

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 23, 2010 -- For the Period September 11, 2010 through September 17, 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	Customer unaware of 5 minute outage	Closed
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	Other	Closed
40	3/22/10	{Redacted}	{Redacted}	San Jose	Scheduling Problems	Under Investigation	Open
41	3/22/10	{Redacted}	{Redacted}	Tracy	Customer Denies Access	Under Investigation	Open
42	3/23/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open

43	43	4/2/10
44	44	4/5/10
45	45	4/7/10
46	46	4/14/10
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49	49	4/16/10
50	50	4/16/10
51	51	4/19/10
52	52	4/19/10
53	53	4/21/10
54	54	4/21/10
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84	84	5/13/10
85	85	5/13/10
86	86	5/14/10
87	87	5/14/10
88	88	5/14/10
89	89	5/14/10
90	90	5/14/10
91	91	5/14/10
92	92	5/14/10
93	93	5/15/10

San Jose	Scheduling Problems	Customer Denies Wellington Access	Closed
Vacaville	Other	Under Investigation	Open
San Ramon	Power Interruption	Under Investigation	Open
Kingsburg	Power Interruption	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Madera	Other	Under Investigation	Open
Live Oak	Household items affected by SM installation	Gas Appliance Not Working	Closed
San Jose	Scheduling Problems	Under Investigation	Open
Brentwood	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Bakersfield	Wellington Installer	Other	Closed
Madera	Household items affected by SM installation	Under Investigation	Open
Berkeley	Other	Motion/Sensor Appliance Malfunctioning	Closed
Clovis	SmartMeter Customer Communication	Other	Closed
Ukiah	Meter/Module	Meter/Module creating a hazard	Closed
Orinda	Meter/Module	Other	Closed
Lemoore	Customer Denies Access	Under Investigation	Open
Richmond	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Walnut Creek	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Tracy	Household items affected by SM installation	Damaged Computer	Closed
Clovis	SmartMeter Customer Communication	Under Investigation	Open
Los Banos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Tracy	Household items affected by SM installation	Under Investigation	Open
Tracy	Other	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Antioch	Meter/Module	Under Investigation	Open
Madera	Customer Denies Access	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Livermore	Customer wants Smartmeter Removed	Unhappy with SM program	Closed

94	94	5/15/10
95	95	5/15/10
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137	137	5/20/10
138	138	5/20/10
139	139	5/20/10
140	140	5/20/10
141	141	5/20/10
142	142	5/20/10
143	143	5/21/10
144	144	5/21/10

Chico	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Richmond	Customer wants Smartmeter Removed	No reason provided	Closed
Alameda	Customer Denies Access	Under Investigation	Open
Alameda	SmartMeter Customer Communication	Under Investigation	Open
Alamo	Scheduling Problems	Under Investigation	Open
El Cerrito	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
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Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Under Investigation	Open
S. San Francisco	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Santa Rosa	Wellington Installer	Security concern	Closed
Chowchilla	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Madera	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Yuba City	Power Interruption	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
Pollock Pines	Customer Denies Access	Under Investigation	Open
San Jose	Potential Wellington Claim	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
Fresno	Customer Denies Access	Under Investigation	Open
Guerneville	Customer Denies Access	Under Investigation	Open
Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
Madera	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	Customer does not want a SmartMeter	Closed
Auburn	Customer Denies Access	Under Investigation	Open

145	145	5/21/10
146	146	5/21/10
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195	195	5/25/10

Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
Fresno	Customer wants Smartmeter Removed	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Los Altos	Household items affected by SM installation	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Emeryville	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Concord	Household items affected by SM installation	Under Investigation	Open
Emeryville	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
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Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Under Investigation	Open
Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
Pleasanton	Customer Denies Access	Under Investigation	Open
Fairfield	Power Interruption	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open

196	196	5/25/10
197	197	5/26/10
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209	209	5/29/10
210	210	5/29/10
211	211	5/29/10
212	212	5/30/10
213	213	5/30/10
214	214	5/31/10
215	215	6/2/10
216	216	6/3/10
217	217	6/4/10
218	218	6/7/10
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226	226	6/10/10
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234	234	6/13/10
235	235	6/14/10
236	236	6/14/10
237	237	6/15/10
238	238	6/15/10
239	239	6/15/10
240	240	6/15/10
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242	242	6/15/10
243	243	6/16/10
244	244	6/16/10
245	245	6/16/10
246	246	6/16/10

Oakland	Customer Denies Access	Under Investigation	Open
Clovis	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Lemoore	Meter/Module Equipment	Other	Closed
Port Costa	Customer Denies Access	Under Investigation	Open
Emeryville	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Pleasanton	Household items affected by SM installation	Other	Closed
Bakersfield	Household items affected by SM installation	Other	Closed
Oakdale	Household items affected by SM installation	Other	Closed
San Jose	Household items affected by SM installation	Under Investigation	Open
Arvin	Household items affected by SM installation	Under Investigation	Open
Corte Madera	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Fresno	Power Interruption	Under Investigation	Open
Milpitas	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
Shingle Springs	Household items affected by SM installation	Under Investigation	Open
San Ramon	Customer Denies Access	Customer Denies Wellington Access	Closed
El Dorado Hills	Customer Denies Access	Under Investigation	Open
Fairfield	Household items affected by SM installation	Under Investigation	Open
Pittsburg	Household items affected by SM installation	Other	Closed
Chico	Household items affected by SM installation	Under Investigation	Open
Pleasant Hill	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Shingle Springs	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Dinuba	Customer Denies Access	Under Investigation	Open

247	247	6/16/10
248	248	6/16/10
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289	289	6/28/10
290	290	6/28/10
291	291	6/28/10
292	292	6/28/10
293	293	6/29/10
294	294	6/29/10
295	295	6/29/10
296	296	6/29/10
297	297	6/30/10

San Jose	Household items affected by SM installation	Under Investigation	Open
San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Penryn	Household items affected by SM installation	Other	Closed
Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Closed
Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
Camp Meeker	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Under Investigation	Open
Richmond	Service Planning (misc)	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Saratoga	Customer Denies Access	Under Investigation	Open
Martinez	Household items affected by SM installation	Other	Closed
Milpitas	Power Interruption	Under Investigation	Open
Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Closed
Newcastle	Household items affected by SM installation	under investigation	Open
San Jose	Customer Denies Access	under investigation	Open
San Jose	Power Interruption	Under Investigation	Open
Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Olivehurst	Household items affected by SM installation	Damaged Other Household Appliances	Closed
Fair Oaks	Network Equipment Installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Bridgeville	Network Equipment Installation	Under Investigation	Open
Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Antioch	Household items affected by SM installation	Other	Closed
Santa Rosa	Customer Denies Access	Under Investigation	Open
Davis	Household items affected by SM installation	Under Investigation	Open
Sanger	Customer wants Smartmeter Removed	Under Investigation	Open
Moraga	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Santa Clara	Household items affected by SM installation	Under Investigation	Open
Union City	Meter/Module	Under Investigation	Open
Vacaville	Customer wants Smartmeter Removed	Under Investigation	Open
Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	SmartMeter Customer Communication	Q on SM communication materials	Closed
Twain Harte	Customer Denies Access	Customer does not want a SmartMeter	Closed
Los Gatos	Customer Denies Access	Under Investigation	Open
Oakland	SmartMeter Customer Communication	Under Investigation	Open

