

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

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

September 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
1	1/4/10	{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open
2	1/15/10	{Redacted}	{Redacted}	Napa	Scheduling Problems	Under Investigation	Open
3	2/8/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
4	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Under Investigation	Open
5	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
6	2/16/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
7	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
8	2/18/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
9	2/22/10	{Redacted}	{Redacted}	Occidental	Customer Denies Access	Under Investigation	Open
10	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
11	2/23/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
12	2/26/10	{Redacted}	{Redacted}	Auburn	SmartMeter Customer Communication	Under Investigation	Open
13	2/26/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
14	3/1/10	{Redacted}	{Redacted}	Fresno	Wellington Installer	Under Investigation	Open
15	3/1/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
16	3/3/10	{Redacted}	{Redacted}	Glen Ellen	Scheduling Problems	Under Investigation	Open
17	3/7/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
18	3/7/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
19	3/7/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
20	3/8/10	{Redacted}	{Redacted}	Cotati	Household items affected by SM installation	Under Investigation	Open
21	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM installation	Under Investigation	Open
22	3/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
23	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
24	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
25	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
26	3/10/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
27	3/10/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
28	3/12/10	{Redacted}	{Redacted}	Union City	Meter/Module	Under Investigation	Open
29	3/12/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
30	3/12/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
31	3/15/10	{Redacted}	{Redacted}	Placerville	Customer Denies Access	Under Investigation	Open
32	3/15/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
33	3/16/10	{Redacted}	{Redacted}	Angels Camp	Customer Denies Access	Under Investigation	Open
34	3/16/10	{Redacted}	{Redacted}	Sunnyvale	Customer Denies Access	Under Investigation	Open
35	3/16/10	{Redacted}	{Redacted}	Tracy	Meter/Module	Under Investigation	Open
36	3/17/10	{Redacted}	{Redacted}	Napa	Customer Denies Access	Under Investigation	Open
37	3/19/10	{Redacted}	{Redacted}	American Canyon	Customer Denies Access	Under Investigation	Open
38	3/19/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
39	3/21/10	{Redacted}	{Redacted}	Diamond Springs	Meter/Module	Under Investigation	Open
40	3/22/10	{Redacted}	{Redacted}	Saint Helena	Other	Other	Closed
41	3/22/10	{Redacted}	{Redacted}	San Jose	Scheduling Problems	Under Investigation	Open
42	3/22/10	{Redacted}	{Redacted}	Tracy	Customer Denies Access	Under Investigation	Open

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43	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
44	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
45	4/5/10			Vacaville	Other	Under Investigation	Open
46	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
47	4/14/10			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			Live 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			Ukiah	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			Lemoore	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			Los 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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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			Tracy	Household items affected by SM installation	Under Investigation	Open
95	5/13/10			Tracy	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			Tracy	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			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
110	5/15/10			Los 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			Los Gatos	Customer Denies Access	Under Investigation	Open
124	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
125	5/17/10			Los Gatos	Scheduling Problems	Unable to Complete	Closed
126	5/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed

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127	5/17/10			Oakland	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			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
148	5/18/10			Los 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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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			Los 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			Los Altos	Household items affected by SM installation	Under Investigation	Open
196	5/21/10			Los 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

