/10			Jkiah	Meter/Module	Under Investigation	Open
59	4/26/10			Orinda	Meter/Module	Under Investigation	Open
60	4/26/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Cløsed
61	4/27/10			_emoore	Customer Denies Access	Under Investigation	Open
62	4/30/10			Richmond	Other	Under Investigation	Open
63	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
64	5/7/10			San Jose	Meter/Module	Under Investigation	Open
65	5/8/10			San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Closed
66	5/10/10			₋os Gatos	Customer Denies Access	Under Investigation	Open
67	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
68	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
69	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
70	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
71	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
72	5/10/10			San Jose	Other	Under Investigation	Open
73	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
74	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
75	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
76	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
77	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
78	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
79	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
80	5/11/10			Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
81	5/12/10			-resno	Other	Other	Closed
82	5/12/10			Napa	Wellington Installer	Damaged private property	Closed
83	5/12/10			Richmond	Other	Other	Closed
	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open

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Closed Since the Last Report	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	5/12/10			San Jose	Wellington Installer	Installer failed to knock	Closed
86	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
87	5/12/10			Sonoma	Wellington Installer	Damaged private property	Closed
88	5/13/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
89	5/13/10			Los Banos	Customer Denies Access	Under Investigation	Open
90	5/13/10			Marysville	Wellington Installer	Installer failed to knock	Closed
91	5/13/10			Redding	Wellington Installer	Damaged private property	Closed
92	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
93	5/13/10			Tracy	Household items affected by SM installation	Under Investigation	Open
94	5/13/10			Ггасу	Household items affected by SM installation	Under Investigation	Open
95	5/13/10			Ггасу	Other	Under Investigation	Open
96	5/14/10			Antioch	Meter/Module	Under Investigation	Open
97	5/14/10			Clayton	Wellington Installer	Safety concern	Closed
98	5/14/10			Madera	Customer Denies Access	Under Investigation	Open
99	5/14/10			Oakland	Customer Denies Access	Under Investigation	Open
100	5/14/10			Piedmont	Customer Denies Access	Under Investigation	Open
101	5/14/10			Pleasanton	Wellington Installer	Other	Closed
102	5/14/10			San Jose	Meter/Module	Under Investigation	Open
103	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
104	5/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
105	5/14/10			Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
106	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
107	5/15/10			Concord	Customer Denies Access	Under Investigation	Open
108	5/15/10			Fresno	Customer wants Smartmeter Removed	No reason provided	Closed
109	5/15/10			_ivermore	Customer wants Smartmeter Removed	Under Investigation	Open
110	5/15/10			_os Gatos	Customer Denies Access	Under Investigation	Open
111	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
112	5/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
113	5/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
114	5/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
115	5/16/10			Oakland	Customer Denies Access	Under Investigation	Open
116	5/17/10			Alameda	Customer Denies Access	Under Investigation	Open
117	5/17/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
118	5/17/10			Alameda	Wellington Installer	Installer failed to knock	Closed
119	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
120	5/17/10			Benicia	Wellington Installer	Failed to identify self as PG&E contracto	Closed
121	5/17/10			Dos Palos	Wellington Installer	Installer failed to knock	Closed
122	5/17/10			El Cerrito	Customer Denies Access	Under Investigation	Open
123	5/17/10			_os Gatos	Customer Denies Access	Under Investigation	Open
124	5/17/10			_os Gatos	Customer Denies Access	Under Investigation	Open
125	5/17/10			_os Gatos	Scheduling Problems	Unable to Complete	Closed
126	5/17/10			Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed

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129 517710	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
129 517710	127	5/17/10			Dakland	Customer Denies Access	Under Investigation	Open
131 517170	128	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
131 517710	129	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
132 517710 Daklard Customer Denies Access Under Investigation Open	130	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
133	131	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
134 5/17/10	132	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
Pedmont	133	5/17/10			Oakland	Customer Denies Access	Under Investigation	Open
Piedmont Customer Denies Access Under Investigation Open	134	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
Sidemond	135	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
S. San Francisco Other Under Investigation Open	136	5/17/10			Piedmont	Customer Denies Access	Under Investigation	Open
San Jose Customer Denies Access Under investigation Open	137	5/17/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
Santa Rosa Wellington Installer Other Close Sunnyvale Customer Denies Access Under Investigation Open Gracy Wellington Installer Safety concern Close Customer Denies Access Under Investigation Open Gracy Wellington Installer Safety concern Close Customer Denies Access Under Investigation Open Close Customer Denies Access Under Investigation Open	138	5/17/10			S. San Francisco	Other	Under Investigation	Open
Sunnyvale Customer Denies Access Under Investigation Open	139	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
Tracy	140	5/17/10			Santa Rosa	Wellington Installer	Other	Closed
143 5/17/10 144 5/18/10 144 5/18/10 145 5/18/10 145 5/18/10 145 5/18/10 145 5/18/10 145 5/18/10 146 5/18/10 146 5/18/10 146 5/18/10 147 5/18/10 147 5/18/10 147 5/18/10 148 5/18/10 148 5/18/10 148 5/18/10 148 5/18/10 148 5/18/10 148 5/18/10 148 5/18/10 148 5/18/10 148 5/18/10 148 5/18/10 148 5/18/10 148 5/18/10 149 5/18/10 149 5/18/10 150 5/18/1	141	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
20	142	5/17/10			Tracy	Customer Denies Access	Under Investigation	Open
145 5/18/10 146 5/18/10 146 5/18/10 147 5/18/10 147 5/18/10 148 5/18/1	143	5/17/10			Ггасу	Wellington Installer	Safety concern	Closed
Dublin Wellington Installer Security concern Close Livermore Customer Denies Access Customer does not want a SmartMeter Close Livermore Customer Denies Access Customer does not want a SmartMeter Close Softs Customer Denies Access Under Investigation Open Madera Customer Denies Access Under Investigation Open Madera Customer Denies Access Under Investigation Open Dakland Customer Denies Access Customer does not want a SmartMeter Close Soft 15/18/10 Description Open Dakland Customer Denies Access Under Investigation Open Dakland Under Investigation Open Damaged private property Close	144	5/18/10			Chowchilla	Customer Denies Access	Under Investigation	Open
Livermore Customer Denies Access Customer does not want a SmartMeter Close os Gatos Customer Denies Access Under Investigation Open Madera Customer Denies Access Under Investigation Open Dakland Customer Denies Access Under Investigation Open Dakland Customer Denies Access Customer does not want a SmartMeter Close Placerville Customer Denies Access Customer does not want a SmartMeter Close Placerville Customer Denies Access Under Investigation Open San Jose Customer Denies Access Under Investigation Open San Jose Customer Denies Access Under Investigation Open San Jose Customer wants Smartmeter Removed Under Investigation Open San Jose Wellington Installer Damaged private property Close San Jose Wellington Installer Other Close San Jose Wellington Installer Other Close San Jose Wellington Installer Safety concern Close Santa Rosa Wellington Installer Safety concern Close Santa Rosa Wellington Installer Under Investigation Open Santa Rosa Wellington Installer Under Investigation Open Stockton Customer wants Smartmeter Removed Under Investigation Open Stockton Customer wants Smartmeter Removed Under Investigation Open Tracy Customer Denies Access Under Investigation Open Grentwood Customer wants Smartmeter Removed High bill inquiries Close Open Dakland Customer wants Smartmeter Removed Under Investigation Open Open Dakland Customer Denies Access Under Investigation Open Open Dakland Customer Denies Access Under Investigation Open Dakland Customer Denies Access Under Investigation Open Open Dakland Customer Denies Access Under Investigation Open Dakland Customer Denies Acces	145	5/18/10			Dos Palos	Wellington Installer	Damaged private property	Closed
148 5/18/10 149 5/18/10 150 5/18/10 151 5/18/10 151 5/18/10 151 5/18/10 152 5/18/10 153 5/18/10 153 5/18/10 154 5/18/10 155 5/18/10 155 5/18/10 156 5/18/10 157 5/18/10 157 5/18/10 158 5/18/10 159 5/18/10 150 5/18/10 150 5/18/10 151 5/18/10 152 5/18/10 153 5/18/10 153 5/18/10 154 5/18/10 155 5/18/10 155 5/18/10 156 5/18/10 157 5/18/10 158 5/18/10 159 5/18/10 150 5/18/10 150 5/18/10 151 5/18/10 152 5/18/10 153 5/18/10 154 5/18/10 155 5/18/10 156 5/18/10 157 5/18/10 158 5/18/10 159 5/18/10 150 5/18/10 151 5/18/10 152 5/18/10 153 5/18/10 154 5/18/10 155 5/18/10 156 5/18/10 157 5/18/10 158 5/18/10 159 5/18/10 159 5/18/10 159 5/18/10 150 5/18/10 150 5/18/10 151 5/18/10 152 5/18/10 153 5/18/10 154 5/18/10 155 5/18/10 156 5/18/10 157 5/18/10 158 5/18/10 159 5/18/10 159 5/18/10 150 5/18/10 150 5/18/10 151 5/18/10 152 5/18/10 153 5/18/10 154 5/18/10 155 5/18/10 156 5/18/10 157 5/18/10 158 5/18/10 159 5/18/10 150 5/	146	5/18/10			Dublin	Wellington Installer	Security concern	Closed