298	298	6/30/10
299	299	6/30/10
300	300	7/1/10
301	301	7/1/10
302	302	7/1/10
303	303	7/2/10
304	304	7/3/10
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306	306	7/6/10
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308	308	7/7/10
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310	310	7/8/10
311	311	7/8/10
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313	313	7/9/10
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321	321	7/12/10
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327	327	7/14/10
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330	330	7/14/10
331	331	7/14/10
332	332	7/15/10
333	333	7/15/10
334	334	7/15/10
335	335	7/15/10
336	336	7/15/10
337	337	7/15/10
338	338	7/16/10
339	339	7/16/10
340	340	7/16/10
341	341	7/17/10
342	342	7/19/10
343	343	7/19/10
344	344	7/19/10
345	345	7/19/10
346	346	7/19/10
347	347	7/19/10
348	348	7/20/10

San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Tracy	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Arvin	Customer Denies Access	Partial Power Outage	Closed
Oroville	Customer Denies Access	Under Investigation	Open
Paradise	SmartMeter Customer Communication	Under Investigation	Open
Stockton	SmartMeter Customer Communication	Under Investigation	Open
Richmond	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Placerville	Household items affected by SM installation	Under Investigation	Open
San Francisco	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Household items affected by SM installation	Under Investigation	Open
San Jose	Scheduling Problems	Under Investigation	Open
Vacaville	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
Forest Ranch	Household items affected by SM installation	Other	Closed
Chico	Customer Denies Access	Under Investigation	Open
Byron	Household items affected by SM installation	Other	Closed
Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Amador City	SmartMeter Customer Communication	Under Investigation	Open
El Dorado Hills	Customer Denies Access	Under Investigation	Open
Oakland	Household items affected by SM installation	Under Investigation	Open
Felton	Customer Denies Access	Customer does not want a SmartMeter	Closed
Placerville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Ramon	Customer Denies Access	Under Investigation	Open
Berkeley	Household items affected by SM installation	Under Investigation	Open
El Cerrito	Customer wants Smartmeter Removed	Under Investigation	Open
Los Altos	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Saratoga	Customer Denies Access	Under Investigation	Open
Saratoga	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Los Gatos	Household items affected by SM installation	Under Investigation	Open
Redwood Ests	Customer Denies Access	Customer does not want a SmartMeter	Closed
Rio Oso	Customer Denies Access	Security concern	Closed
Campbell	SmartMeter Customer Communication	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Francisco	Household items affected by SM installation	Under Investigation	Open
Tracy	Household items affected by SM installation	Under Investigation	Open
San Carlos	Household items affected by SM installation	Under Investigation	Open

349	349	7/21/10
350	350	7/21/10
351	351	7/21/10
352	352	7/22/10
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354	354	7/23/10
355	355	7/24/10
356	356	7/24/10
357	357	7/26/10
358	358	7/26/10
359	359	7/27/10
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391	391	8/3/10
392	392	8/3/10
393	393	8/3/10
394	394	8/3/10
395	395	8/3/10
396	396	8/3/10
397	397	8/3/10
398	398	8/3/10
399	399	8/3/10

San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Bolinas	Network Equipment Installation	Under Investigation	Open
Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
Emeryville	Customer wants Smartmeter Removed	Under Investigation	Open
Paradise	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Sacramento	Customer Denies Access	Under Investigation	Open
Groveland	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Los Altos Hills	Customer Denies Access	Customer does not want a SmartMeter	Closed
Moss Landing	Customer wants Smartmeter Removed	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Wellington Installer	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
San Jose	Network Equipment Installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Placerville	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Closed
San Jose	Wellington Installer	Safety concern	Closed
Los Gatos	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
Rancho Cordova	Wellington Installer	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Closed
Ben Lomond	Household items affected by SM installation	Under Investigation	Open
Dobbins	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Union City	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Alameda	Household items affected by SM installation	Under Investigation	Open
La Honda	Customer Denies Access	Under Investigation	Open
Pinole	Customer Denies Access	Under Investigation	Open
San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Alameda	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
El Sobrante	Household items affected by SM installation	Under Investigation	Open
Emeryville	Customer Denies Access	Under Investigation	Open
Menlo Park	SmartMeter Customer Communication	Under Investigation	Open
Petaluma	Wellington Installer	Under Investigation	Open
Pittsburg	Customer Denies Access	Under Investigation	Open
San Francisco	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open

400	400	8/4/10
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446	446	8/10/10
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449	449	8/10/10
450	450	8/10/10

Lincoln	SmartMeter Customer Communication	Other	Closed
Alameda	Customer Denies Access	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
Paradise	Wellington Installer	Under Investigation	Open
Paradise	Wellington Installer	Under Investigation	Open
Penn Valley	Wellington Installer	Under Investigation	Open
Placerville	Household items affected by SM installation	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
Sutter	Customer Denies Access	Other	Closed
Alameda	Customer Denies Access	Under Investigation	Open
Coulterville	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	SmartMeter Customer Communication	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Saratoga	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Cloverdale	Power Interruption	Under Investigation	Open
Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Closed
Berkeley	Power Interruption	Under Investigation	Open
Boulder Creek	Wellington Installer	Under Investigation	Open
Cameron Park	Wellington Installer	Under Investigation	Open
Camino	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Saratoga	Wellington Installer	Under Investigation	Open
Sonoma	SmartMeter Customer Communication	Under Investigation	Open
Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Campbell	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open