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211	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
212	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
213	5/22/10			Oakland	Customer Denies Access	Under Investigation	Open
214	5/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
215	5/22/10			Vacaville	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			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
219	5/23/10			Oakland	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			Livermore	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			Oakland	Customer Denies Access	Under Investigation	Open
234	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
235	5/24/10			Oakland	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			Fairfield	Power Interruption	Under Investigation	Open
244	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
245	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
246	5/25/10			Oakland	Customer Denies Access	Under Investigation	Open
247	5/25/10			Oakland	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			Oakland	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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253	5/26/10			San Pablo	Wellington Installer	Installer rude to customer	Closed
254	5/27/10			Citrus Heights	Wellington Installer	Damaged private property	Closed
255	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
256	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
257	5/27/10			Piedmont	Customer Denies Access	Under Investigation	Open
258	5/27/10			Richmond	Customer Denies Access	Under Investigation	Open
259	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
260	5/27/10			Walnut Creek	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
261	5/28/10			Lemoore	Meter/Module Equipment	Under Investigation	Open
262	5/28/10			Port Costa	Customer Denies Access	Under Investigation	Open
263	5/28/10			San Jose	Wellington Installer	Installer failed to knock	Closed
264	5/29/10			Clayton	Customer wants Smartmeter Removed	No reason provided	Closed
265	5/29/10			Emeryville	Customer Denies Access	Under Investigation	Open
266	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
267	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
268	5/29/10			Oakland	Customer Denies Access	Under Investigation	Open
269	5/29/10			Richmond	Customer Denies Access	Under Investigation	Open
270	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
271	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
272	5/31/10			Pleasanton	Household items affected by SM installation	Under Investigation	Open
273	6/1/10			Berkeley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
274	6/1/10			Livermore	Wellington Installer	Other	Closed
275	6/1/10			Wheatland	Power Interruption	Hi/Low Voltage	Closed
276	6/2/10			Bakersfield	Household items affected by SM installation	Under Investigation	Open
277	6/2/10			Berkeley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
278	6/2/10			Cupertino	Wellington Installer	Failed to identify self as PG&E contracto	Closed
279	6/2/10			Los Gatos	Wellington Installer	Safety concern	Closed
280	6/3/10			Oakdale	Household items affected by SM installation	Under Investigation	Open
281	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
282	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
283	6/7/10			Corte Madera	Customer Denies Access	Under Investigation	Open
284	6/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
285	6/8/10			Fresno	Power Interruption	Under Investigation	Open
286	6/8/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
287	6/8/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
288	6/8/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
289	6/8/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
290	6/8/10			Redwood City	Wellington Installer	Damaged private property	Closed
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	Closed
294	6/9/10			Concord	Customer Denies Access	Customer does not want a SmartMeter	Closed

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ 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
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			Vallejo	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			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
318	6/15/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
319	6/15/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
320	6/15/10			Oakland	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
321	6/15/10			Oakland	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
322	6/15/10			Oakland	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			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
336	6/16/10			Oakland	Customer Denies Access	Under Investigation	Open

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

September 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
337	6/16/10			Oakland	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			Windsor	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			Tracy	Wellington Installer	Security concern	Closed
374	6/20/10			Martinez	Household items affected by SM installation	Under Investigation	Open
375	6/20/10			Milpitas	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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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ 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
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			Oakland	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			Los 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			Larkspur	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 installatio	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 installatio	Under Investigation	Open
414	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
415	6/28/10			Santa Clara	Household items affected by SM installatio	Under Investigation	Open
416	6/28/10			Union City	Meter/Module	Under Investigation	Open
417	6/28/10			Vacaville	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			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Closed