Madera Customer Denies Access Under Investigation Open	147	5/18/10			_ivermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
Dakland Customer Denies Access Customer does not want a SmartMeter Close	148	5/18/10			_os Gatos	Customer Denies Access	Under Investigation	Open
Placerville Customer Denies Access Under Investigation Open 152 5/18/10 153 5/18/10 154 5/18/10 155 5/18/10 156 5/18/10 157 5/18/10 158 5/18/10 159 5/18/10 159 5/18/10 150 5/18/10 150 5/18/10 151 5/18/10 152 5/18/10 153 5/18/10 155 5/18/10 156 5/18/10 157 5/18/10 158 5/18/10 159 5/18/10 159 5/18/10 150 5/18/10 150 5/18/10 151 5/18/10 152 5/18/10 153 5/18/10 155 5/18/10 156 5/18/10 157 5/18/10 158 5/18/10 159 5/18/10 159 5/18/10 150 5/18/10 150 5/18/10 150 5/18/10 151 5/18/10 152 5/18/10 153 5/18/10 154 5/18/10 155 5/18/10 156 5/18/10 157 5/18/10 158 5/18/10 159 5/18/10 159 5/18/10 150 5/18/10 150 5/18/10 151 5/18/10 152 5/18/10 153 5/18/10 154 5/18/10 155 5/18/10 156 5/18/10 157 5/18/10 158 5/18/10 159 5/18/10 150 5/18/10 150 5/18/10 150 5/18/10 150 5/18/10 150 5/18/10 150 5/18/10 150 5/18/10 150 5/18/10 150 5/18/10 150 5/18/10 150 Customer Denies Access 150 10/10	149	5/18/10			Madera	Customer Denies Access	Under Investigation	Open
San Jose Customer Denies Access Under Investigation Open	150	5/18/10			Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose Customer wants Smartmeter Removed Under Investigation Open	151	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
San Jose Wellington Installer Damaged private property Close	152	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
San Jose Wellington Installer Other Close	153	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose Wellington Installer Safety concern Closed	154	5/18/10			San Jose	Wellington Installer	Damaged private property	Closed
Santa Rosa Wellington Installer No time given to answer door Closed Santa Rosa Wellington Installer Under Investigation Open Stockton Customer wants Smartmeter Removed Under Investigation Open Customer Denies Access Under Investigation Open Stockton Customer Wants Smartmeter Removed Under Investigation Open Customer Denies Access Under Investigation Open Under Investigation Open Strategy Power Interruption Under Investigation Open Under Investigation Open Customer Wants Smartmeter Removed High bill inquiries Closed Under Investigation Open Open Under Investigation Open Open Open Under Investigation Open Open Open Under Investigation Open Open Open Open Open Open Open Ope	155	5/18/10			San Jose	Wellington Installer	Other	Closed
Santa Rosa Wellington Installer Under Investigation Open	156	5/18/10			San Jose	Wellington Installer	Safety concern	Closed
Stockton Customer wants Smartmeter Removed Under Investigation Open	157	5/18/10			Santa Rosa	Wellington Installer	No time given to answer door	Closed
Tracy Customer Denies Access Under Investigation Open 161 5/18/10 162 5/19/10 163 5/19/10 164 5/19/10 165 5/19/10 166 5/19/10 167 5/19/10 168 5/19/10 169 5/19/10 160 5/19/10 160 5/19/10 161 5/19/10 162 5/19/10 163 5/19/10 164 5/19/10 165 5/19/10 166 5/19/10 167 5/19/10 168 5/19/10 169 5/19/10 169 5/19/10 160 5/19/10 160 5/19/10 161 5/19/10 162 5/19/10 163 5/19/10 164 5/19/10 165 5/19/10 166 5/19/10 167 5/19/10 168 5/19/10 169 5/19/10 169 5/19/10 169 5/19/10 169 5/19/10 169 5/19/10 169 5/19/10 169 5/19/10 169 5/19/10 170 5/19/10 180 5/19/10	158	5/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
161 5/18/10162 5/19/10Yuba CityPower InterruptionUnder InvestigationOpen163 5/19/10BrentwoodCustomer wants Smartmeter RemovedHigh bill inquiriesClose164 5/19/10Customer Denies AccessUnder InvestigationOpen165 5/19/10DaklandCustomer Denies AccessCustomer does not want a SmartMeterClose166 5/19/10DaklandCustomer wants Smartmeter RemovedNo reason providedClose167 5/19/10Pollock PinesCustomer Denies AccessUnder InvestigationOpen167 5/19/10San JosePotential Wellington ClaimUnder InvestigationOpen	159	5/18/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
162 5/19/10 Brentwood Customer wants Smartmeter Removed High bill inquiries Close	160	5/18/10			Tracy	Customer Denies Access	Under Investigation	Open
1635/19/10ChicoCustomer Denies AccessUnder InvestigationOpen1645/19/10DaklandCustomer Denies AccessCustomer does not want a SmartMeterClose1655/19/10DaklandCustomer wants Smartmeter RemovedNo reason providedClose1665/19/10Pollock PinesCustomer Denies AccessUnder InvestigationOpen1675/19/10San JosePotential Wellington ClaimUnder InvestigationOpen	161	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
164 5/19/10 165 5/19/10 166 5/19/10 167 5/19/10 168 5/19/10 169 5/19/10 169 5/19/10 160 5/	162	5/19/10			Brentwood	Customer wants Smartmeter Removed	High bill inquiries	Closed
1655/19/10DaklandCustomer wants Smartmeter RemovedNo reason providedClose1665/19/10Pollock PinesCustomer Denies AccessUnder InvestigationOpen1675/19/10San JosePotential Wellington ClaimUnder InvestigationOpen	163	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
166 5/19/10 Pollock Pines Customer Denies Access Under Investigation Open 167 5/19/10 San Jose Potential Wellington Claim Under Investigation Open	164	5/19/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
167 5/19/10 San Jose Potential Wellington Claim Under Investigation Open	165	5/19/10			Oakland	Customer wants Smartmeter Removed	No reason provided	Closed
	166	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
168 5/10/10 Ren loca Wellington Installer Under Investigation Open	167	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
pari 305e weilington installer pride investigation Open	168	5/19/10			San Jose	Wellington Installer	Under Investigation	Open