451	451	8/10/10
452	452	8/10/10
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469	469	8/12/10
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471	471	8/12/10
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491	491	8/14/10
492	492	8/14/10
493	493	8/16/10
494	494	8/16/10
495	495	8/16/10
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Oakland	SmartMeter Customer Communication	Under Investigation	Open
Penngrove	Customer Denies Access	Under Investigation	Open
Pope Valley	Wellington Installer	Under Investigation	Open
Tiburon	Wellington Installer	Under Investigation	Open
Benicia	Network Equipment Installation	Concerns with equipment/pole location	Closed
Los Altos Hills	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer wants Smartmeter Removed	No reason provided	Closed
Sausalito	Customer Denies Access	Customer does not want a SmartMeter	Closed
Alameda	Customer Denies Access	Under Investigation	Open
Alamo	Customer wants Smartmeter Removed	Under Investigation	Open
Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
Boulder Creek	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Household items affected by SM installation	Under Investigation	Open
Tuolumne	SmartMeter Customer Communication	Under Investigation	Open
Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
Woodacre	Customer Denies Access	Customer does not want a SmartMeter	Closed
Bakersfield	Customer Denies Access	Under Investigation	Open
Chico	SmartMeter Customer Communication	Under Investigation	Open
Los Gatos	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Windsor	Wellington Installer	Under Investigation	Open
San Rafael	Customer Denies Access	Health Related Issues	Closed
San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
Sonoma	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
Tracy	Customer Denies Access	Other	Closed
Forest Knolls	SmartMeter Customer Communication	Under Investigation	Open
Grass Valley	Wellington Installer	Under Investigation	Open
Novato	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Boulder Creek	Household items affected by SM installation	Internet/Cable Connection Problem	Closed
Campbell	SmartMeter Customer Communication	Other	Closed
Cazadero	SmartMeter Customer Communication	Radio Frequency Concerns	Closed
El Dorado	Wellington Installer	Installer rude to customer	Closed
Point Reyes	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Household items affected by SM installation	Other	Closed
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Woodacre	SmartMeter Customer Communication	Other	Closed

502	502	8/16/10
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Aptos	Customer Denies Access	Under Investigation	Open
Ben Lomond	Power Interruption	Under Investigation	Open
Ben Lomond	SmartMeter Customer Communication	Under Investigation	Open
Chico	Wellington Installer	Under Investigation	Open
Concord	SmartMeter Customer Communication	Under Investigation	Open
Fremont	Household items affected by SM installation	Under Investigation	Open
Los Gatos	Wellington Installer	Under Investigation	Open
Newark	Household items affected by SM installation	Under Investigation	Open
Novato	Customer wants Smartmeter Removed	Under Investigation	Open
Novato	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Household items affected by SM installation	Under Investigation	Open
Oakland	Power Interruption	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Petaluma	Household items affected by SM installation	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Geronimo	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Leandro	Scheduling Problems	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
Windsor	Customer Denies Access	Under Investigation	Open
Woodacre	Customer Denies Access	Under Investigation	Open
Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Closed
Morgan Hill	SmartMeter Customer Communication	Other	Closed
Oakland	Wellington Installer	Door hanger not left or placed incorrectly	Closed
San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Closed
Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
Bolinas	Customer Denies Access	Under Investigation	Open
Cloverdale	Wellington Installer	Under Investigation	Open
Emeryville	Household items affected by SM installation	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
Oakland	SmartMeter Customer Communication	Under Investigation	Open
Oakland	SmartMeter Customer Communication	Under Investigation	Open
Oakland	SmartMeter Customer Communication	Under Investigation	Open
Petaluma	Wellington Installer	Under Investigation	Open
San Bruno	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open

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San Jose	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Leandro	Customer Denies Access	Under Investigation	Open
San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Sonoma	Wellington Installer	Under Investigation	Open
Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
Windsor	SmartMeter Customer Communication	Under Investigation	Open
Ben Lomond	Meter/Module Equipment	Other	Closed
Boulder Creek	Power Interruption	Breaker keeps tripping	Closed
Cupertino	Household items affected by SM installation	Damaged Other Household Appliances	Closed
Fremont	Power Interruption	Hi/Low Voltage	Closed
Oakland	Wellington Installer	Safety concern	Closed
San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Closed
Ben Lomond	Customer Denies Access	Under Investigation	Open
Boulder Creek	Customer Denies Access	Under Investigation	Open
Boulder Creek	Customer wants Smartmeter Removed	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Rohnert Park	Wellington Installer	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Sonoma	Wellington Installer	Under Investigation	Open
Woodacre	Customer Denies Access	Under Investigation	Open
Boulder Creek	Household items affected by SM installation	Damaged Other Household Appliances	Closed
San Jose	Wellington Installer	Installer rude to customer	Closed
San Jose	Wellington Installer	Failed to identify self as PG&E contracto	Closed
Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
Aptos	Customer Denies Access	Under Investigation	Open
Aptos	Customer Denies Access	Under Investigation	Open
Belvedere	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Cupertino	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Novato	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	SmartMeter Customer Communication	Under Investigation	Open

604	604	8/19/10
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653	653	8/22/10
654	654	8/22/10

Penngrove	Wellington Installer	Under Investigation	Open
Petaluma	Customer Denies Access	Under Investigation	Open
Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
San Geronimo	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Sonoma	Wellington Installer	Under Investigation	Open
San Jose	Household items affected by SM installation	Motion/Sensor Appliance Malfunctioning	Closed
San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Closed
Aptos	Customer Denies Access	Under Investigation	Open
Aptos	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Boulder Creek	Customer Denies Access	Under Investigation	Open
Boulder Creek	Customer Denies Access	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
Livermore	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Novato	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
San Francisco	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Scotts Valley	Customer Denies Access	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Los Altos Hills	Household items affected by SM installation	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Household items affected by SM installation	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Ben Lomond	Household items affected by SM installation	Other	Closed
Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open



706	706	8/24/10
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754	754	8/26/10
755	755	8/26/10
756	756	8/26/10

Oakland	Wellington Installer	Under Investigation	Open
Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Soquel	Household items affected by SM installation	Under Investigation	Open
Tiburon	Customer Denies Access	Under Investigation	Open
Windsor	SmartMeter Customer Communication	Under Investigation	Open
Woodside	Customer Denies Access	Under Investigation	Open
Fairfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oroville	SmartMeter Customer Communication	Other	Closed
Placerville	SmartMeter Customer Communication	Q on SM communication materials	Closed
Campbell	Customer Denies Access	Under Investigation	Open
Felton	Household items affected by SM installation	Under Investigation	Open
Freedom	Customer Denies Access	Under Investigation	Open
Healdsburg	Customer Denies Access	Under Investigation	Open
Kentfield	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Los Gatos	Household items affected by SM installation	Under Investigation	Open
Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
Milpitas	Wellington Installer	Under Investigation	Open
Novato	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Philo	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Rafael	SmartMeter Customer Communication	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open
Scotts Valley	Customer Denies Access	Under Investigation	Open
Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
Watsonville	Customer Denies Access	Under Investigation	Open
Windsor	Wellington Installer	Under Investigation	Open
Nevada City	SmartMeter Customer Communication	Q on SM communication materials	Closed
Nevada City	Wellington Installer	Q on SM communication materials	Closed
San Jose	SmartMeter Customer Communication	Installer rude to customer	Closed
San Jose	Wellington Installer	Installer rude to customer	Closed
Wheatland	Customer wants Smartmeter Removed	No reason provided	Closed
Boulder Creek	Customer Denies Access	Under Investigation	Open
Boulder Creek	Customer wants Smartmeter Removed	Under Investigation	Open
Fairfax	SmartMeter Customer Communication	Under Investigation	Open
Felton	Customer Denies Access	Under Investigation	Open
Felton	Customer Denies Access	Under Investigation	Open
Felton	Customer Denies Access	Under Investigation	Open

