

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 30, 2010 -- For the Period September 18, 2010 through September 24, 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}		Menlo Park	Customer Denies Access	Under Investigation	Open
2	1/15/10			Napa	Scheduling Problems	Under Investigation	Open
3	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
4	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
5	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
6	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
7	2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
8	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
9	2/22/10			Occidental	Customer Denies Access	Under Investigation	Open
10	2/22/10			Vallejo	Network Equipment Installation	Under Investigation	Open
11	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
12	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
13	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
14	3/1/10			Vallejo	Wellington Installer	Under Investigation	Open
15	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
16	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
17	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
18	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
19	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
20	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
21	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
22	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
23	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
24	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
25	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
26	3/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
27	3/12/10			Union City	Meter/Module	Under Investigation	Open
28	3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
29	3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
30	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
31	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
32	3/16/10			Tracy	Meter/Module	Meter/Module clearance issues	Closed
33	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
34	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
35	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
36	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
37	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
38	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
39	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
40	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
41	4/5/10			Vacaville	Other	Under Investigation	Open
42	4/7/10			San Ramon	Power Interruption	Breaker keeps tripping	Closed

43	43	4/14/10
44	44	4/14/10
45	45	4/15/10
46	46	4/16/10
47	47	4/19/10
48	48	4/19/10
49	49	4/21/10
50	50	4/27/10
51	51	4/30/10
52	52	5/7/10
53	53	5/7/10
54	54	5/10/10
55	55	5/10/10
56	56	5/10/10
57	57	5/10/10
58	58	5/10/10
59	59	5/10/10
60	60	5/10/10
61	61	5/10/10
62	62	5/11/10
63	63	5/11/10
64	64	5/11/10
65	65	5/11/10
66	66	5/11/10
67	67	5/11/10
68	68	5/11/10
69	69	5/12/10
70	70	5/12/10
71	71	5/13/10
72	72	5/13/10
73	73	5/13/10
74	74	5/13/10
75	75	5/13/10
76	76	5/14/10
77	77	5/14/10
78	78	5/14/10
79	79	5/14/10
80	80	5/14/10
81	81	5/15/10
82	82	5/15/10
83	83	5/15/10
84	84	5/15/10
85	85	5/17/10
86	86	5/17/10
87	87	5/17/10
88	88	5/17/10
89	89	5/17/10
90	90	5/17/10
91	91	5/17/10
92	92	5/17/10
93	93	5/17/10

Kingsburg	Power Interruption	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Madera	Other	Under Investigation	Open
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
Madera	Household items affected by SM installation	Under Investigation	Open
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	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Walnut Creek	SmartMeter Customer Communication	No reason provided	Closed
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
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Clovis	SmartMeter Customer Communication	Other	Closed
Los Banos	Customer Denies Access	Customer does not want a SmartMeter	Closed
Tracy	Household items affected by SM installation	Other	Closed
Tracy	Other	Other	Closed
San Jose	Customer Denies Access	Under Investigation	Open
Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
Antioch	Meter/Module	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
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
Alameda	Customer Denies Access	Customer does not want a SmartMeter	Closed
El Cerrito	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
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
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed

94	94	5/17/10
95	95	5/17/10
96	96	5/17/10
97	97	5/17/10
98	98	5/17/10
99	99	5/17/10
100	100	5/17/10
101	101	5/17/10
102	102	5/17/10
103	103	5/17/10
104	104	5/17/10
105	105	5/18/10
106	106	5/18/10
107	107	5/18/10
108	108	5/18/10
109	109	5/18/10
110	110	5/18/10
111	111	5/18/10
112	112	5/18/10
113	113	5/18/10
114	114	5/19/10
115	115	5/19/10
116	116	5/19/10
117	117	5/19/10
118	118	5/19/10
119	119	5/20/10
120	120	5/20/10
121	121	5/20/10
122	122	5/20/10
123	123	5/20/10
124	124	5/20/10
125	125	5/20/10
126	126	5/20/10
127	127	5/21/10
128	128	5/21/10
129	129	5/21/10
130	130	5/21/10
131	131	5/21/10
132	132	5/21/10
133	133	5/21/10
134	134	5/21/10
135	135	5/21/10
136	136	5/21/10
137	137	5/21/10
138	138	5/21/10
139	139	5/21/10
140	140	5/21/10
141	141	5/21/10
142	142	5/21/10
143	143	5/21/10
144	144	5/21/10

Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
Alameda	SmartMeter Customer Communication	Under Investigation	Open
Alamo	Scheduling Problems	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Los Gatos	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
Chowchilla	Customer Denies Access	Customer does not want a SmartMeter	Closed
Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
Stockton	Customer wants Smartmeter Removed	No reason provided	Closed
Los Gatos	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
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	Other	Closed
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	Under Investigation	Open
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

145	145	5/22/10
146	146	5/22/10
147	147	5/22/10
148	148	5/22/10
149	149	5/22/10
150	150	5/22/10
151	151	5/22/10
152	152	5/22/10
153	153	5/23/10
154	154	5/23/10
155	155	5/23/10
156	156	5/24/10
157	157	5/24/10
158	158	5/24/10
159	159	5/24/10
160	160	5/24/10
161	161	5/24/10
162	162	5/24/10
163	163	5/24/10
164	164	5/24/10
165	165	5/24/10
166	166	5/24/10
167	167	5/24/10
168	168	5/24/10
169	169	5/24/10
170	170	5/24/10
171	171	5/24/10
172	172	5/24/10
173	173	5/24/10
174	174	5/24/10
175	175	5/25/10
176	176	5/25/10
177	177	5/25/10
178	178	5/25/10
179	179	5/25/10
180	180	5/26/10
181	181	5/26/10
182	182	5/26/10
183	183	5/27/10
184	184	5/27/10
185	185	5/27/10
186	186	5/27/10
187	187	5/27/10
188	188	5/28/10
189	189	5/29/10
190	190	5/29/10
191	191	5/29/10
192	192	5/29/10
193	193	5/29/10
194	194	5/30/10
195	195	5/30/10

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
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	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
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
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

196	196	6/4/10
197	197	6/7/10
198	198	6/7/10
199	199	6/7/10
200	200	6/8/10
201	201	6/8/10
202	202	6/8/10
203	203	6/9/10
204	204	6/9/10
205	205	6/10/10
206	206	6/10/10
207	207	6/10/10
208	208	6/10/10
209	209	6/10/10
210	210	6/11/10
211	211	6/11/10
212	212	6/11/10
213	213	6/14/10
214	214	6/14/10
215	215	6/15/10
216	216	6/15/10
217	217	6/15/10
218	218	6/15/10
219	219	6/15/10
220	220	6/16/10
221	221	6/16/10
222	222	6/16/10
223	223	6/17/10
224	224	6/17/10
225	225	6/17/10
226	226	6/17/10
227	227	6/17/10
228	228	6/17/10
229	229	6/17/10
230	230	6/18/10
231	231	6/18/10
232	232	6/18/10
233	233	6/18/10
234	234	6/20/10
235	235	6/21/10
236	236	6/21/10
237	237	6/21/10
238	238	6/22/10
239	239	6/22/10
240	240	6/23/10
241	241	6/23/10
242	242	6/23/10
243	243	6/24/10
244	244	6/25/10
245	245	6/26/10
246	246	6/28/10

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
El Dorado Hills	Customer Denies Access	Under Investigation	Open
Fairfield	Household items affected by SM installation	Under Investigation	Open
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
Dinuba	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
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
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
Milpitas	Power Interruption	Under Investigation	Open
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
Fair Oaks	Network Equipment Installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
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
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	Other	Closed

247	247	6/28/10
248	248	6/28/10
249	249	6/28/10
250	250	6/28/10
251	251	6/28/10
252	252	6/29/10
253	253	6/30/10
254	254	6/30/10
255	255	6/30/10
256	256	7/1/10
257	257	7/1/10
258	258	7/1/10
259	259	7/2/10
260	260	7/6/10
261	261	7/6/10
262	262	7/6/10
263	263	7/7/10
264	264	7/7/10
265	265	7/8/10
266	266	7/8/10
267	267	7/9/10
268	268	7/9/10
269	269	7/9/10
270	270	7/9/10
271	271	7/9/10
272	272	7/10/10
273	273	7/12/10
274	274	7/12/10
275	275	7/12/10
276	276	7/13/10
277	277	7/13/10
278	278	7/13/10
279	279	7/14/10
280	280	7/14/10
281	281	7/14/10
282	282	7/15/10
283	283	7/15/10
284	284	7/15/10
285	285	7/15/10
286	286	7/15/10
287	287	7/15/10
288	288	7/16/10
289	289	7/16/10
290	290	7/16/10
291	291	7/17/10
292	292	7/19/10
293	293	7/19/10
294	294	7/19/10
295	295	7/19/10
296	296	7/20/10
297	297	7/21/10

Vacaville	Customer wants Smartmeter Removed	Partial Power Outage	Closed
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
Los Gatos	Customer Denies Access	Under Investigation	Open
Oakland	SmartMeter Customer Communication	Q on SM communication materials	Closed
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
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	Other	Closed
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
Chico	Customer Denies Access	Under Investigation	Open
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
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
Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Closed
Oakland	Customer Denies Access	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Los Gatos	Household items affected by SM installation	Under Investigation	Open
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
Bolinas	Network Equipment Installation	Under Investigation	Open