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ 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
421	6/29/10			Los 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 installatio	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 installatio	Under Investigation	Open
442	7/2/10			Union 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 installatio	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 installatio	Under Investigation	Open
453	7/7/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
454	7/7/10			San Jose	Wellington Installer	Installer failed to knock	Closed
455	7/8/10			Marysville	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 installatio	Under Investigation	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 installatio	Under Investigation	Open
462	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ 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
463	7/9/10			Saratoga	Wellington Installer	Installer rude to customer	Closed
464	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
465	7/9/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
466	7/10/10			Chico	Customer Denies Access	Under Investigation	Open
467	7/10/10			Forest Ranch	Household items affected by SM installation	Under Investigation	Open
468	7/12/10			Byron	Household items affected by SM installation	Under Investigation	Open
469	7/12/10			Campbell	Customer Denies Access	Under Investigation	Open
470	7/12/10			Campbell	Wellington Installer	Installer rude to customer	Closed
471	7/12/10			Oakland	Wellington Installer	Installer failed to knock	Closed
472	7/12/10			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
473	7/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
474	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
475	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
476	7/13/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
477	7/13/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
478	7/13/10			Grass Valley	Household items affected by SM installation	Damaged private property	Closed
479	7/13/10			Grass Valley	Wellington Installer	Damaged private property	Closed
480	7/13/10			Grass Valley	Wellington Installer	Damaged private property	Closed
481	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
482	7/14/10			Felton	Customer Denies Access	Under Investigation	Open
483	7/14/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
484	7/14/10			Petaluma	Wellington Installer	Installer rude to customer	Closed
485	7/14/10			Placerville	Customer Denies Access	Under Investigation	Open
486	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
487	7/14/10			San Ramon	Customer Denies Access	Under Investigation	Open
488	7/14/10			Vallejo	Wellington Installer	Other	Closed
489	7/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
490	7/15/10			El Cerrito	Customer wants Smartmeter Removed	Under Investigation	Open
491	7/15/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
492	7/15/10			Petaluma	Wellington Installer	Installer rude to customer	Closed
493	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
494	7/15/10			Santa Rosa	Wellington Installer	Installer rude to customer	Closed
495	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
496	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
497	7/16/10			Oakland	Customer Denies Access	Under Investigation	Open
498	7/16/10			San Jose	Meter/Module	Under Investigation	Open
499	7/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
500	7/17/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
501	7/19/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
502	7/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
503	7/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
504	7/19/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ 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
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			Fairfax	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			Los 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			Vallejo	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	Wellington Installer	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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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ 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
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			Los 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			Larkspur	Customer Denies Access	Customer does not want a SmartMeter	Closed
563	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
564	7/29/10			Oakland	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			Oakland	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
569	7/29/10			Oakland	Household items affected by SM installatio	Damaged Computer	Closed
570	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
571	7/29/10			Placerville	Household items affected by SM installatio	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 installatio	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 installatio	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			El Sobrante	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
584	7/30/10			Fremont	Customer Denies Access	Customer Denies Wellington Access	Closed
585	7/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
586	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
587	7/30/10			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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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ 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
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 installatio	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			La 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 installatio	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			Lincoln	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 installatio	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 installatio	Under Investigation	Open
620	8/5/10			Cameron Park	Household items affected by SM installatio	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 installatio	Damaged Other Household Appliances	Closed
627	8/6/10			Coulterville	Wellington Installer	Under Investigation	Open
628	8/6/10			Livermore	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			Oakland	Customer Denies Access	Under Investigation	Open

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

September 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
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			Oakland	Customer Denies Access	Under Investigation	Open
635	8/6/10			Oakland	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			Livermore	Customer Denies Access	Under Investigation	Open