757	757	8/26/10
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806	806	8/30/10
807	807	8/30/10

Felton	Customer wants Smartmeter Removed	Under Investigation	Open
Forest Knolls	Customer Denies Access	Under Investigation	Open
Los Altos	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
San Geronimo	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open
Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Los Altos	Household items affected by SM installation	Other	Closed
Campbell	Customer Denies Access	Under Investigation	Open
Capitola	Customer Denies Access	Under Investigation	Open
Newark	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Household items affected by SM installation	Under Investigation	Open
Oakland	Power Interruption	Under Investigation	Open
San Anselmo	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Burlingame	Inquiry Regarding Appliances Affected	Under Investigation	Open
Burlingame	Wellington Installer	Under Investigation	Open
Campbell	Customer Denies Access	Under Investigation	Open
Kentfield	Customer Denies Access	Under Investigation	Open
Kentfield	SmartMeter Customer Communication	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Bangor	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Inquiry Regarding Appliances Affected	Other	Closed



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908	908	9/1/10
909	909	9/1/10

Mill Valley	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Piedmont	Customer wants Smartmeter Removed	Under Investigation	Open
Piedmont	Power Interruption	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Saratoga	Customer Denies Access	Under Investigation	Open
Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
Soquel	Customer Denies Access	Under Investigation	Open
Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
Windsor	Customer wants Smartmeter Removed	Under Investigation	Open
Rough & Ready	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
San Jose	Inquiry Regarding Appliances Affected	Other	Closed
San Jose	Inquiry Regarding Appliances Affected	Other	Closed
Alviso	Customer Denies Access	Under Investigation	Open
Aptos	Customer Denies Access	Under Investigation	Open
Aptos	Customer Denies Access	Under Investigation	Open
Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
Campbell	Customer Denies Access	Under Investigation	Open
Campbell	Power Interruption	Under Investigation	Open
Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
El Cerrito	Customer Denies Access	Under Investigation	Open
Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
Los Gatos	Wellington Installer	Under Investigation	Open
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open

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959	959	9/2/10
960	960	9/2/10

San Jose	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
San Rafael	SmartMeter Customer Communication	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
Saratoga	Wellington Installer	Under Investigation	Open
Smartville	Wellington Installer	Under Investigation	Open
Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
Vallejo	SmartMeter Customer Communication	Under Investigation	Open
Cameron Park	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Los Gatos	Power Interruption	Breaker keeps tripping	Closed
San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
San Jose	Inquiry Regarding Appliances Affected	Motion/Sensor Appliance Malfunctioning	Closed
San Jose	Wellington Installer	Safety concern	Closed
Santa Clara	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Saratoga	Wellington Installer	Damaged private property	Closed
Berkeley	SmartMeter Customer Communication	Under Investigation	Open
Boulder Creek	Customer Denies Access	Under Investigation	Open
Campbell	Customer Denies Access	Under Investigation	Open
Campbell	Customer Denies Access	Under Investigation	Open
Campbell	Customer Denies Access	Under Investigation	Open
Clovis	Inquiry Regarding Appliances Affected	Under Investigation	Open
Fairfax	Customer Denies Access	Under Investigation	Open
Felton	Customer Denies Access	Under Investigation	Open
Grass Valley	Wellington Installer	Under Investigation	Open
Guerneville	Customer Denies Access	Under Investigation	Open
Livermore	Inquiry Regarding Appliances Affected	Under Investigation	Open
Los Altos	Customer Denies Access	Under Investigation	Open
Los Altos	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Penngrove	SmartMeter Customer Communication	Under Investigation	Open
Petaluma	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Salinas	Customer Denies Access	Under Investigation	Open
Salinas	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open
Scotts Valley	Customer Denies Access	Under Investigation	Open
Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open

961	961	9/2/10
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963	963	9/3/10
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1011	1011	9/7/10

Sebastopol	Customer Denies Access	Under Investigation	Open
Stockton	Customer Denies Access	Under Investigation	Open
Albany	Inquiry Regarding Appliances Affected	Under Investigation	Open
Boulder Creek	Customer Denies Access	Under Investigation	Open
Campbell	Customer Denies Access	Under Investigation	Open
Campbell	Customer Denies Access	Under Investigation	Open
Gilroy	Customer Denies Access	Under Investigation	Open
Gilroy	SmartMeter Customer Communication	Under Investigation	Open
Gilroy	SmartMeter Customer Communication	Under Investigation	Open
Kentfield	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
Napa	Inquiry Regarding Appliances Affected	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Rohnert Park	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
Saratoga	Customer wants Smartmeter Removed	Under Investigation	Open
Woodacre	Customer Denies Access	Under Investigation	Open
Campbell	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Campbell	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Salinas	Customer Denies Access	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
Campbell	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Boulder Creek	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Campbell	Inquiry Regarding Appliances Affected	Other	Closed
Concord	Inquiry Regarding Appliances Affected	Other	Closed
El Dorado Hills	Inquiry Regarding Appliances Affected	Other	Closed
Los Gatos	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Penn Valley	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
San Leandro	Power Interruption	Flickering Lights	Closed
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open

1012	1012	9/7/10
1013	1013	9/7/10
1014	1014	9/7/10
1015	1015	9/7/10
1016	1016	9/7/10
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1018	1018	9/7/10
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1038	1038	9/8/10
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1060	1060	9/8/10
1061	1061	9/8/10
1062	1062	9/8/10

Gilroy	Customer Denies Access	Under Investigation	Open
Grass Valley	Potential Wellington Claim	Under Investigation	Open
Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
Millpitas	Customer Denies Access	Under Investigation	Open
Morgan Hill	Meter / Module Equipment (Mfg.)	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Petaluma	Customer Denies Access	Under Investigation	Open
Petaluma	Wellington Installer	Under Investigation	Open
Piedmont	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Lorenzo	Customer Denies Access	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
Santa Clara	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
Danville	Inquiry Regarding Appliances Affected	Other	Closed
Fremont	Inquiry Regarding Appliances Affected	Other	Closed
Los Gatos	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Mill Valley	SmartMeter Customer Communication	Damaged private property	Closed
Nevada City	Wellington Installer	Damaged Computer	Closed
Newark	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Petaluma	Inquiry Regarding Appliances Affected	Other	Closed
San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
San Jose	Power Interruption	Partial Power Outage	Closed
San Jose	Wellington Installer	Damaged Other Household Appliances	Closed
San Rafael	Wellington Installer	Other	Closed
Sunnyvale	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Tracy	SmartMeter Customer Communication	Other	Closed
Alameda	Inquiry Regarding Appliances Affected	Under Investigation	Open
Belmont	Inquiry Regarding Appliances Affected	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Berkeley	Wellington Installer	Under Investigation	Open
Calistoga	Customer Denies Access	Under Investigation	Open
Caruthers	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Georgetown	Customer Denies Access	Under Investigation	Open
Larkspur	Customer Denies Access	Under Investigation	Open