298	298	7/21/10
299	299	7/22/10
300	300	7/23/10
301	301	7/23/10
302	302	7/24/10
303	303	7/24/10
304	304	7/26/10
305	305	7/26/10
306	306	7/27/10
307	307	7/27/10
308	308	7/27/10
309	309	7/28/10
310	310	7/28/10
311	311	7/28/10
312	312	7/28/10
313	313	7/28/10
314	314	7/28/10
315	315	7/29/10
316	316	7/29/10
317	317	7/29/10
318	318	7/29/10
319	319	7/29/10
320	320	7/29/10
321	321	7/30/10
322	322	7/30/10
323	323	7/30/10
324	324	7/30/10
325	325	8/2/10
326	326	8/2/10
327	327	8/2/10
328	328	8/2/10
329	329	8/3/10
330	330	8/3/10
331	331	8/3/10
332	332	8/3/10
333	333	8/3/10
334	334	8/3/10
335	335	8/3/10
336	336	8/3/10
337	337	8/3/10
338	338	8/4/10
339	339	8/4/10
340	340	8/4/10
341	341	8/4/10
342	342	8/4/10
343	343	8/4/10
344	344	8/4/10
345	345	8/4/10
346	346	8/5/10
347	347	8/5/10
348	348	8/5/10

Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
Emeryville	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
Paradise	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Moss Landing	Customer wants Smartmeter Removed	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
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
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
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
Alameda	Household items affected by SM installation	Damaged Other Household Appliances	Closed
La Honda	Customer Denies Access	Under Investigation	Open
Pinole	Customer Denies Access	Under Investigation	Open
San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
Alameda	Customer Denies Access	Customer does not want a SmartMeter	Closed
El Sobrante	Household items affected by SM installation	Damaged Other Household Appliances	Closed
Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Berkeley	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
Alameda	Customer Denies Access	Customer does not want a SmartMeter	Closed
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	Customer Denies Wellington Access	Closed
Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Wellington Installer	Under Investigation	Open

349	349	8/6/10
350	350	8/6/10
351	351	8/6/10
352	352	8/6/10
353	353	8/6/10
354	354	8/6/10
355	355	8/6/10
356	356	8/6/10
357	357	8/6/10
358	358	8/6/10
359	359	8/6/10
360	360	8/7/10
361	361	8/8/10
362	362	8/9/10
363	363	8/9/10
364	364	8/9/10
365	365	8/9/10
366	366	8/9/10
367	367	8/9/10
368	368	8/9/10
369	369	8/9/10
370	370	8/9/10
371	371	8/9/10
372	372	8/9/10
373	373	8/9/10
374	374	8/10/10
375	375	8/10/10
376	376	8/10/10
377	377	8/10/10
378	378	8/10/10
379	379	8/10/10
380	380	8/10/10
381	381	8/10/10
382	382	8/11/10
383	383	8/11/10
384	384	8/11/10
385	385	8/11/10
386	386	8/11/10
387	387	8/11/10
388	388	8/11/10
389	389	8/11/10
390	390	8/11/10
391	391	8/12/10
392	392	8/12/10
393	393	8/12/10
394	394	8/12/10
395	395	8/12/10
396	396	8/12/10
397	397	8/12/10
398	398	8/12/10
399	399	8/13/10

Alameda	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
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	SmartMeter Customer Communication	Under Investigation	Open
Saratoga	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Cloverdale	Power Interruption	Under Investigation	Open
Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
Sonoma	SmartMeter Customer Communication	Other	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
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
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
Tuolumne	SmartMeter Customer Communication	Other	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
Chico	SmartMeter Customer Communication	Q on SM communication materials	Closed
Bakersfield	Customer Denies Access	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
Forest Knolls	SmartMeter Customer Communication	Other	Closed

400	400	8/13/10
401	401	8/13/10
402	402	8/13/10
403	403	8/13/10
404	404	8/13/10
405	405	8/13/10
406	406	8/14/10
407	407	8/16/10
408	408	8/16/10
409	409	8/16/10
410	410	8/16/10
411	411	8/16/10
412	412	8/16/10
413	413	8/16/10
414	414	8/16/10
415	415	8/16/10
416	416	8/16/10
417	417	8/16/10
418	418	8/16/10
419	419	8/16/10
420	420	8/16/10
421	421	8/16/10
422	422	8/16/10
423	423	8/16/10
424	424	8/16/10
425	425	8/16/10
426	426	8/16/10
427	427	8/16/10
428	428	8/16/10
429	429	8/16/10
430	430	8/16/10
431	431	8/16/10
432	432	8/16/10
433	433	8/16/10
434	434	8/16/10
435	435	8/17/10
436	436	8/17/10
437	437	8/17/10
438	438	8/17/10
439	439	8/17/10
440	440	8/17/10
441	441	8/17/10
442	442	8/17/10
443	443	8/17/10
444	444	8/17/10
445	445	8/17/10
446	446	8/17/10
447	447	8/17/10
448	448	8/17/10
449	449	8/17/10
450	450	8/17/10

Novato	SmartMeter Customer Communication	Other	Closed
San Jose	Customer Denies Access	Hand off to Customer Impact Team	Closed
Santa Rosa	SmartMeter Customer Communication	Other	Closed
Grass Valley	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Ben Lomond	SmartMeter Customer Communication	Other	Closed
Novato	SmartMeter Customer Communication	Customer does not want a SmartMeter	Closed
Oakland	Household items affected by SM installation	Other	Closed
Petaluma	Household items affected by SM installation	Damaged Other Household Appliances	Closed
Placerville	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Geronimo	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 wants Smartmeter Removed	Radio Frequency Concerns	Closed
Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
Woodacre	Customer Denies Access	Customer does not want a SmartMeter	Closed
Aptos	Customer Denies Access	Under Investigation	Open
Ben Lomond	Power Interruption	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
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	Power Interruption	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Leandro	Scheduling Problems	Under Investigation	Open
Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Rafael	Customer wants Smartmeter Removed	No reason provided	Closed
Vallejo	Customer wants Smartmeter Removed	No reason provided	Closed
Windsor	SmartMeter Customer Communication	Other	Closed
Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
Cloverdale	Wellington Installer	Under Investigation	Open
Emeryville	Household items affected by SM installation	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

451	451	8/17/10
452	452	8/17/10
453	453	8/17/10
454	454	8/17/10
455	455	8/17/10
456	456	8/17/10
457	457	8/17/10
458	458	8/17/10
459	459	8/17/10
460	460	8/17/10
461	461	8/17/10
462	462	8/18/10
463	463	8/18/10
464	464	8/18/10
465	465	8/18/10
466	466	8/18/10
467	467	8/18/10
468	468	8/18/10
469	469	8/18/10
470	470	8/18/10
471	471	8/18/10
472	472	8/18/10
473	473	8/18/10
474	474	8/18/10
475	475	8/18/10
476	476	8/18/10
477	477	8/18/10
478	478	8/18/10
479	479	8/18/10
480	480	8/18/10
481	481	8/18/10
482	482	8/18/10
483	483	8/19/10
484	484	8/19/10
485	485	8/19/10
486	486	8/19/10
487	487	8/19/10
488	488	8/19/10
489	489	8/19/10
490	490	8/19/10
491	491	8/19/10
492	492	8/19/10
493	493	8/19/10
494	494	8/19/10
495	495	8/19/10
496	496	8/19/10
497	497	8/19/10
498	498	8/19/10
499	499	8/19/10
500	500	8/19/10
501	501	8/19/10

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
San Jose	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Leandro	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Sonoma	Wellington Installer	Under Investigation	Open
Rohnert Park	Wellington Installer	Unhappy with SM program	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
Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
Woodacre	Customer Denies Access	Customer does not want a SmartMeter	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	Customer Denies Access	Under Investigation	Open
Oakland	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
Santa Rosa	Wellington Installer	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open
Sonoma	Wellington Installer	Under Investigation	Open
Belvedere	Customer Denies Access	Customer does not want a SmartMeter	Closed
Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
Petaluma	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
Aptos	Customer Denies Access	Under Investigation	Open
Aptos	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	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
Penngrove	Wellington Installer	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

502	502	8/19/10
503	503	8/19/10
504	504	8/19/10
505	505	8/19/10
506	506	8/19/10
507	507	8/19/10
508	508	8/19/10
509	509	8/19/10
510	510	8/19/10
511	511	8/19/10
512	512	8/19/10
513	513	8/19/10
514	514	8/19/10
515	515	8/20/10
516	516	8/20/10
517	517	8/20/10
518	518	8/20/10
519	519	8/20/10
520	520	8/20/10
521	521	8/20/10
522	522	8/20/10
523	523	8/20/10
524	524	8/20/10
525	525	8/20/10
526	526	8/20/10
527	527	8/20/10
528	528	8/20/10
529	529	8/20/10
530	530	8/20/10
531	531	8/20/10
532	532	8/20/10
533	533	8/20/10
534	534	8/20/10
535	535	8/20/10
536	536	8/20/10
537	537	8/21/10
538	538	8/21/10
539	539	8/21/10
540	540	8/21/10
541	541	8/21/10
542	542	8/22/10
543	543	8/22/10
544	544	8/22/10
545	545	8/22/10
546	546	8/22/10
547	547	8/22/10
548	548	8/22/10
549	549	8/22/10
550	550	8/23/10
551	551	8/23/10
552	552	8/23/10

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
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
Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Los Altos Hills	Household items affected by SM installation	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
Oakland	Household items affected by SM installation	Other	Closed
Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed

553	553	8/23/10
554	554	8/23/10
555	555	8/23/10
556	556	8/23/10
557	557	8/23/10
558	558	8/23/10
559	559	8/23/10
560	560	8/23/10
561	561	8/23/10
562	562	8/23/10
563	563	8/23/10
564	564	8/23/10
565	565	8/23/10
566	566	8/23/10
567	567	8/23/10
568	568	8/23/10
569	569	8/23/10
570	570	8/23/10
571	571	8/23/10
572	572	8/23/10
573	573	8/23/10
574	574	8/23/10
575	575	8/23/10
576	576	8/23/10
577	577	8/23/10
578	578	8/23/10
579	579	8/23/10
580	580	8/23/10
581	581	8/23/10
582	582	8/23/10
583	583	8/23/10
584	584	8/24/10
585	585	8/24/10
586	586	8/24/10
587	587	8/24/10
588	588	8/24/10
589	589	8/24/10
590	590	8/24/10
591	591	8/24/10
592	592	8/24/10
593	593	8/24/10
594	594	8/24/10
595	595	8/24/10
596	596	8/24/10
597	597	8/24/10
598	598	8/24/10
599	599	8/24/10
600	600	8/24/10
601	601	8/24/10
602	602	8/25/10
603	603	8/25/10

Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Aptos	Customer Denies Access	Under Investigation	Open
Grass Valley	Household items affected by SM installation	Under Investigation	Open
Los Altos	Household items affected by SM installation	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
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
Pleasant Hill	SmartMeter Customer Communication	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Customer Denies Access	Under Investigation	Open
Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
San Anselmo	Wellington Installer	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
Sanger	CPUC- Escalated Complaint	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 Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
Windsor	Customer Denies Access	Under Investigation	Open
Aptos	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Los Gatos	Household items affected by SM installation	Under Investigation	Open
Morgan Hill	Household items affected by SM installation	Under Investigation	Open
Novato	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
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
Campbell	Customer Denies Access	Under Investigation	Open
Felton	Household items affected by SM installation	Under Investigation	Open

604	604	8/25/10
605	605	8/25/10
606	606	8/25/10
607	607	8/25/10
608	608	8/25/10
609	609	8/25/10
610	610	8/25/10
611	611	8/25/10
612	612	8/25/10
613	613	8/25/10
614	614	8/25/10
615	615	8/25/10
616	616	8/25/10
617	617	8/25/10
618	618	8/25/10
619	619	8/25/10
620	620	8/25/10
621	621	8/25/10
622	622	8/25/10
623	623	8/25/10
624	624	8/25/10
625	625	8/25/10
626	626	8/25/10
627	627	8/26/10
628	628	8/26/10
629	629	8/26/10
630	630	8/26/10
631	631	8/26/10
632	632	8/26/10
633	633	8/26/10
634	634	8/26/10
635	635	8/26/10
636	636	8/26/10
637	637	8/26/10
638	638	8/26/10
639	639	8/26/10
640	640	8/26/10
641	641	8/26/10
642	642	8/26/10
643	643	8/26/10
644	644	8/26/10
645	645	8/26/10
646	646	8/26/10
647	647	8/27/10
648	648	8/27/10
649	649	8/27/10
650	650	8/27/10
651	651	8/27/10
652	652	8/27/10
653	653	8/27/10
654	654	8/27/10

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
Forest Knolls	Customer Denies Access	Other	Closed
Santa Rosa	Wellington Installer	Radio Frequency Concerns	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 wants Smartmeter Removed	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
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

706	706	8/30/10
707	707	8/30/10
708	708	8/30/10
709	709	8/30/10
710	710	8/30/10
711	711	8/30/10
712	712	8/30/10
713	713	8/30/10
714	714	8/30/10
715	715	8/30/10
716	716	8/31/10
717	717	8/31/10
718	718	8/31/10
719	719	8/31/10
720	720	8/31/10
721	721	8/31/10
722	722	8/31/10
723	723	8/31/10
724	724	8/31/10
725	725	8/31/10
726	726	8/31/10
727	727	8/31/10
728	728	8/31/10
729	729	8/31/10
730	730	8/31/10
731	731	8/31/10
732	732	8/31/10
733	733	8/31/10
734	734	8/31/10
735	735	8/31/10
736	736	8/31/10
737	737	8/31/10
738	738	8/31/10
739	739	8/31/10
740	740	8/31/10
741	741	8/31/10
742	742	8/31/10
743	743	8/31/10
744	744	8/31/10
745	745	8/31/10
746	746	8/31/10
747	747	8/31/10
748	748	8/31/10
749	749	8/31/10
750	750	8/31/10
751	751	9/1/10
752	752	9/1/10
753	753	9/1/10
754	754	9/1/10
755	755	9/1/10
756	756	9/1/10

San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	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
Santa Cruz	Customer Denies Access	Under Investigation	Open
Saratoga	Customer Denies Access	Under Investigation	Open
Saratoga	Customer Denies Access	Under Investigation	Open
Smartville	Wellington Installer	Under Investigation	Open
Vaiiejo	Customer Denies Access	Under Investigation	Open
Berkeley	Inquiry Regarding Appliances Affected	Motion/Sensor Appliance Malfunctioning	Closed
Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
Aptos	Customer Denies Access	Under Investigation	Open
Aptos	Customer Denies Access	Under Investigation	Open
Benicia	Customer Denies Access	Under Investigation	Open
Capitola	Customer wants Smartmeter Removed	Under Investigation	Open
Los Altos	Customer Denies Access	Under Investigation	Open
Menlo Park	Power Interruption	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
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 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
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
Oakland	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

757	757	9/1/10
758	758	9/1/10
759	759	9/1/10
760	760	9/1/10
761	761	9/1/10
762	762	9/1/10
763	763	9/1/10
764	764	9/1/10
765	765	9/1/10
766	766	9/1/10
767	767	9/1/10
768	768	9/1/10
769	769	9/1/10
770	770	9/1/10
771	771	9/1/10
772	772	9/1/10
773	773	9/1/10
774	774	9/1/10
775	775	9/1/10
776	776	9/1/10
777	777	9/1/10
778	778	9/1/10
779	779	9/1/10
780	780	9/1/10
781	781	9/1/10
782	782	9/1/10
783	783	9/2/10
784	784	9/2/10
785	785	9/2/10
786	786	9/2/10
787	787	9/2/10
788	788	9/2/10
789	789	9/2/10
790	790	9/2/10
791	791	9/2/10
792	792	9/2/10
793	793	9/2/10
794	794	9/2/10
795	795	9/2/10
796	796	9/2/10
797	797	9/2/10
798	798	9/2/10
799	799	9/2/10
800	800	9/2/10
801	801	9/2/10
802	802	9/2/10
803	803	9/2/10
804	804	9/2/10
805	805	9/2/10
806	806	9/2/10
807	807	9/2/10

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
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
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
Livermore	Inquiry Regarding Appliances Affected	Other	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
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

808	808	9/2/10
809	809	9/2/10
810	810	9/2/10
811	811	9/2/10
812	812	9/2/10
813	813	9/2/10
814	814	9/2/10
815	815	9/2/10
816	816	9/2/10
817	817	9/2/10
818	818	9/3/10
819	819	9/3/10
820	820	9/3/10
821	821	9/3/10
822	822	9/3/10
823	823	9/3/10
824	824	9/3/10
825	825	9/3/10
826	826	9/3/10
827	827	9/3/10
828	828	9/3/10
829	829	9/3/10
830	830	9/3/10
831	831	9/3/10
832	832	9/3/10
833	833	9/3/10
834	834	9/3/10
835	835	9/3/10
836	836	9/3/10
837	837	9/3/10
838	838	9/3/10
839	839	9/3/10
840	840	9/3/10
841	841	9/3/10
842	842	9/3/10
843	843	9/3/10
844	844	9/4/10
845	845	9/4/10
846	846	9/4/10
847	847	9/4/10
848	848	9/4/10
849	849	9/4/10
850	850	9/5/10
851	851	9/5/10
852	852	9/5/10
853	853	9/6/10
854	854	9/6/10
855	855	9/7/10
856	856	9/7/10
857	857	9/7/10
858	858	9/7/10

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
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	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
Los Gatos	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
Campbell	Customer Denies Access	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
Oakland	Inquiry Regarding Appliances Affected	Other	Closed
Piedmont	Inquiry Regarding Appliances Affected	Other	Closed
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open

859	859	9/7/10
860	860	9/7/10
861	861	9/7/10
862	862	9/7/10
863	863	9/7/10
864	864	9/7/10
865	865	9/7/10
866	866	9/7/10
867	867	9/7/10
868	868	9/7/10
869	869	9/7/10
870	870	9/7/10
871	871	9/7/10
872	872	9/7/10
873	873	9/7/10
874	874	9/7/10
875	875	9/7/10
876	876	9/7/10
877	877	9/7/10
878	878	9/7/10
879	879	9/7/10
880	880	9/7/10
881	881	9/7/10
882	882	9/7/10
883	883	9/7/10
884	884	9/7/10
885	885	9/8/10
886	886	9/8/10
887	887	9/8/10
888	888	9/8/10
889	889	9/8/10
890	890	9/8/10
891	891	9/8/10
892	892	9/8/10
893	893	9/8/10
894	894	9/8/10
895	895	9/8/10
896	896	9/8/10
897	897	9/8/10
898	898	9/8/10
899	899	9/8/10
900	900	9/8/10
901	901	9/8/10
902	902	9/8/10
903	903	9/8/10
904	904	9/8/10
905	905	9/8/10
906	906	9/8/10
907	907	9/8/10
908	908	9/8/10
909	909	9/8/10

Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
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
Milpitas	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
Petaluma	Customer Denies Access	Under Investigation	Open
Petaluma	Wellington Installer	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
Alameda	Inquiry Regarding Appliances Affected	Other	Closed
Berkeley	Wellington Installer	Damaged Other Household Appliances	Closed
Concord	Customer Denies Access	Customer does not want a SmartMeter	Closed
Rodeo	Inquiry Regarding Appliances Affected	Other	Closed
Walnut Creek	Inquiry Regarding Appliances Affected	Other	Closed
Belmont	Inquiry Regarding Appliances Affected	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Calistoga	Customer Denies Access	Under Investigation	Open
Caruthers	Customer Denies Access	Under Investigation	Open
Georgetown	Customer Denies Access	Under Investigation	Open
Larkspur	Customer Denies Access	Under Investigation	Open
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
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

910	910	9/8/10
911	911	9/8/10
912	912	9/8/10
913	913	9/8/10
914	914	9/8/10
915	915	9/8/10
916	916	9/8/10
917	917	9/9/10
918	918	9/9/10
919	919	9/9/10
920	920	9/9/10
921	921	9/9/10
922	922	9/9/10
923	923	9/9/10
924	924	9/9/10
925	925	9/9/10
926	926	9/9/10
927	927	9/9/10
928	928	9/9/10
929	929	9/9/10
930	930	9/9/10
931	931	9/9/10
932	932	9/9/10
933	933	9/9/10
934	934	9/9/10
935	935	9/9/10
936	936	9/9/10
937	937	9/9/10
938	938	9/9/10
939	939	9/9/10
940	940	9/9/10
941	941	9/9/10
942	942	9/9/10
943	943	9/9/10
944	944	9/9/10
945	945	9/9/10
946	946	9/9/10
947	947	9/10/10
948	948	9/10/10
949	949	9/10/10
950	950	9/10/10
951	951	9/10/10
952	952	9/10/10
953	953	9/10/10
954	954	9/10/10
955	955	9/10/10
956	956	9/10/10
957	957	9/10/10
958	958	9/10/10
959	959	9/10/10
960	960	9/10/10

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
Windsor	Customer Denies Access	Under Investigation	Open
Berkeley	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Livermore	Power Interruption	Hi/Low Voltage	Closed
Mariposa	Customer Denies Access	Customer Denies Wellington Access	Closed
Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pinole	Inquiry Regarding Appliances Affected	Other	Closed
Pittsburg	Inquiry Regarding Appliances Affected	Other	Closed
San Ramon	Inquiry Regarding Appliances Affected	Other	Closed
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
Los Gatos	Wellington Installer	Under Investigation	Open
Los Gatos	Wellington Installer	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	Wellington Installer	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
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
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
Oakland	Inquiry Regarding Appliances Affected	Motion/Sensor Appliance Malfunctioning	Closed
Oakland	Inquiry Regarding Appliances Affected	Motion/Sensor Appliance Malfunctioning	Closed
Oakland	Inquiry Regarding Appliances Affected	Other	Closed
Oakland	Inquiry Regarding Appliances Affected	Other	Closed
Oakland	Inquiry Regarding Appliances Affected	Other	Closed
Oakland	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

961	961	9/10/10
962	962	9/10/10
963	963	9/10/10
964	964	9/10/10
965	965	9/10/10
966	966	9/10/10
967	967	9/10/10
968	968	9/10/10
969	969	9/10/10
970	970	9/10/10
971	971	9/10/10
972	972	9/10/10
973	973	9/10/10
974	974	9/10/10
975	975	9/10/10
976	976	9/10/10
977	977	9/10/10
978	978	9/10/10
979	979	9/10/10
980	980	9/10/10
981	981	9/10/10
982	982	9/10/10
983	983	9/10/10
984	984	9/11/10
985	985	9/11/10
986	986	9/11/10
987	987	9/11/10
988	988	9/11/10
989	989	9/11/10
990	990	9/11/10
991	991	9/11/10
992	992	9/11/10
993	993	9/11/10
994	994	9/12/10
995	995	9/12/10
996	996	9/12/10
997	997	9/12/10
998	998	9/13/10
999	999	9/13/10
1000	1000	9/13/10
1001	1001	9/13/10
1002	1002	9/13/10
1003	1003	9/13/10
1004	1004	9/13/10
1005	1005	9/13/10
1006	1006	9/13/10
1007	1007	9/13/10
1008	1008	9/13/10
1009	1009	9/13/10
1010	1010	9/13/10
1011	1011	9/13/10

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
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
Sebastopol	Customer Denies Access	Under Investigation	Open
Soquel	Customer Denies Access	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Mount Aukum	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	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
Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
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
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Oakland	Inquiry Regarding Appliances Affected	Other	Closed
Oakland	Customer Denies Access	Other	Closed
Groveland	Power Interruption	Breaker keeps tripping	Closed
Oakland	Inquiry Regarding Appliances Affected	Other	Closed
Concord	Inquiry Regarding Appliances Affected	Other	Closed
Watsonville	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
Gilroy	Customer Denies Access	Under Investigation	Open
San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open

1012	1012	9/13/10
1013	1013	9/13/10
1014	1014	9/13/10
1015	1015	9/13/10
1016	1016	9/13/10
1017	1017	9/13/10
1018	1018	9/13/10
1019	1019	9/13/10
1020	1020	9/13/10
1021	1021	9/13/10
1022	1022	9/13/10
1023	1023	9/13/10
1024	1024	9/13/10
1025	1025	9/13/10
1026	1026	9/13/10
1027	1027	9/13/10
1028	1028	9/13/10
1029	1029	9/13/10
1030	1030	9/13/10
1031	1031	9/13/10
1032	1032	9/13/10
1033	1033	9/13/10
1034	1034	9/13/10
1035	1035	9/13/10
1036	1036	9/13/10
1037	1037	9/13/10
1038	1038	9/13/10
1039	1039	9/14/10
1040	1040	9/14/10
1041	1041	9/14/10
1042	1042	9/14/10
1043	1043	9/14/10
1044	1044	9/14/10
1045	1045	9/14/10
1046	1046	9/14/10
1047	1047	9/14/10
1048	1048	9/14/10
1049	1049	9/14/10
1050	1050	9/14/10
1051	1051	9/14/10
1052	1052	9/14/10
1053	1053	9/14/10
1054	1054	9/14/10
1055	1055	9/14/10
1056	1056	9/14/10
1057	1057	9/14/10
1058	1058	9/14/10
1059	1059	9/14/10
1060	1060	9/14/10
1061	1061	9/14/10
1062	1062	9/14/10

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
Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
Petaluma	Customer Denies Access	Under Investigation	Open
Petaluma	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
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
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
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Stockton	Meter / Module Equipment (Mfg.)	Other	Closed
Mill Valley	Customer Denies Access	Unhappy with SM program	Closed
San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Hercules	Inquiry Regarding Appliances Affected	Other	Closed
Livermore	Inquiry Regarding Appliances Affected	Other	Closed
Livermore	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Alameda	Meter / Module Equipment (Mfg.)	Other	Closed
Los Gatos	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Los Gatos	Inquiry Regarding Appliances Affected	Motion/Sensor Appliance Malfunctioning	Closed
Saratoga	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Oakland	Inquiry Regarding Appliances Affected	Other	Closed
San Jose	Customer Denies Access	Under Investigation	Open
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

1063	1063	9/14/10
1064	1064	9/14/10
1065	1065	9/14/10
1066	1066	9/14/10
1067	1067	9/14/10
1068	1068	9/14/10
1069	1069	9/14/10
1070	1070	9/14/10
1071	1071	9/14/10
1072	1072	9/14/10
1073	1073	9/14/10
1074	1074	9/14/10
1075	1075	9/14/10
1076	1076	9/14/10
1077	1077	9/14/10
1078	1078	9/14/10
1079	1079	9/14/10
1080	1080	9/14/10
1081	1081	9/14/10
1082	1082	9/14/10
1083	1083	9/14/10
1084	1084	9/14/10
1085	1085	9/14/10
1086	1086	9/14/10
1087	1087	9/14/10
1088	1088	9/14/10
1089	1089	9/15/10
1090	1090	9/15/10
1091	1091	9/15/10
1092	1092	9/15/10
1093	1093	9/15/10
1094	1094	9/15/10
1095	1095	9/15/10
1096	1096	9/15/10
1097	1097	9/15/10
1098	1098	9/15/10
1099	1099	9/15/10
1100	1100	9/15/10
1101	1101	9/15/10
1102	1102	9/15/10
1103	1103	9/15/10
1104	1104	9/15/10
1105	1105	9/15/10
1106	1106	9/15/10
1107	1107	9/15/10
1108	1108	9/15/10
1109	1109	9/15/10
1110	1110	9/15/10
1111	1111	9/15/10
1112	1112	9/15/10
1113	1113	9/15/10

San Jose	Customer Denies Access	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
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	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Gilroy	Customer Denies Access	Under Investigation	Open
Santa Rosa	Wellington Installer	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
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
Fresno	SmartMeter Customer Communication	Other	Closed
Brentwood	Inquiry Regarding Appliances Affected	Other	Closed
San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
Oakland	SmartMeter Customer Communication	Other	Closed
Sunnyvale	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
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Chico	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
Cloverdale	Inquiry Regarding Appliances Affected	Other	Closed
Cloverdale	Customer Denies Access	Other	Closed
Oakland	Inquiry Regarding Appliances Affected	Other	Closed
San Jose	Inquiry Regarding Appliances Affected	Other	Closed
Rohnert Park	Customer Denies Access	Other	Closed
Saratoga	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Fulton	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
Ben Lomond	Customer Denies Access	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open