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

September 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
673	8/10/10			Oakland	Customer Denies Access	Under Investigation	Open
674	8/10/10			Oakland	Customer Denies Access	Under Investigation	Open
675	8/10/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
676	8/10/10			Occidental	Customer Denies Access	Customer does not want a SmartMeter	Closed
677	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
678	8/10/10			Pope Valley	Wellington Installer	Under Investigation	Open
679	8/10/10			Rohnert Park	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Closed
680	8/10/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
681	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
682	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
683	8/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
684	8/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
685	8/10/10			Soquel	Customer Denies Access	Customer Denies Wellington Access	Closed
686	8/10/10			Tiburon	Wellington Installer	Under Investigation	Open
687	8/11/10			Alameda	Customer Denies Access	Under Investigation	Open
688	8/11/10			Alamo	Customer wants Smartmeter Removed	Under Investigation	Open
689	8/11/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
690	8/11/10			Benicia	Network Equipment Installation	Under Investigation	Open
691	8/11/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
692	8/11/10			Los Altos Hills	Customer Denies Access	Under Investigation	Open
693	8/11/10			Los Gatos	Customer Denies Access	Under Investigation	Open
694	8/11/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Closed
695	8/11/10			Oakland	Customer Denies Access	Under Investigation	Open
696	8/11/10			Oakland	Customer Denies Access	Under Investigation	Open
697	8/11/10			Oakland	Household items affected by SM installatio	Internet/Cable Connection Problem	Closed
698	8/11/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
699	8/11/10			Petaluma	Customer wants Smartmeter Removed	No reason provided	Closed
700	8/11/10			San Jose	Customer Denies Access	Under Investigation	Open
701	8/11/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
702	8/11/10			Sausalito	Customer Denies Access	Under Investigation	Open
703	8/11/10			Tuolumne	SmartMeter Customer Communication	Under Investigation	Open
704	8/12/10			Bakersfield	Customer Denies Access	Under Investigation	Open
705	8/12/10			Chico	SmartMeter Customer Communication	Under Investigation	Open
706	8/12/10			Fremont	Household items affected by SM installatio	Other	Closed
707	8/12/10			Los Gatos	Wellington Installer	Under Investigation	Open
708	8/12/10			Magalia	Household items affected by SM installatio	Partial Power Outage	Closed
709	8/12/10			Mill Valley	Customer Denies Access	Under Investigation	Open
710	8/12/10			Mountain View	Household items affected by SM installatio	Other	Closed
711	8/12/10			Oakland	Customer Denies Access	Under Investigation	Open
712	8/12/10			Oakland	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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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ 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
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 installatio	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 installatio	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 installatio	Under Investigation	Open
738	8/16/10			Campbell	Household items affected by SM installatio	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 installatio	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 installatio	Under Investigation	Open
746	8/16/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
747	8/16/10			Los Gatos	Household items affected by SM installatio	Other	Closed
748	8/16/10			Los Gatos	SmartMeter Customer Communication	Customer does not want a SmartMeter	Closed
749	8/16/10			Los Gatos	Wellington Installer	Under Investigation	Open
750	8/16/10			Mountain View	Household items affected by SM installatio	Other	Closed
751	8/16/10			Newark	Household items affected by SM installatio	Under Investigation	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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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ 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
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 installatio	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 installatio	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 installatio	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 installatio	Damaged Other Household Appliances	Closed
773	8/16/10			San Jose	Household items affected by SM installatio	Damaged Other Household Appliances	Closed
774	8/16/10			San Jose	Household items affected by SM installatio	Other	Closed
775	8/16/10			San Jose	Household items affected by SM installatio	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 installatio	Other	Closed
791	8/17/10			Emeryville	Household items affected by SM installatio	Under Investigation	Open
792	8/17/10			Felton	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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**Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ 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
799	8/17/10			Novato	Power Interruption	Complete Power Outage	Closed
800	8/17/10			Oakland	Customer Denies Access	Under Investigation	Open
801	8/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
802	8/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
803	8/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
804	8/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
805	8/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
806	8/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
807	8/17/10			Oakland	Wellington Installer	Under Investigation	Open
808	8/17/10			Petaluma	Wellington Installer	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 SmartMeter	Closed
811	8/17/10			San Jose	Customer Denies Access	Unhappy with SM program	Closed
812	8/17/10			San Jose	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
813	8/17/10			San Jose	Household items affected by SM installatio	Damaged Other Household 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	Closed
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 Appliances	Closed
827	8/17/10			Sonoma	Wellington Installer	Under Investigation	Open
828	8/17/10			Vallejo	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 SmartMeter	Closed
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 Appliances	Closed
840	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open

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

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

September 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
841	8/18/10			Oakland	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 installatio	Internet/Cable Connection Problem	Closed
851	8/18/10			San Jose	Household items affected by SM installatio	Other	Closed
852	8/18/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
853	8/18/10			San Jose	Household items affected by SM installatio	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			Woodacre	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 installatio	Under Investigation	Open
867	8/19/10			Castro Valley	Household items affected by SM installatio	Other	Closed
868	8/19/10			Cupertino	Customer Denies Access	Under Investigation	Open
869	8/19/10			Los 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 installatio	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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**Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ 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
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 installatio	Damaged Refrigerator	Closed
888	8/19/10			San Jose	Household items affected by SM installatio	Other	Closed
889	8/19/10			San Jose	Household items affected by SM installatio	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 installatio	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			Livermore	Customer Denies Access	Under Investigation	Open
910	8/20/10			Los Gatos	Customer Denies Access	Under Investigation	Open
911	8/20/10			Los Gatos	Customer Denies Access	Under Investigation	Open
912	8/20/10			Los Gatos	Household items affected by SM installatio	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 installatio	Under Investigation	Open
923	8/20/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
924	8/20/10			Scotts Valley	Customer Denies Access	Under Investigation	Open