1063	1063	9/8/10
1064	1064	9/8/10
1065	1065	9/8/10
1066	1066	9/8/10
1067	1067	9/8/10
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1106	1106	9/9/10
1107	1107	9/9/10
1108	1108	9/9/10
1109	1109	9/9/10
1110	1110	9/9/10
1111	1111	9/9/10
1112	1112	9/9/10
1113	1113	9/9/10

Milpitas	Customer Denies Access	Under Investigation	Open
Newark	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Petaluma	SmartMeter Customer Communication	Under Investigation	Open
Pleasant Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
Rodeo	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Leandro	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Walnut Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
Windsor	Customer Denies Access	Under Investigation	Open
Campbell	Inquiry Regarding Appliances Affected	Safety concern	Closed
Campbell	Wellington Installer	Safety concern	Closed
Concord	Inquiry Regarding Appliances Affected	Other	Closed
Livermore	Inquiry Regarding Appliances Affected	Damaged private property	Closed
Milpitas	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Saratoga	Inquiry Regarding Appliances Affected	Other	Closed
Union City	Customer Denies Access	Customer Denies Wellington Access	Closed
Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
Livermore	Power Interruption	Under Investigation	Open
Los Gatos	Wellington Installer	Under Investigation	Open
Los Gatos	Wellington Installer	Under Investigation	Open
Mariposa	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Power Interruption	Under Investigation	Open
Petaluma	Customer Denies Access	Under Investigation	Open
Petaluma	Wellington Installer	Under Investigation	Open
Pinole	Inquiry Regarding Appliances Affected	Under Investigation	Open
Pittsburg	Inquiry Regarding Appliances Affected	Under Investigation	Open
Richmond	Power Interruption	Under Investigation	Open
Salinas	Customer Denies Access	Under Investigation	Open
Salinas	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open

1114	1114	9/9/10
1115	1115	9/9/10
1116	1116	9/9/10
1117	1117	9/9/10
1118	1118	9/9/10
1119	1119	9/9/10
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1159	1159	9/10/10
1160	1160	9/10/10
1161	1161	9/10/10
1162	1162	9/10/10
1163	1163	9/10/10
1164	1164	9/10/10

San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Ramon	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
Saratoga	Wellington Installer	Under Investigation	Open
Grass Valley	Wellington Installer	Customer does not want a SmartMeter	Closed
Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
Ripon	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
Saratoga	Inquiry Regarding Appliances Affected	Damaged Television	Closed
Saratoga	Wellington Installer	Damaged Television	Closed
Shingle Springs	Inquiry Regarding Appliances Affected	Other	Closed
Walnut Creek	Inquiry Regarding Appliances Affected	Other	Closed
Aptos	Customer Denies Access	Under Investigation	Open
Emeryville	Wellington Installer	Under Investigation	Open
Felton	Customer Denies Access	Under Investigation	Open
Grass Valley	Wellington Installer	Under Investigation	Open
Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
Napa	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakley	Inquiry Regarding Appliances Affected	Under Investigation	Open
Petaluma	Customer Denies Access	Under Investigation	Open
Piedmont	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Francisco	Wellington Installer	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Pablo	Customer wants Smartmeter Removed	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open

1165	1165	9/10/10
1166	1166	9/10/10
1167	1167	9/10/10
1168	1168	9/11/10
1169	1169	9/11/10
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1171	1171	9/11/10
1172	1172	9/11/10
1173	1173	9/11/10
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1209	1209	9/13/10
1210	1210	9/13/10
1211	1211	9/13/10
1212	1212	9/13/10
1213	1213	9/13/10
1214	1214	9/13/10
1215	1215	9/13/10

Sebastopol	Customer Denies Access	Under Investigation	Open
Soquel	Customer Denies Access	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Los Gatos	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Sonoma	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
Lincoln	Power Interruption	Breaker keeps tripping	Closed
Santa Rosa	Power Interruption	Flickering Lights	Closed
San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
Danville	Customer wants Smartmeter Removed	Under Investigation	Open
Benicia	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Sunnyvale	Power Interruption	Under Investigation	Open
Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
El Dorado	Wellington Installer	Under Investigation	Open
Piedmont	Inquiry Regarding Appliances Affected	Under Investigation	Open
Mount Aukum	Inquiry Regarding Appliances Affected	Under Investigation	Open
Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
Chico	Meter / Module Equipment (Mfg.)	Other	Closed
Pine Grove	Customer wants Smartmeter Removed	No reason provided	Closed
Grass Valley	Inquiry Regarding Appliances Affected	Other	Closed
Alameda	Inquiry Regarding Appliances Affected	Other	Closed
Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
Auburn	Inquiry Regarding Appliances Affected	Other	Closed
Chico	Inquiry Regarding Appliances Affected	Other	Closed
Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
Rohnert Park	Inquiry Regarding Appliances Affected	Other	Closed
Grass Valley	Inquiry Regarding Appliances Affected	Motion/Sensor Appliance Malfunctioning	Closed
Windsor	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Sunnyvale	Inquiry Regarding Appliances Affected	Other	Closed
Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
Paradise	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
Chico	Customer Denies Access	Customer Denies Wellington Access	Closed
Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
Walnut Creek	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Saratoga	Customer Denies Access	Customer Denies Wellington Access	Closed
Orinda	Customer Denies Access	Customer Denies Wellington Access	Closed
Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Closed
Stevinson	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Piedmont	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Salinas	Inquiry Regarding Appliances Affected	Other	Closed
Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
Saratoga	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed

1216	1216	9/13/10
1217	1217	9/13/10
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1261	1261	9/13/10
1262	1262	9/13/10
1263	1263	9/13/10
1264	1264	9/13/10
1265	1265	9/13/10
1266	1266	9/13/10

Tracy	Inquiry Regarding Appliances Affected	Other	Closed
Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Hayward	Inquiry Regarding Appliances Affected	Other	Closed
Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Closed
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Nevada City	Customer Denies Access	Customer does not want a SmartMeter	Closed
Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
Yuba City	Inquiry Regarding Appliances Affected	Other	Closed
Merced	Inquiry Regarding Appliances Affected	Other	Closed
Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Menlo Park	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Windsor	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Inquiry Regarding Appliances Affected	Other	Closed
Los Gatos	Inquiry Regarding Appliances Affected	Damaged Computer	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Felton	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
Cameron Park	Inquiry Regarding Appliances Affected	Motion/Sensor Appliance Malfunctioning	Closed
San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Sonoma	Inquiry Regarding Appliances Affected	Damaged Television	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fremont	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Watsonville	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Napa	Inquiry Regarding Appliances Affected	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open