1114	1114	9/15/10
1115	1115	9/15/10
1116	1116	9/15/10
1117	1117	9/15/10
1118	1118	9/15/10
1119	1119	9/15/10
1120	1120	9/15/10
1121	1121	9/15/10
1122	1122	9/15/10
1123	1123	9/15/10
1124	1124	9/15/10
1125	1125	9/15/10
1126	1126	9/15/10
1127	1127	9/15/10
1128	1128	9/15/10
1129	1129	9/15/10
1130	1130	9/15/10
1131	1131	9/15/10
1132	1132	9/15/10
1133	1133	9/15/10
1134	1134	9/15/10
1135	1135	9/15/10
1136	1136	9/15/10
1137	1137	9/15/10
1138	1138	9/15/10
1139	1139	9/15/10
1140	1140	9/15/10
1141	1141	9/15/10
1142	1142	9/15/10
1143	1143	9/15/10
1144	1144	9/15/10
1145	1145	9/15/10
1146	1146	9/15/10
1147	1147	9/15/10
1148	1148	9/16/10
1149	1149	9/16/10
1150	1150	9/16/10
1151	1151	9/16/10
1152	1152	9/16/10
1153	1153	9/16/10
1154	1154	9/16/10
1155	1155	9/16/10
1156	1156	9/16/10
1157	1157	9/16/10
1158	1158	9/16/10
1159	1159	9/16/10
1160	1160	9/16/10
1161	1161	9/16/10
1162	1162	9/16/10
1163	1163	9/16/10
1164	1164	9/16/10

San Jose	Customer Denies Access	Under Investigation	Open
Muir Beach	Customer Denies Access	Under Investigation	Open
Novato	Customer Denies Access	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
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	Wellington Installer	Under Investigation	Open
Oakland	Customer Denies Access	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
Tiburon	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
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
Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Inquiry Regarding Appliances Affected	Damaged Television	Closed
San Martin	Customer Denies Access	Other	Closed
Felton	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Inquiry Regarding Appliances Affected	Other	Closed
Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Closed
Salinas	Inquiry Regarding Appliances Affected	Motion/Sensor Appliance Malfunctioning	Closed
San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Closed
Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
Rohnert Park	Customer Denies Access	Damaged Computer	Closed
San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Coarsegold	Customer Denies Access	Under Investigation	Open

1165	1165	9/16/10
1166	1166	9/16/10
1167	1167	9/16/10
1168	1168	9/16/10
1169	1169	9/16/10
1170	1170	9/16/10
1171	1171	9/16/10
1172	1172	9/16/10
1173	1173	9/16/10
1174	1174	9/16/10
1175	1175	9/16/10
1176	1176	9/16/10
1177	1177	9/16/10
1178	1178	9/16/10
1179	1179	9/16/10
1180	1180	9/16/10
1181	1181	9/16/10
1182	1182	9/16/10
1183	1183	9/16/10
1184	1184	9/16/10
1185	1185	9/16/10
1186	1186	9/16/10
1187	1187	9/16/10
1188	1188	9/16/10
1189	1189	9/16/10
1190	1190	9/16/10
1191	1191	9/16/10
1192	1192	9/16/10
1193	1193	9/16/10
1194	1194	9/16/10
1195	1195	9/16/10
1196	1196	9/16/10
1197	1197	9/16/10
1198	1198	9/16/10
1199	1199	9/16/10
1200	1200	9/16/10
1201	1201	9/16/10
1202	1202	9/16/10
1203	1203	9/16/10
1204	1204	9/16/10
1205	1205	9/16/10
1206	1206	9/16/10
1207	1207	9/17/10
1208	1208	9/17/10
1209	1209	9/17/10
1210	1210	9/17/10
1211	1211	9/17/10
1212	1212	9/17/10
1213	1213	9/17/10
1214	1214	9/17/10
1215	1215	9/17/10

Gilroy	Customer Denies Access	Under Investigation	Open
Berkeley	Customer Denies Access	Under Investigation	Open
Sausalito	Customer Denies Access	Under Investigation	Open
San Rafael	Inquiry Regarding Appliances Affected	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
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
Oakland	Customer Denies Access	Under Investigation	Open
Vaiejeo	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
Novato	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
Windsor	Customer wants Smartmeter Removed	Under Investigation	Open
Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
Cotati	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
Merced	Inquiry Regarding Appliances Affected	Other	Closed
Piedmont	Inquiry Regarding Appliances Affected	Motion/Sensor Appliance Malfunctioning	Closed
Livermore	Inquiry Regarding Appliances Affected	Other	Closed
Rohnert Park	Inquiry Regarding Appliances Affected	Other	Closed
San Jose	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Santa Rosa	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Cupertino	Inquiry Regarding Appliances Affected	Other	Closed

1216	1216	9/17/10
1217	1217	9/17/10
1218	1218	9/17/10
1219	1219	9/17/10
1220	1220	9/17/10
1221	1221	9/17/10
1222	1222	9/17/10
1223	1223	9/17/10
1224	1224	9/17/10
1225	1225	9/17/10
1226	1226	9/17/10
1227	1227	9/17/10
1228	1228	9/17/10
1229	1229	9/17/10
1230	1230	9/17/10
1231	1231	9/17/10
1232	1232	9/17/10
1233	1233	9/17/10
1234	1234	9/17/10
1235	1235	9/17/10
1236	1236	9/17/10
1237	1237	9/17/10
1238	1238	9/17/10
1239	1239	9/17/10
1240	1240	9/17/10
1241	1241	9/17/10
1242	1242	9/17/10
1243	1243	9/17/10
1244	1244	9/17/10
1245	1245	9/17/10
1246	1246	9/17/10
1247	1247	9/17/10
1248	1248	9/17/10
1249	1249	9/17/10
1250	1250	9/17/10
1251	1251	9/17/10
1252	1252	9/17/10
1253	1253	9/17/10
1254	1254	9/17/10
1255	1255	9/17/10
1256	1256	9/17/10
1257	1257	9/17/10
1258	1258	9/17/10
1259	1259	9/17/10
1260	1260	9/17/10
1261	1261	9/17/10
1262	1262	9/17/10
1263	1263	9/17/10
1264	1264	9/17/10
1265	1265	9/17/10
1266	1266	9/17/10

Los Altos Hills	Inquiry Regarding Appliances Affected	Other	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
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
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
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
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
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
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
Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open

1267	1267	9/17/10
1268	1268	9/17/10
1269	1269	9/17/10
1270	1270	9/17/10
1271	1271	9/17/10
1272	1272	9/17/10
1273	1273	9/17/10
1274	1274	9/17/10
1275	1275	9/17/10
1276	1276	9/17/10
1277	1277	9/17/10
1278	1278	9/17/10
1279	1279	9/17/10
1280	1280	9/17/10
1281	1281	9/17/10
1282	1282	9/17/10
1283	1283	9/17/10
1284	1284	9/17/10
1285	1285	9/18/10
1286	1286	9/18/10
1287	1287	9/18/10
1288	1288	9/18/10
1289	1289	9/18/10
1290	1290	9/18/10
1291	1291	9/18/10
1292	1292	9/18/10
1293	1293	9/18/10
1294	1294	9/18/10
1295	1295	9/18/10
1296	1296	9/18/10
1297	1297	9/18/10
1298	1298	9/18/10
1299	1299	9/18/10
1300	1300	9/18/10
1301	1301	9/18/10
1302	1302	9/18/10
1303	1303	9/18/10
1304	1304	9/18/10
1305	1305	9/18/10
1306	1306	9/18/10
1307	1307	9/18/10
1308	1308	9/18/10
1309	1309	9/18/10
1310	1310	9/18/10
1311	1311	9/18/10
1312	1312	9/18/10
1313	1313	9/18/10
1314	1314	9/18/10
1315	1315	9/18/10
1316	1316	9/18/10
1317	1317	9/18/10

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
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
Oakland	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
Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
Chico	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	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
San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
Citrus Heights	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
Gilroy	Customer Denies Access	Under Investigation	Open
Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
Petaluma	Customer Denies Access	Under Investigation	Open
Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
Oakland	Scheduling Problems	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Salinas	Wellington Installer	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open

1318	1318	9/19/10
1319	1319	9/19/10
1320	1320	9/19/10
1321	1321	9/19/10
1322	1322	9/19/10
1323	1323	9/19/10
1324	1324	9/19/10
1325	1325	9/20/10
1326	1326	9/20/10
1327	1327	9/20/10
1328	1328	9/20/10
1329	1329	9/20/10
1330	1330	9/20/10
1331	1331	9/20/10
1332	1332	9/20/10
1333	1333	9/20/10
1334	1334	9/20/10
1335	1335	9/20/10
1336	1336	9/20/10
1337	1337	9/20/10
1338	1338	9/20/10
1339	1339	9/20/10
1340	1340	9/20/10
1341	1341	9/20/10
1342	1342	9/20/10
1343	1343	9/20/10
1344	1344	9/20/10
1345	1345	9/20/10
1346	1346	9/20/10
1347	1347	9/20/10
1348	1348	9/20/10
1349	1349	9/20/10
1350	1350	9/20/10
1351	1351	9/20/10
1352	1352	9/20/10
1353	1353	9/20/10
1354	1354	9/20/10
1355	1355	9/20/10
1356	1356	9/20/10
1357	1357	9/20/10
1358	1358	9/20/10
1359	1359	9/20/10
1360	1360	9/20/10
1361	1361	9/20/10
1362	1362	9/20/10
1363	1363	9/20/10
1364	1364	9/20/10
1365	1365	9/20/10
1366	1366	9/20/10
1367	1367	9/20/10
1368	1368	9/20/10