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

September 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
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			Los 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			Los Altos	Household items affected by SM installatio	Under Investigation	Open
946	8/23/10			Los 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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ 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
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			Los Gatos	Household items affected by SM installatio	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 installatio	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 installatio	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 installatio	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 installatio	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 installatio	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 installatio	Under Investigation	Open
1008	8/25/10			Freedom	Customer Denies Access	Under Investigation	Open

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

September 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
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			Los Gatos	Customer Denies Access	Under Investigation	Open
1012	8/25/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
1013	8/25/10			Los 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	Under Investigation	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			Felton	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			Los 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	Gas Appliance Not Working	Closed

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ 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
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 installatio	Damaged Other Household Appliances	Closed
1057	8/26/10			San Jose	Household items affected by SM installatio	Damaged Other Household Appliances	Closed
1058	8/26/10			San Jose	Household items affected by SM installatio	Other	Closed
1059	8/26/10			San Jose	Household items affected by SM installatio	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 installatio	Other	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			Los Altos	Household items affected by SM installatio	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 installatio	Under 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 installatio	Other	Closed
1081	8/27/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
1082	8/27/10			San Jose	Wellington Installer	Under Investigation	Open
1083	8/27/10			Saratoga	Household items affected by SM installatio	Damaged Other Household Appliances	Closed
1084	8/27/10			Saratoga	Household items affected by SM installatio	Other	Closed
1085	8/27/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
1086	8/27/10			Sunnyvale	Household items affected by SM installatio	Under 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			Novato	Customer Denies Access	Under Investigation	Open

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

September 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
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			Larkspur	Customer Denies Access	Under Investigation	Open
1121	8/30/10			Los 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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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ 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
1135	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1136	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1137	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
1138	8/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1139	8/30/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1140	8/30/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1141	8/30/10			San Jose	Wellington Installer	Under Investigation	Open
1142	8/30/10			San Rafael	SmartMeter Customer Communication	Customer does not want a SmartMeter	Closed
1143	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1144	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1145	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1146	8/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
1147	8/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
1148	8/30/10			Smartville	Wellington Installer	Under Investigation	Open
1149	8/30/10			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
1150	8/30/10			Vallejo	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			Los Altos	Customer Denies Access	Under Investigation	Open
1163	8/31/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1164	8/31/10			Los 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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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ 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
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			San Francisco	SmartMeter Customer Communication	Q on SM communication materials	Closed
1180	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
1181	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
1182	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
1183	8/31/10			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			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1212	9/1/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
1213	9/1/10			Los 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

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ 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
1219	9/1/10			Rough & Ready	Inquiry Regarding Appliances Affected	Under Investigation	Open
1220	9/1/10			San Jose	Customer Denies Access	Under Investigation	Open
1221	9/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1222	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1223	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
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
1226	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1227	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1228	9/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1229	9/1/10			San Jose	Wellington Installer	Under Investigation	Open
1230	9/1/10			San Rafael	Customer Denies Access	Under Investigation	Open
1231	9/1/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
1232	9/1/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1233	9/1/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1234	9/1/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
1235	9/1/10			Saratoga	Wellington Installer	Under Investigation	Open
1236	9/1/10			Smartville	Wellington Installer	Under Investigation	Open
1237	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
1238	9/1/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
1239	9/2/10			Berkeley	SmartMeter Customer Communication	Under Investigation	Open
1240	9/2/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
1241	9/2/10			Cameron Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
1242	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
1243	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
1244	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
1245	9/2/10			Clovis	Inquiry Regarding Appliances Affected	Under Investigation	Open
1246	9/2/10			Fairfax	Customer Denies Access	Under Investigation	Open
1247	9/2/10			Felton	Customer Denies Access	Under Investigation	Open
1248	9/2/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1249	9/2/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1250	9/2/10			Grass Valley	Customer wants Smartmeter Removed	No reason provided	Closed
1251	9/2/10			Grass Valley	Wellington Installer	Under Investigation	Open
1252	9/2/10			Guerneville	Customer Denies Access	Under Investigation	Open
1253	9/2/10			Livermore	Inquiry Regarding Appliances Affected	Under Investigation	Open
1254	9/2/10			Los Altos	Customer Denies Access	Under Investigation	Open
1255	9/2/10			Los Altos	Customer Denies Access	Under Investigation	Open
1256	9/2/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
1257	9/2/10			Los Gatos	Power Interruption	Under Investigation	Open
1258	9/2/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1259	9/2/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1260	9/2/10			Mill Valley	Customer wants Smartmeter Removed	Other	Closed