1267	1267	9/13/10
1268	1268	9/13/10
1269	1269	9/13/10
1270	1270	9/13/10
1271	1271	9/13/10
1272	1272	9/13/10
1273	1273	9/13/10
1274	1274	9/13/10
1275	1275	9/13/10
1276	1276	9/13/10
1277	1277	9/13/10
1278	1278	9/13/10
1279	1279	9/13/10
1280	1280	9/13/10
1281	1281	9/13/10
1282	1282	9/13/10
1283	1283	9/13/10
1284	1284	9/13/10
1285	1285	9/13/10
1286	1286	9/13/10
1287	1287	9/13/10
1288	1288	9/13/10
1289	1289	9/13/10
1290	1290	9/13/10
1291	1291	9/13/10
1292	1292	9/13/10
1293	1293	9/13/10
1294	1294	9/13/10
1295	1295	9/13/10
1296	1296	9/13/10
1297	1297	9/13/10
1298	1298	9/13/10
1299	1299	9/13/10
1300	1300	9/13/10
1301	1301	9/13/10
1302	1302	9/14/10
1303	1303	9/14/10
1304	1304	9/14/10
1305	1305	9/14/10
1306	1306	9/14/10
1307	1307	9/14/10
1308	1308	9/14/10
1309	1309	9/14/10
1310	1310	9/14/10
1311	1311	9/14/10
1312	1312	9/14/10
1313	1313	9/14/10
1314	1314	9/14/10
1315	1315	9/14/10
1316	1316	9/14/10
1317	1317	9/14/10

Gilroy	Customer Denies Access	Under Investigation	Open
San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
Healdsburg	Wellington Installer	Under Investigation	Open
Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
Gilroy	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
Petaluma	Customer Denies Access	Under Investigation	Open
Petaluma	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
Salinas	Wellington Installer	Under Investigation	Open
San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
Magalia	Wellington Installer	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Groveland	Power Interruption	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Grass Valley	Wellington Installer	Under Investigation	Open
Newark	Inquiry Regarding Appliances Affected	Under Investigation	Open
Windsor	SmartMeter Customer Communication	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
Concord	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fresno	Inquiry Regarding Appliances Affected	Other	Closed
Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
Sunnyvale	Customer Denies Access	Customer Denies Wellington Access	Closed
Grass Valley	Inquiry Regarding Appliances Affected	Other	Closed
Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Closed
Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
Cloverdale	Inquiry Regarding Appliances Affected	Other	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
Los Altos	Customer Denies Access	Customer does not want a SmartMeter	Closed

1318	1318	9/14/10
1319	1319	9/14/10
1320	1320	9/14/10
1321	1321	9/14/10
1322	1322	9/14/10
1323	1323	9/14/10
1324	1324	9/14/10
1325	1325	9/14/10
1326	1326	9/14/10
1327	1327	9/14/10
1328	1328	9/14/10
1329	1329	9/14/10
1330	1330	9/14/10
1331	1331	9/14/10
1332	1332	9/14/10
1333	1333	9/14/10
1334	1334	9/14/10
1335	1335	9/14/10
1336	1336	9/14/10
1337	1337	9/14/10
1338	1338	9/14/10
1339	1339	9/14/10
1340	1340	9/14/10
1341	1341	9/14/10
1342	1342	9/14/10
1343	1343	9/14/10
1344	1344	9/14/10
1345	1345	9/14/10
1346	1346	9/14/10
1347	1347	9/14/10
1348	1348	9/14/10
1349	1349	9/14/10
1350	1350	9/14/10
1351	1351	9/14/10
1352	1352	9/14/10
1353	1353	9/14/10
1354	1354	9/14/10
1355	1355	9/14/10
1356	1356	9/14/10
1357	1357	9/14/10
1358	1358	9/14/10
1359	1359	9/14/10
1360	1360	9/14/10
1361	1361	9/14/10
1362	1362	9/14/10
1363	1363	9/14/10
1364	1364	9/14/10
1365	1365	9/14/10
1366	1366	9/14/10
1367	1367	9/14/10
1368	1368	9/14/10

Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Inquiry Regarding Appliances Affected	Other	Closed
Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
San Jose	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
Campbell	Inquiry Regarding Appliances Affected	Other	Closed
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Dublin	Customer Denies Access	Customer does not want a SmartMeter	Closed
Napa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Mountain View	Customer Denies Access	Customer does not want a SmartMeter	Closed
Los Gatos	Power Interruption	Hi/Low Voltage	Closed
Sunnyvale	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Los Gatos	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Windsor	Customer Denies Access	Customer Denies Wellington Access	Closed
Mountain View	Inquiry Regarding Appliances Affected	Motion/Sensor Appliance Malfunctioning	Closed
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Tracy	Customer Denies Access	Customer Denies Wellington Access	Closed
Los Gatos	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Los Gatos	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Pablo	Customer Denies Access	Customer Denies Wellington Access	Closed
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Rafael	Customer Denies Access	Customer Denies Wellington Access	Closed
Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
Chico	Customer Denies Access	Customer Denies Wellington Access	Closed
Salinas	Customer Denies Access	Customer Denies Wellington Access	Closed
Chico	Customer Denies Access	Customer Denies Wellington Access	Closed
Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
Atwater	Customer Denies Access	Customer Denies Wellington Access	Closed
Alamo	Customer Denies Access	Customer does not want a SmartMeter	Closed
Calistoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Closed
Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
San Jose	Customer Denies Access	Under Investigation	Open

1369	1369	9/14/10
1370	1370	9/14/10
1371	1371	9/14/10
1372	1372	9/14/10
1373	1373	9/14/10
1374	1374	9/14/10
1375	1375	9/14/10
1376	1376	9/14/10
1377	1377	9/14/10
1378	1378	9/14/10
1379	1379	9/14/10
1380	1380	9/14/10
1381	1381	9/14/10
1382	1382	9/14/10
1383	1383	9/14/10
1384	1384	9/14/10
1385	1385	9/14/10
1386	1386	9/14/10
1387	1387	9/14/10
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1402	1402	9/14/10
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1404	1404	9/14/10
1405	1405	9/14/10
1406	1406	9/14/10
1407	1407	9/14/10
1408	1408	9/14/10
1409	1409	9/14/10
1410	1410	9/14/10
1411	1411	9/14/10
1412	1412	9/14/10
1413	1413	9/14/10
1414	1414	9/14/10
1415	1415	9/14/10
1416	1416	9/14/10
1417	1417	9/14/10
1418	1418	9/15/10
1419	1419	9/15/10