Danville	Inquiry Regarding Appliances Affected	Other	Closed
Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Power Interruption	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Rohnert Park	Inquiry Regarding Appliances Affected	Other	Closed
Menlo Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
Antioch	Customer Denies Access	Customer Denies Wellington Access	Closed
Corcoran	Customer Denies Access	Customer Denies Wellington Access	Closed
Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
Salinas	Customer Denies Access	Customer Denies Wellington Access	Closed
Walnut Creek	Customer Denies Access	Customer Denies Wellington Access	Closed
Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
Cupertino	Customer Denies Access	Customer Denies Wellington Access	Closed
Piedmont	Inquiry Regarding Appliances Affected	Other	Closed
Aptos	Customer Denies Access	Customer Denies Wellington Access	Closed
Gilroy	Customer Denies Access	Customer Denies Wellington Access	Closed
San Rafael	Customer Denies Access	Customer Denies Wellington Access	Closed
Oroville	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Inquiry Regarding Appliances Affected	Other	Closed
Walnut Creek	Meter / Module Equipment (Mfg.)	Other	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	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
Reedley	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Inquiry Regarding Appliances Affected	Other	Closed
Aptos	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
Richmond	Inquiry Regarding Appliances Affected	Other	Closed
Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
Vacaville	Inquiry Regarding Appliances Affected	Other	Closed
Fresno	Other	Other	Closed
Woodside	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Livermore	Customer Denies Access	Customer does not want a SmartMeter	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
Salinas	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
Clovis	Inquiry Regarding Appliances Affected	Other	Closed
Los Altos Hills	Inquiry Regarding Appliances Affected	Damaged Television	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Soquel	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Francisco	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Castro Valley	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
Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open

1369	1369	9/20/10
1370	1370	9/20/10
1371	1371	9/20/10
1372	1372	9/20/10
1373	1373	9/20/10
1374	1374	9/20/10
1375	1375	9/20/10
1376	1376	9/20/10
1377	1377	9/20/10
1378	1378	9/20/10
1379	1379	9/20/10
1380	1380	9/20/10
1381	1381	9/20/10
1382	1382	9/20/10
1383	1383	9/20/10
1384	1384	9/20/10
1385	1385	9/20/10
1386	1386	9/20/10
1387	1387	9/20/10
1388	1388	9/20/10
1389	1389	9/20/10
1390	1390	9/20/10
1391	1391	9/20/10
1392	1392	9/20/10
1393	1393	9/20/10
1394	1394	9/20/10
1395	1395	9/20/10
1396	1396	9/20/10
1397	1397	9/20/10
1398	1398	9/20/10
1399	1399	9/20/10
1400	1400	9/20/10
1401	1401	9/20/10
1402	1402	9/20/10
1403	1403	9/20/10
1404	1404	9/20/10
1405	1405	9/20/10
1406	1406	9/20/10
1407	1407	9/20/10
1408	1408	9/21/10
1409	1409	9/21/10
1410	1410	9/21/10
1411	1411	9/21/10
1412	1412	9/21/10
1413	1413	9/21/10
1414	1414	9/21/10
1415	1415	9/21/10
1416	1416	9/21/10
1417	1417	9/21/10
1418	1418	9/21/10
1419	1419	9/21/10

San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
Benicia	Customer Denies Access	Under Investigation	Open
San Francisco	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Napa	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
Forestville	Inquiry Regarding Appliances Affected	Under Investigation	Open
Fairfax	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Saratoga	Customer Denies Access	Under Investigation	Open
Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
Castro Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Petaluma	Customer Denies Access	Under Investigation	Open
San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Pacifica	Inquiry Regarding Appliances Affected	Under Investigation	Open
Grass Valley	Wellington Installer	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
Rohnert Park	Inquiry Regarding Appliances Affected	Other	Closed
Menlo Park	Inquiry Regarding Appliances Affected	Other	Closed
Stockton	Inquiry Regarding Appliances Affected	Other	Closed
San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
Smartville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
Tracy	Inquiry Regarding Appliances Affected	Motion/Sensor Appliance Malfunctioning	Closed
Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
San Francisco	Meter / Module Equipment (Mfg.)	Other	Closed
Antioch	Power Interruption	Complete Power Outage	Closed

1420	1420	9/21/10
1421	1421	9/21/10
1422	1422	9/21/10
1423	1423	9/21/10
1424	1424	9/21/10
1425	1425	9/21/10
1426	1426	9/21/10
1427	1427	9/21/10
1428	1428	9/21/10
1429	1429	9/21/10
1430	1430	9/21/10
1431	1431	9/21/10
1432	1432	9/21/10
1433	1433	9/21/10
1434	1434	9/21/10
1435	1435	9/21/10
1436	1436	9/21/10
1437	1437	9/21/10
1438	1438	9/21/10
1439	1439	9/21/10
1440	1440	9/21/10
1441	1441	9/21/10
1442	1442	9/21/10
1443	1443	9/21/10
1444	1444	9/21/10
1445	1445	9/21/10
1446	1446	9/21/10
1447	1447	9/21/10
1448	1448	9/21/10
1449	1449	9/21/10
1450	1450	9/21/10
1451	1451	9/21/10
1452	1452	9/21/10
1453	1453	9/21/10
1454	1454	9/21/10
1455	1455	9/21/10
1456	1456	9/21/10
1457	1457	9/21/10
1458	1458	9/21/10
1459	1459	9/21/10
1460	1460	9/21/10
1461	1461	9/21/10
1462	1462	9/21/10
1463	1463	9/21/10
1464	1464	9/21/10
1465	1465	9/21/10
1466	1466	9/21/10
1467	1467	9/21/10
1468	1468	9/21/10
1469	1469	9/21/10
1470	1470	9/21/10

Aptos	Customer Denies Access	Customer Denies Wellington Access	Closed
Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
Novato	Customer Denies Access	Customer Denies Wellington Access	Closed
Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Clara	Customer Denies Access	Customer Denies Wellington Access	Closed
Sonoma	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Somerset	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
Marysville	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
Salinas	Customer Denies Access	Customer Denies Wellington Access	Closed
Walnut Creek	Inquiry Regarding Appliances Affected	Other	Closed
Guerneville	Inquiry Regarding Appliances Affected	Other	Closed
Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
Salinas	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
Forestville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Live Oak	Inquiry Regarding Appliances Affected	Other	Closed
San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
Hercules	Customer Denies Access	Customer does not want a SmartMeter	Closed
Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Gilroy	Inquiry Regarding Appliances Affected	Damaged Computer	Closed
Danville	Inquiry Regarding Appliances Affected	Other	Closed
Oroville	Inquiry Regarding Appliances Affected	Other	Closed
Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pacifica	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Los Altos	SmartMeter Customer Communication	Under Investigation	Open
Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
Salinas	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Mill Valley	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open

1471	1471	9/21/10
1472	1472	9/21/10
1473	1473	9/21/10
1474	1474	9/21/10
1475	1475	9/21/10
1476	1476	9/21/10
1477	1477	9/21/10
1478	1478	9/21/10
1479	1479	9/21/10
1480	1480	9/21/10
1481	1481	9/21/10
1482	1482	9/21/10
1483	1483	9/21/10
1484	1484	9/21/10
1485	1485	9/21/10
1486	1486	9/21/10
1487	1487	9/21/10
1488	1488	9/21/10
1489	1489	9/21/10
1490	1490	9/22/10
1491	1491	9/22/10
1492	1492	9/22/10
1493	1493	9/22/10
1494	1494	9/22/10
1495	1495	9/22/10
1496	1496	9/22/10
1497	1497	9/22/10
1498	1498	9/22/10
1499	1499	9/22/10
1500	1500	9/22/10
1501	1501	9/22/10
1502	1502	9/22/10
1503	1503	9/22/10
1504	1504	9/22/10
1505	1505	9/22/10
1506	1506	9/22/10
1507	1507	9/22/10
1508	1508	9/22/10
1509	1509	9/22/10
1510	1510	9/22/10
1511	1511	9/22/10
1512	1512	9/22/10
1513	1513	9/22/10
1514	1514	9/22/10
1515	1515	9/22/10
1516	1516	9/22/10
1517	1517	9/22/10
1518	1518	9/22/10
1519	1519	9/22/10
1520	1520	9/22/10
1521	1521	9/22/10