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

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

September 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
1261	9/2/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
1262	9/2/10			Novato	Customer Denies Access	Under Investigation	Open
1263	9/2/10			Oakland	Customer Denies Access	Under Investigation	Open
1264	9/2/10			Penngrove	SmartMeter Customer Communication	Under Investigation	Open
1265	9/2/10			Petaluma	Customer Denies Access	Under Investigation	Open
1266	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			Larkspur	Other	Other	Closed
1299	9/3/10			Los 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

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

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

September 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
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			Los 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

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

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

September 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
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			Los Gatos	Customer Denies Access	Customer Denies Wellington Access	Closed
1376	9/7/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1377	9/7/10			Los Gatos	Inquiry Regarding Appliances Affected	Other	Closed
1378	9/7/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1379	9/7/10			Los 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

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

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

September 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
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

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

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

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

September 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
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			Lafayette	Inquiry Regarding Appliances Affected	Other	Closed
1488	9/8/10			Larkspur	Customer Denies Access	Under Investigation	Open
1489	9/8/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1490	9/8/10			Los Gatos	Inquiry Regarding Appliances Affected	Other	Closed
1491	9/8/10			Los 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

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

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

September 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
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

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

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

September 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
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			Larkspur	Customer Denies Access	Customer Denies Wellington Access	Closed
1596	9/9/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed

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

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

September 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
1597	9/9/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1598	9/9/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1599	9/9/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1600	9/9/10			Livermore	Inquiry Regarding Appliances Affected	Under Investigation	Open
1601	9/9/10			Livermore	Power Interruption	Under Investigation	Open
1602	9/9/10			Los Altos Hills	Customer Denies Access	Customer does not want a SmartMeter	Closed
1603	9/9/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1604	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
1605	9/9/10			Los 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

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

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

September 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
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			Union City	Customer Denies Access	Under Investigation	Open
1670	9/9/10			Vallejo	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

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

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

September 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
1681	9/10/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1682	9/10/10			Emeryville	Wellington Installer	Under Investigation	Open
1683	9/10/10			Felton	Customer Denies Access	Under Investigation	Open
1684	9/10/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1685	9/10/10			Grass Valley	Inquiry Regarding Appliances Affected	Damaged Computer	Closed
1686	9/10/10			Grass Valley	Inquiry Regarding Appliances Affected	Other	Closed
1687	9/10/10			Grass Valley	Wellington Installer	Under Investigation	Open
1688	9/10/10			Grass Valley	Wellington Installer	Under Investigation	Open
1689	9/10/10			Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
1690	9/10/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1691	9/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1692	9/10/10			Madera	Customer Denies Access	Under Investigation	Open
1693	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
1696	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
1701	9/10/10			Novato	Customer Denies Access	Under Investigation	Open
1702	9/10/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
1703	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
1705	9/10/10			Oakland	Customer Denies Access	Under Investigation	Open
1706	9/10/10			Oakland	Customer Denies Access	Under Investigation	Open
1707	9/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1708	9/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1709	9/10/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1710	9/10/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1711	9/10/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1712	9/10/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1713	9/10/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1714	9/10/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1715	9/10/10			Oakley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1716	9/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
1717	9/10/10			Piedmont	Inquiry Regarding Appliances Affected	Under Investigation	Open
1718	9/10/10			Pleasanton	Inquiry Regarding Appliances Affected	Other	Closed
1719	9/10/10			Ripon	Inquiry Regarding Appliances Affected	Under Investigation	Open
1720	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	9/10/10			San Francisco	Wellington Installer	Under Investigation	Open