Novato	Wellington Installer	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Watsonville	Customer Denies Access	Under Investigation	Open
Novato	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Stockton	Meter / Module Equipment (Mfg.)	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Hercules	Inquiry Regarding Appliances Affected	Under Investigation	Open
Livermore	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Gilroy	Customer Denies Access	Under Investigation	Open
Livermore	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open
Alameda	Meter / Module Equipment (Mfg.)	Under Investigation	Open
Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Saint Helena	Inquiry Regarding Appliances Affected	Under Investigation	Open
Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Rafael	Wellington Installer	Under Investigation	Open
Sierra City	Inquiry Regarding Appliances Affected	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
Scotts Valley	Customer Denies Access	Under Investigation	Open
Milpitas	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
Sebastopol	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed

1420	1420	9/15/10
1421	1421	9/15/10
1422	1422	9/15/10
1423	1423	9/15/10
1424	1424	9/15/10
1425	1425	9/15/10
1426	1426	9/15/10
1427	1427	9/15/10
1428	1428	9/15/10
1429	1429	9/15/10
1430	1430	9/15/10
1431	1431	9/15/10
1432	1432	9/15/10
1433	1433	9/15/10
1434	1434	9/15/10
1435	1435	9/15/10
1436	1436	9/15/10
1437	1437	9/15/10
1438	1438	9/15/10
1439	1439	9/15/10
1440	1440	9/15/10
1441	1441	9/15/10
1442	1442	9/15/10
1443	1443	9/15/10
1444	1444	9/15/10
1445	1445	9/15/10
1446	1446	9/15/10
1447	1447	9/15/10
1448	1448	9/15/10
1449	1449	9/15/10
1450	1450	9/15/10
1451	1451	9/15/10
1452	1452	9/15/10
1453	1453	9/15/10
1454	1454	9/15/10
1455	1455	9/15/10
1456	1456	9/15/10
1457	1457	9/15/10
1458	1458	9/15/10
1459	1459	9/15/10
1460	1460	9/15/10
1461	1461	9/15/10
1462	1462	9/15/10
1463	1463	9/15/10
1464	1464	9/15/10
1465	1465	9/15/10
1466	1466	9/15/10
1467	1467	9/15/10
1468	1468	9/15/10
1469	1469	9/15/10
1470	1470	9/15/10

Daly City	Customer Denies Access	Customer does not want a SmartMeter	Closed
Magalia	Inquiry Regarding Appliances Affected	Damaged Computer	Closed
Novato	Customer Denies Access	Customer Denies Wellington Access	Closed
Petaluma	Power Interruption	Flickering Lights	Closed
Larkspur	Customer Denies Access	Customer Denies Wellington Access	Closed
Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Closed
Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Closed
Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
Woodland	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
Scotts Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
Folsom	Customer Denies Access	Customer does not want a SmartMeter	Closed
El Sobrante	Customer Denies Access	Customer Denies Wellington Access	Closed
El Sobrante	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Closed
American Canyon	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Orinda	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Watsonville	Inquiry Regarding Appliances Affected	Other	Closed
Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
Fresno	Inquiry Regarding Appliances Affected	Other	Closed
Hornitos	Customer Denies Access	Customer Denies Wellington Access	Closed
Berkeley	Customer Denies Access	Customer Denies Wellington Access	Closed
Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Inquiry Regarding Appliances Affected	Other	Closed
Forest Knolls	Customer Denies Access	Customer Denies Wellington Access	Closed
Newark	Inquiry Regarding Appliances Affected	Motion/Sensor Appliance Malfunctioning	Closed
Livermore	Inquiry Regarding Appliances Affected	Other	Closed
El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Closed
Magalia	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pinole	Customer Denies Access	Customer Denies Wellington Access	Closed
Brentwood	Inquiry Regarding Appliances Affected	Other	Closed
Los Gatos	Inquiry Regarding Appliances Affected	Other	Closed
Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Inquiry Regarding Appliances Affected	Other	Closed
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed

1471	1471	9/15/10
1472	1472	9/15/10
1473	1473	9/15/10
1474	1474	9/15/10
1475	1475	9/15/10
1476	1476	9/15/10
1477	1477	9/15/10
1478	1478	9/15/10
1479	1479	9/15/10
1480	1480	9/15/10
1481	1481	9/15/10
1482	1482	9/15/10
1483	1483	9/15/10
1484	1484	9/15/10
1485	1485	9/15/10
1486	1486	9/15/10
1487	1487	9/15/10
1488	1488	9/15/10
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1490	1490	9/15/10
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1493	1493	9/15/10
1494	1494	9/15/10
1495	1495	9/15/10
1496	1496	9/15/10
1497	1497	9/15/10
1498	1498	9/15/10
1499	1499	9/15/10
1500	1500	9/15/10
1501	1501	9/15/10
1502	1502	9/15/10
1503	1503	9/15/10
1504	1504	9/15/10
1505	1505	9/15/10
1506	1506	9/15/10
1507	1507	9/15/10
1508	1508	9/15/10
1509	1509	9/15/10
1510	1510	9/15/10
1511	1511	9/15/10
1512	1512	9/15/10
1513	1513	9/15/10
1514	1514	9/15/10
1515	1515	9/15/10
1516	1516	9/15/10
1517	1517	9/15/10
1518	1518	9/15/10
1519	1519	9/15/10
1520	1520	9/15/10
1521	1521	9/15/10

San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
Los Gatos	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Campbell	Inquiry Regarding Appliances Affected	Other	Closed
Fresno	SmartMeter Customer Communication	Under Investigation	Open
Brentwood	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Anselmo	Customer Denies Access	Under Investigation	Open
Fulton	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
Ben Lomond	Customer Denies Access	Under Investigation	Open
Ben Lomond	Inquiry Regarding Appliances Affected	Under Investigation	Open
Ben Lomond	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	SmartMeter Customer Communication	Under Investigation	Open
Ben Lomond	Customer Denies Access	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Muir Beach	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Kentfield	Customer Denies Access	Under Investigation	Open
Petaluma	Inquiry Regarding Appliances Affected	Under Investigation	Open
Salinas	Wellington Installer	Under Investigation	Open
Watsonville	Customer Denies Access	Under Investigation	Open
Chico	CAB Originated Inquiry	Under Investigation	Open
Cloverdale	Inquiry Regarding Appliances Affected	Under Investigation	Open
Cloverdale	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Plymouth	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
Hercules	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Napa	Customer Denies Access	Under Investigation	Open
Salinas	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open