San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	SmartMeter Customer Communication	Under Investigation	Open
Salinas	Customer Denies Access	Under Investigation	Open
Salinas	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Ben Lomond	Inquiry Regarding Appliances Affected	Under Investigation	Open
Campbell	Customer Denies Access	Under Investigation	Open
Salinas	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Santa Rosa	Wellington Installer	Under Investigation	Open
Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Rafael	Inquiry Regarding Appliances Affected	Motion/Sensor Appliance Malfunctioning	Closed
Penn Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Los Gatos	Inquiry Regarding Appliances Affected	Other	Closed
Chico	Meter Clearance	Meter/Module clearance issues	Closed
La Grange	Customer Denies Access	Customer does not want a SmartMeter	Closed
Castro Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
Merced	Customer Denies Access	Customer does not want a SmartMeter	Closed
Stockton	Customer Denies Access	Customer Denies Wellington Access	Closed
Fresno	Customer Denies Access	Customer Denies Wellington Access	Closed
Greenwood	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fresno	Customer Denies Access	Customer Denies Wellington Access	Closed
Pittsburg	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fresno	Customer Denies Access	Customer Denies Wellington Access	Closed
Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
Burlingame	Inquiry Regarding Appliances Affected	Motion/Sensor Appliance Malfunctioning	Closed
Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pacifica	Inquiry Regarding Appliances Affected	Other	Closed
San Carlos	Inquiry Regarding Appliances Affected	Other	Closed
Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Closed
Castro Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Inquiry Regarding Appliances Affected	Other	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fresno	Customer Denies Access	Customer Denies Wellington Access	Closed
Stockton	Customer Denies Access	Customer Denies Wellington Access	Closed
San Rafael	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed

1522	1522	9/22/10
1523	1523	9/22/10
1524	1524	9/22/10
1525	1525	9/22/10
1526	1526	9/22/10
1527	1527	9/22/10
1528	1528	9/22/10
1529	1529	9/22/10
1530	1530	9/22/10
1531	1531	9/22/10
1532	1532	9/22/10
1533	1533	9/22/10
1534	1534	9/22/10
1535	1535	9/22/10
1536	1536	9/22/10
1537	1537	9/22/10
1538	1538	9/22/10
1539	1539	9/22/10
1540	1540	9/22/10
1541	1541	9/22/10
1542	1542	9/22/10
1543	1543	9/22/10
1544	1544	9/22/10
1545	1545	9/22/10
1546	1546	9/22/10
1547	1547	9/22/10
1548	1548	9/22/10
1549	1549	9/22/10
1550	1550	9/22/10
1551	1551	9/22/10
1552	1552	9/22/10
1553	1553	9/22/10
1554	1554	9/22/10
1555	1555	9/22/10
1556	1556	9/22/10
1557	1557	9/22/10
1558	1558	9/22/10
1559	1559	9/22/10
1560	1560	9/22/10
1561	1561	9/22/10
1562	1562	9/22/10
1563	1563	9/22/10
1564	1564	9/22/10
1565	1565	9/22/10
1566	1566	9/22/10
1567	1567	9/23/10
1568	1568	9/23/10
1569	1569	9/23/10
1570	1570	9/23/10
1571	1571	9/23/10
1572	1572	9/23/10

Stockton	Customer Denies Access	Customer Denies Wellington Access	Closed
Fresno	Customer Denies Access	Customer Denies Wellington Access	Closed
Sanger	Customer Denies Access	Customer does not want a SmartMeter	Closed
Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
Auburn	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
Alameda	Inquiry Regarding Appliances Affected	Internet/Cable Connection Problem	Closed
San Rafael	Inquiry Regarding Appliances Affected	Damaged Computer	Closed
San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
Smartville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Chico	Inquiry Regarding Appliances Affected	Damaged Computer	Closed
Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Watsonville	Customer wants Smartmeter Removed	Under Investigation	Open
Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	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
Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
Magalia	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Anselmo	Wellington Installer	Under Investigation	Open
Gonzales	Customer wants Smartmeter Removed	Under Investigation	Open
Nevada City	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Bakersfield	Network Equipment	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Guerneville	Customer Denies Access	Under Investigation	Open
Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
Salinas	Wellington Installer	Under Investigation	Open
Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
Placerville	Inquiry Regarding Appliances Affected	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fremont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Clayton	Inquiry Regarding Appliances Affected	Other	Closed
Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
Sanger	Customer Denies Access	Customer does not want a SmartMeter	Closed

1573	1573	9/23/10
1574	1574	9/23/10
1575	1575	9/23/10
1576	1576	9/23/10
1577	1577	9/23/10
1578	1578	9/23/10
1579	1579	9/23/10
1580	1580	9/23/10
1581	1581	9/23/10
1582	1582	9/23/10
1583	1583	9/23/10
1584	1584	9/23/10
1585	1585	9/23/10
1586	1586	9/23/10
1587	1587	9/23/10
1588	1588	9/23/10
1589	1589	9/23/10
1590	1590	9/23/10
1591	1591	9/23/10
1592	1592	9/23/10
1593	1593	9/23/10
1594	1594	9/23/10
1595	1595	9/23/10
1596	1596	9/23/10
1597	1597	9/23/10
1598	1598	9/23/10
1599	1599	9/23/10
1600	1600	9/23/10
1601	1601	9/23/10
1602	1602	9/23/10
1603	1603	9/23/10
1604	1604	9/23/10
1605	1605	9/23/10
1606	1606	9/23/10
1607	1607	9/23/10
1608	1608	9/23/10
1609	1609	9/23/10
1610	1610	9/23/10
1611	1611	9/23/10
1612	1612	9/23/10
1613	1613	9/23/10
1614	1614	9/23/10
1615	1615	9/23/10
1616	1616	9/23/10
1617	1617	9/23/10
1618	1618	9/23/10
1619	1619	9/23/10
1620	1620	9/23/10
1621	1621	9/23/10
1622	1622	9/23/10
1623	1623	9/23/10

Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
Manteca	Customer Denies Access	Customer does not want a SmartMeter	Closed
Rio Vista	Inquiry Regarding Appliances Affected	Other	Closed
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Closed
Atwater	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fremont	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Chico	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Closed
Los Gatos	Inquiry Regarding Appliances Affected	Other	Closed
Chico	Power Interruption	Hi/Low Voltage	Closed
Mariposa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Seaside	Customer Denies Access	Customer Denies Wellington Access	Closed
Sacramento	Customer Denies Access	Customer does not want a SmartMeter	Closed
Railroad Flat	Customer Denies Access	Customer Denies Wellington Access	Closed
Antioch	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
Clovis	Customer Denies Access	Customer Denies Wellington Access	Closed
Walnut Creek	Customer Denies Access	Customer Denies Wellington Access	Closed
Reedley	Customer Denies Access	Customer Denies Wellington Access	Closed
Sanger	Customer Denies Access	Customer Denies Wellington Access	Closed
Mountain View	Customer Denies Access	Customer Denies Wellington Access	Closed
Livermore	Customer Denies Access	Customer Denies Wellington Access	Closed
Windsor	Customer Denies Access	Customer Denies Wellington Access	Closed
Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
San Ramon	Customer Denies Access	Customer Denies Wellington Access	Closed
Dublin	Customer Denies Access	Customer Denies Wellington Access	Closed
Nevada City	Inquiry Regarding Appliances Affected	Damaged Computer	Closed
Calistoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
Castroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Mateo	Inquiry Regarding Appliances Affected	Under Investigation	Open
Richmond	SmartMeter Customer Communication	Under Investigation	Open
Lafayette	Customer Denies Access	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Richmond	Inquiry Regarding Appliances Affected	Under Investigation	Open
Soquel	Customer Denies Access	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
Scotts Valley	Customer Denies Access	Under Investigation	Open
Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open

1624	1624	9/23/10
1625	1625	9/23/10
1626	1626	9/23/10
1627	1627	9/23/10
1628	1628	9/23/10
1629	1629	9/23/10
1630	1630	9/23/10
1631	1631	9/23/10
1632	1632	9/23/10
1633	1633	9/23/10
1634	1634	9/23/10
1635	1635	9/23/10
1636	1636	9/23/10
1637	1637	9/23/10
1638	1638	9/23/10
1639	1639	9/23/10
1640	1640	9/23/10
1641	1641	9/23/10
1642	1642	9/23/10
1643	1643	9/23/10
1644	1644	9/23/10
1645	1645	9/23/10
1646	1646	9/23/10
1647	1647	9/23/10
1648	1648	9/23/10
1649	1649	9/23/10
1650	1650	9/24/10
1651	1651	9/24/10
1652	1652	9/24/10
1653	1653	9/24/10
1654	1654	9/24/10
1655	1655	9/24/10
1656	1656	9/24/10
1657	1657	9/24/10
1658	1658	9/24/10
1659	1659	9/24/10
1660	1660	9/24/10
1661	1661	9/24/10
1662	1662	9/24/10
1663	1663	9/24/10
1664	1664	9/24/10
1665	1665	9/24/10
1666	1666	9/24/10
1667	1667	9/24/10
1668	1668	9/24/10
1669	1669	9/24/10
1670	1670	9/24/10
1671	1671	9/24/10
1672	1672	9/24/10
1673	1673	9/24/10
1674	1674	9/24/10

El Dorado Hills	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
El Dorado Hills	Inquiry Regarding Appliances Affected	Under Investigation	Open
Windsor	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
Watsonville	Customer wants Smartmeter Removed	Under Investigation	Open
Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Concord	Customer wants Smartmeter Removed	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Rafael	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
El Granada	Inquiry Regarding Appliances Affected	Under Investigation	Open
Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Francisco	Customer Denies Access	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Los Gatos	Wellington Installer	Under Investigation	Open
Windsor	Wellington Installer	Under Investigation	Open
Los Gatos	Wellington Installer	Under Investigation	Open
Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Campbell	Wellington Installer	Under Investigation	Open
Alameda	Customer Denies Access	Customer Denies Wellington Access	Closed
Trinidad	Customer Denies Access	Customer does not want a SmartMeter	Closed
Sonoma	Customer Denies Access	Customer Denies Wellington Access	Closed
San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
Bodega	Customer Denies Access	Customer Denies Wellington Access	Closed
Oakland	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
Concord	Inquiry Regarding Appliances Affected	Other	Closed
Concord	Inquiry Regarding Appliances Affected	Other	Closed
Vaiejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Closed
Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
Concord	Meter Clearance	Meter/Module clearance issues	Closed
San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Potential Wellington Claim	Under Investigation	Open
Watsonville	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 Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Fairfax	SmartMeter Customer Communication	Under Investigation	Open
Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
Campbell	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Marshall	Customer Denies Access	Under Investigation	Open
Foster City	Inquiry Regarding Appliances Affected	Under Investigation	Open