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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ 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
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			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1748	9/10/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1749	9/10/10			Vallejo	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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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ 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
1	1/4/10	{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open
2	1/15/10	{Redacted}	{Redacted}	Napa	Scheduling Problems	Under Investigation	Open
3	2/8/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
4	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Under Investigation	Open
5	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
6	2/16/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
7	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
8	2/18/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
9	2/22/10	{Redacted}	{Redacted}	Occidental	Customer Denies Access	Under Investigation	Open
10	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
11	2/23/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
12	2/26/10	{Redacted}	{Redacted}	Auburn	SmartMeter Customer Communication	Under Investigation	Open
13	2/26/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
14	3/1/10	{Redacted}	{Redacted}	Fresno	Wellington Installer	Under Investigation	Open
15	3/1/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
16	3/3/10	{Redacted}	{Redacted}	Glen Ellen	Scheduling Problems	Under Investigation	Open
17	3/7/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
18	3/7/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
19	3/7/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
20	3/8/10	{Redacted}	{Redacted}	Cotati	Household items affected by SM installation	Under Investigation	Open
21	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM installation	Under Investigation	Open
22	3/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
23	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
24	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
25	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
26	3/10/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
27	3/10/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
28	3/12/10	{Redacted}	{Redacted}	Union City	Meter/Module	Under Investigation	Open
29	3/12/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
30	3/12/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
31	3/15/10	{Redacted}	{Redacted}	Placerville	Customer Denies Access	Under Investigation	Open
32	3/15/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
33	3/16/10	{Redacted}	{Redacted}	Angels Camp	Customer Denies Access	Under Investigation	Open
34	3/16/10	{Redacted}	{Redacted}	Sunnyvale	Customer Denies Access	Under Investigation	Open
35	3/16/10	{Redacted}	{Redacted}	Tracy	Meter/Module	Under Investigation	Open
36	3/17/10	{Redacted}	{Redacted}	Napa	Customer Denies Access	Under Investigation	Open
37	3/19/10	{Redacted}	{Redacted}	American Canyon	Customer Denies Access	Under Investigation	Open
38	3/19/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
39	3/21/10	{Redacted}	{Redacted}	Diamond Springs	Meter/Module	Under Investigation	Open
40	3/22/10	{Redacted}	{Redacted}	Saint Helena	Other	Other	Closed
41	3/22/10	{Redacted}	{Redacted}	San Jose	Scheduling Problems	Under Investigation	Open
42	3/22/10	{Redacted}	{Redacted}	Tracy	Customer Denies Access	Under Investigation	Open

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

September 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
43	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
44	4/2/10			San Jose	Scheduling Problems	Under Investigation	Open
45	4/5/10			Vacaville	Other	Under Investigation	Open
46	4/7/10			San Ramon	Power Interruption	Under Investigation	Open
47	4/14/10			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			Live 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			Ukiah	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			Lemoore	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			Los 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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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ 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
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			Tracy	Household items affected by SM installation	Under Investigation	Open
95	5/13/10			Tracy	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			Tracy	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			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
110	5/15/10			Los 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			Los Gatos	Customer Denies Access	Under Investigation	Open
124	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
125	5/17/10			Los Gatos	Scheduling Problems	Unable to Complete	Closed
126	5/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 SmartMeter™ 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
127	5/17/10			Oakland	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			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
148	5/18/10			Los 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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Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
SmartMeter™ 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			Fresno	Customer Denies Access	Under Investigation	Open
172	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
173	5/20/10			Los 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			Los Altos	Household items affected by SM installation	Under Investigation	Open
196	5/21/10			Los 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

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ 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 SmartMeter™ Device Installed

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	5/21/10	{Redacted}	{Redacted}	SAN MATEO	Open	{Redacted}
2	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 SmartMeter™ device.

- 1 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

Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeter™ 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 SmartMeter™ Device Installed

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	5/21/10	{Redacted}	{Redacted}	SAN MATEO	Open	{Redacted}
2	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	

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