1522	1522	9/15/10
1523	1523	9/15/10
1524	1524	9/15/10
1525	1525	9/15/10
1526	1526	9/15/10
1527	1527	9/15/10
1528	1528	9/15/10
1529	1529	9/15/10
1530	1530	9/15/10
1531	1531	9/15/10
1532	1532	9/15/10
1533	1533	9/15/10
1534	1534	9/15/10
1535	1535	9/16/10
1536	1536	9/16/10
1537	1537	9/16/10
1538	1538	9/16/10
1539	1539	9/16/10
1540	1540	9/16/10
1541	1541	9/16/10
1542	1542	9/16/10
1543	1543	9/16/10
1544	1544	9/16/10
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1567	1567	9/16/10
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1569	1569	9/16/10
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1571	1571	9/16/10
1572	1572	9/16/10

Tiburon	Customer Denies Access	Under Investigation	Open
Rohnert Park	Customer Denies Access	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Oakland	Power Interruption	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
Campbell	Wellington Installer	Under Investigation	Open
Aromas	Customer Denies Access	Under Investigation	Open
San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Closed
Magalia	Inquiry Regarding Appliances Affected	Other	Closed
Forestville	Customer Denies Access	Customer Denies Wellington Access	Closed
Petaluma	Customer Denies Access	Customer Denies Wellington Access	Closed
Sonora	Customer wants Smartmeter Removed	No reason provided	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Rafael	Customer Denies Access	Customer Denies Wellington Access	Closed
Marysville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Gridley	Customer Denies Access	Customer does not want a SmartMeter	Closed
North San Juan	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Closed
Moss Beach	Power Interruption	Hi/Low Voltage	Closed
Woodland	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Woodland	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Kingsburg	Customer Denies Access	Customer does not want a SmartMeter	Closed
Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
Martinez	Customer Denies Access	Customer Denies Wellington Access	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Inquiry Regarding Appliances Affected	Other	Closed
Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Closed
Salinas	Customer Denies Access	Customer Denies Wellington Access	Closed
Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
Windsor	Customer Denies Access	Customer Denies Wellington Access	Closed
Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
Novato	Customer Denies Access	Customer Denies Wellington Access	Closed
Grass Valley	Inquiry Regarding Appliances Affected	Other	Closed
Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
Salinas	Customer Denies Access	Customer Denies Wellington Access	Closed
Fairfax	Customer Denies Access	Customer Denies Wellington Access	Closed
Salinas	Inquiry Regarding Appliances Affected	Other	Closed

1573	1573	9/16/10
1574	1574	9/16/10
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1616	1616	9/16/10
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1618	1618	9/16/10
1619	1619	9/16/10
1620	1620	9/16/10
1621	1621	9/16/10
1622	1622	9/16/10
1623	1623	9/16/10

{Redacted}

San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
Rohnert Park	Power Interruption	Other	Closed
Oakland	Power Interruption	Other	Closed
Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
San Rafael	Customer Denies Access	Customer Denies Wellington Access	Closed
Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
Novato	Customer Denies Access	Customer Denies Wellington Access	Closed
Newcastle	SmartMeter Customer Communication	Other	Closed
Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
Rohnert Park	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Dublin	Inquiry Regarding Appliances Affected	Other	Closed
Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Closed
Coalinga	Power Interruption	Other	Closed
Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Closed
Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Closed
Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Closed
Windsor	Inquiry Regarding Appliances Affected	Other	Closed
Cloverdale	Customer Denies Access	Customer does not want a SmartMeter	Closed
Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Francisco	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Coarsegold	Customer Denies Access	Under Investigation	Open
Gilroy	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
San Martin	Customer Denies Access	Under Investigation	Open
Felton	Customer Denies Access	Under Investigation	Open
Sausalito	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
Scotts Valley	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Guerneville	Customer Denies Access	Under Investigation	Open
San Anselmo	Customer wants Smartmeter Removed	Under Investigation	Open
Ben Lomond	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Windsor	Customer Denies Access	Under Investigation	Open
Windsor	Customer Denies Access	Under Investigation	Open
Forestville	SmartMeter Customer Communication	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open

1624	1624	9/16/10
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1674	1674	9/17/10

Oakland	Customer Denies Access	Under Investigation	Open
Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Martin	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Felton	Customer Denies Access	Under Investigation	Open
Felton	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Salinas	Customer Denies Access	Under Investigation	Open
El Dorado Hills	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	SmartMeter Customer Communication	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Boulder Creek	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
Campbell	Customer Denies Access	Under Investigation	Open
Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
Rohnert Park	Customer Denies Access	Under Investigation	Open
Windsor	Customer wants Smartmeter Removed	Under Investigation	Open
Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Closed
Santa Cruz	Customer Denies Access	Customer Denies Wellington Access	Closed
Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Rosa	Inquiry Regarding Appliances Affected	Damaged Computer	Closed
Placerville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Soquel	Customer Denies Access	Customer does not want a SmartMeter	Closed
Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
Sanger	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Closed
Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
Danville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Stockton	Customer Denies Access	Customer does not want a SmartMeter	Closed
Stirling City	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed

1675	1675	9/17/10
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1722	1722	9/17/10
1723	1723	9/17/10
1724	1724	9/17/10
1725	1725	9/17/10

Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Squaw Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Selma	Customer Denies Access	Customer does not want a SmartMeter	Closed
Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
Grass Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Spreckels	Customer Denies Access	Customer does not want a SmartMeter	Closed
Spreckels	Customer Denies Access	Customer does not want a SmartMeter	Closed
Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Carlos	Inquiry Regarding Appliances Affected	Motion/Sensor Appliance Malfunctioning	Closed
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
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Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Cazadero	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Cazadero	Customer Denies Access	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Cotati	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Bakersfield	Customer Denies Access	Under Investigation	Open

1726	1726	9/17/10
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1768	1768	9/17/10

Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Merced	Inquiry Regarding Appliances Affected	Under Investigation	Open
Piedmont	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Livermore	Inquiry Regarding Appliances Affected	Under Investigation	Open
Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
Petaluma	Wellington Installer	Under Investigation	Open
Occidental	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Milpitas	Customer Denies Access	Under Investigation	Open
Rohnert Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Ben Lomond	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
Los Altos Hills	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Rafael	Wellington Installer	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open

**1,167**      **Open Issues on Last Report**  
**184**        **Open Issues Closed Since the Last Report**  
**601**        **New Issues Since the Last Report**  
**300**        **New Issues Closed Since the Last Report**  
**301**        **New Issues 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 23, 2010 -- For the Period September 11, 2010 through September 17, 2010

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Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 September 23, 2010 -- For the Period September 11, 2010 through September 17, 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	Closed	
3	9/10/10			DANVILLE	Closed	
4	9/10/10			POLLOCK PINES	Closed	
5	9/10/10			SAN FRANCISCO	Open	
7	9/11/10			ANTIOCH	Open	
9	9/13/10			LOS ALTOS HILLS	Open	
6	9/14/10			YUBA CITY	Open	
8	9/14/10			SANTA ROSA	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.

- 5 Open Complaints on Last Report
- 3 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