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

September 16, 2010 -- For the Period September 4, 2010 through September 10, 2010

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

No. Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169 5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
170 5/20/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
171 5/20/10			=resno	Customer Denies Access	Under Investigation	Open
172 5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
173 5/20/10			_os Banos	Customer wants Smartmeter Removed	Under Investigation	Open
174 5/20/10			Madera	Customer Denies Access	Under Investigation	Open
175 5/20/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
176 5/20/10			Oakley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
177 5/20/10			Richmond	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
178 5/20/10			San Jose	Wellington Installer	Installer rude to customer	Closed
179 5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
180 5/20/10			Tracy	Customer Denies Access	Under Investigation	Open
181 5/20/10			Tracy	Power Interruption	Under Investigation	Open
182 5/20/10			Yuba City	Wellington Installer	No time given to answer door	Closed
183 5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
184 5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
185 5/21/10			Berkeley	Wellington Installer	Installer failed to knock	Closed
186 5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
187 5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
188 5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
189 5/21/10			Dublin	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
190 5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
191 5/21/10			Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
192 5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
193 5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
194 5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
195 5/21/10			_os Altos	Household items affected by SM installation	Under Investigation	Open
196 5/21/10			∟os Gatos	Customer Denies Access	Under Investigation	Open
197 5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
198 5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
199 5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
200 5/21/10			Oakland	Customer Denies Access	Under Investigation	Open
201 5/21/10			Oakland	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
202 5/21/10			Petaluma	Wellington Installer	Other	Closed
203 5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
204 5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
205 5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
206 5/22/10			Emeryville	Customer Denies Access	Under Investigation	Open
207 5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
208 5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
209 5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
210 5/22/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
208 5/22/10 209 5/22/10				Grass Valley Nevada City	Grass Valley Customer Denies Access Nevada City Customer Denies Access	Grass Valley Customer Denies Access Under Investigation Nevada City Customer Denies Access Under Investigation

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This report contains confidential customer information and is being submitted under California Public Utilities Code Section 583.

Pacific Gas and Electric Company
SmartMeterTM Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeterTM Devices*
September 16, 2010 -- For the Period September 4, 2010 through September 10, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	5/21/10	{Redacted}	(Newacteu)	SAN MATEO	Open	{Redacted}
2	9/10/10			BAKERSFIELD	Open	
3	9/10/10			DANVILLE	Open	
4	9/10/10			POLLOCK PINES	Open	
5	9/10/10			SAN FRANCISCO	Open	

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

- Open Complaints on Last Report
- 0 Open Complaints Closed Since the Last Report
- 4 New Complaints Since the Last Report
- 0 New Complaints Closed Since the Last Report
- 4 New Complaints Open

This report contains confidential customer information and is being submitted under California Public Utilities Code Section 583.

Pacific Gas and Electric Company
SmartMeterTM Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeterTM Devices*
September 16, 2010 -- For the Period September 4, 2010 through September 10, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	5/21/10	{Redacted}	{Redacted}	SAN MATEO	Open	{Redacted}
2	9/10/10			BAKERSFIELD	Open	
3	9/10/10			DANVILLE	Open	
4	9/10/10			POLLOCK PINES	Open	
5	9/10/10			SAN FRANCISCO	Open	and the installation of a Constitution of the

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

- Open Complaints on Last Report
- 0 Open Complaints Closed Since the Last Report
- 4 New Complaints Since the Last Report
- 0 New Complaints Closed Since the Last Report
- 4 New Complaints Open