1675	1675	9/24/10
1676	1676	9/24/10
1677	1677	9/24/10
1678	1678	9/24/10
1679	1679	9/24/10
1680	1680	9/24/10
1681	1681	9/24/10
1682	1682	9/24/10
1683	1683	9/24/10
1684	1684	9/24/10
1685	1685	9/24/10
1686	1686	9/24/10
1687	1687	9/24/10
1688	1688	9/24/10
1689	1689	9/24/10
1690	1690	9/24/10
1691	1691	9/24/10
1692	1692	9/24/10

San Jose	Customer Denies Access	Under Investigation	Open
Saratoga	Customer Denies Access	Under Investigation	Open
Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Fresno	Customer Denies Access	Under Investigation	Open
San Rafael	Wellington Installer	Under Investigation	Open
Petaluma	Inquiry Regarding Appliances Affected	Under Investigation	Open
Campbell	Customer wants Smartmeter Removed	Under Investigation	Open
Gilroy	Power Interruption	Under Investigation	Open
San Rafael	Meter / Module Equipment (Mfg.)	Under Investigation	Open
Oakley	SmartMeter Customer Communication	Under Investigation	Open
Santa Rosa	Power Interruption	Under Investigation	Open
San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Richmond	Power Interruption	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Novato	Customer wants Smartmeter Removed	Under Investigation	Open

1,284 **Open Issues on Last Report**
177 **Open Issues Closed Since the Last Report**
408 **New Issues Since the Last Report**
199 **New Issues Closed Since the Last Report**
209 **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 30, 2010 -- For the Period September 18, 2010 through September 24, 2010

No.
1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25
26
27
28
29
30
31
32
33
34
35
36
37
38
39
40
41
42

43
44
45
46
47
48
49
50
51
52
53
54
55
56
57
58
59
60
61
62
63
64
65
66
67
68
69
70
71
72
73
74
75
76
77
78
79
80
81
82
83
84
85
86
87
88
89
90
91
92
93

94
95
96
97
98
99
100
101
102
103
104
105
106
107
108
109
110
111
112
113
114
115
116
117
118
119
120
121
122
123
124
125
126
127
128
129
130
131
132
133
134
135
136
137
138
139
140
141
142
143
144

145
146
147
148
149
150
151
152
153
154
155
156
157
158
159
160
161
162
163
164
165
166
167
168
169
170
171
172
173
174
175
176
177
178
179
180
181
182
183
184
185
186
187
188
189
190
191
192
193
194
195

196
197
198
199
200
201
202
203
204
205
206
207
208
209
210
211
212
213
214
215
216
217
218
219
220
221
222
223
224
225
226
227
228
229
230
231
232
233
234
235
236
237
238
239
240
241
242
243
244
245
246

247
248
249
250
251
252
253
254
255
256
257
258
259
260
261
262
263
264
265
266
267
268
269
270
271
272
273
274
275
276
277
278
279
280
281
282
283
284
285
286
287
288
289
290
291
292
293
294
295
296
297

298
299
300
301
302
303
304
305
306
307
308
309
310
311
312
313
314
315
316
317
318
319
320
321
322
323
324
325
326
327
328
329
330
331
332
333
334
335
336
337
338
339
340
341
342
343
344
345
346
347
348

349
350
351
352
353
354
355
356
357
358
359
360
361
362
363
364
365
366
367
368
369
370
371
372
373
374
375
376
377
378
379
380
381
382
383
384
385
386
387
388
389
390
391
392
393
394
395
396
397
398
399

400
401
402
403
404
405
406
407
408
409
410
411
412
413
414
415
416
417
418
419
420
421
422
423
424
425
426
427
428
429
430
431
432
433
434
435
436
437
438
439
440
441
442
443
444
445
446
447
448
449
450

451
452
453
454
455
456
457
458
459
460
461
462
463
464
465
466
467
468
469
470
471
472
473
474
475
476
477
478
479
480
481
482
483
484
485
486
487
488
489
490
491
492
493
494
495
496
497
498
499
500
501

502
503
504
505
506
507
508
509
510
511
512
513
514
515
516
517
518
519
520
521
522
523
524
525
526
527
528
529
530
531
532
533
534
535
536
537
538
539
540
541
542
543
544
545
546
547
548
549
550
551
552

553
554
555
556
557
558
559
560
561
562
563
564
565
566
567
568
569
570
571
572
573
574
575
576
577
578
579
580
581
582
583
584
585
586
587
588
589
590
591
592
593
594
595
596
597
598
599
600
601
602
603

604
605
606
607
608
609
610
611
612
613
614
615
616
617
618
619
620
621
622
623
624
625
626
627
628
629
630
631
632
633
634
635
636
637
638
639
640
641
642
643
644
645
646
647
648
649
650
651
652
653
654

655
656
657
658
659
660
661
662
663
664
665
666
667
668
669
670
671
672
673
674
675
676
677
678
679
680
681
682
683
684
685
686
687
688
689
690
691
692
693
694
695
696
697
698
699
700
701
702
703
704
705

706
707
708
709
710
711
712
713
714
715
716
717
718
719
720
721
722
723
724
725
726
727
728
729
730
731
732
733
734
735
736
737
738
739
740
741
742
743
744
745
746
747
748
749
750
751
752
753
754
755
756

757
758
759
760
761
762
763
764
765
766
767
768
769
770
771
772
773
774
775
776
777
778
779
780
781
782
783
784
785
786
787
788
789
790
791
792
793
794
795
796
797
798
799
800
801
802
803
804
805
806
807

808
809
810
811
812
813
814
815
816
817
818
819
820
821
822
823
824
825
826
827
828
829
830
831
832
833
834
835
836
837
838
839
840
841
842
843
844
845
846
847
848
849
850
851
852
853
854
855
856
857
858

859
860
861
862
863
864
865
866
867
868
869
870
871
872
873
874
875
876
877
878
879
880
881
882
883
884
885
886
887
888
889
890
891
892
893
894
895
896
897
898
899
900
901
902
903
904
905
906
907
908
909

910
911
912
913
914
915
916
917
918
919
920
921
922
923
924
925
926
927
928
929
930
931
932
933
934
935
936
937
938
939
940
941
942
943
944
945
946
947
948
949
950
951
952
953
954
955
956
957
958
959
960

961
962
963
964
965
966
967
968
969
970
971
972
973
974
975
976
977
978
979
980
981
982
983
984
985
986
987
988
989
990
991
992
993
994
995
996
997
998
999
1000
1001
1002
1003
1004
1005
1006
1007
1008
1009
1010
1011

1012
1013
1014
1015
1016
1017
1018
1019
1020
1021
1022
1023
1024
1025
1026
1027
1028
1029
1030
1031
1032
1033
1034
1035
1036
1037
1038
1039
1040
1041
1042
1043
1044
1045
1046
1047
1048
1049
1050
1051
1052
1053
1054
1055
1056
1057
1058
1059
1060
1061
1062

1063
1064
1065
1066
1067
1068
1069
1070
1071
1072
1073
1074
1075
1076
1077
1078
1079
1080
1081
1082
1083
1084
1085
1086
1087
1088
1089
1090
1091
1092
1093
1094
1095
1096
1097
1098
1099
1100
1101
1102
1103
1104
1105
1106
1107
1108
1109
1110
1111
1112
1113

1114
1115
1116
1117
1118
1119
1120
1121
1122
1123
1124
1125
1126
1127
1128
1129
1130
1131
1132
1133
1134
1135
1136
1137
1138
1139
1140
1141
1142
1143
1144
1145
1146
1147
1148
1149
1150
1151
1152
1153
1154
1155
1156
1157
1158
1159
1160
1161
1162
1163
1164

1165
1166
1167
1168
1169
1170
1171
1172
1173
1174
1175
1176
1177
1178
1179
1180
1181
1182
1183
1184
1185
1186
1187
1188
1189
1190
1191
1192
1193
1194
1195
1196
1197
1198
1199
1200
1201
1202
1203
1204
1205
1206
1207
1208
1209
1210
1211
1212
1213
1214
1215

1216
1217
1218
1219
1220
1221
1222
1223
1224
1225
1226
1227
1228
1229
1230
1231
1232
1233
1234
1235
1236
1237
1238
1239
1240
1241
1242
1243
1244
1245
1246
1247
1248
1249
1250
1251
1252
1253
1254
1255
1256
1257
1258
1259
1260
1261
1262
1263
1264
1265
1266

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

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

1369
1370
1371
1372
1373
1374
1375
1376
1377
1378
1379
1380
1381
1382
1383
1384
1385
1386
1387
1388
1389
1390
1391
1392
1393
1394
1395
1396
1397
1398
1399
1400
1401
1402
1403
1404
1405
1406
1407
1408
1409
1410
1411
1412
1413
1414
1415
1416
1417
1418
1419

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

1471
1472
1473
1474
1475
1476
1477
1478
1479
1480
1481
1482
1483
1484
1485
1486
1487
1488
1489
1490
1491
1492
1493
1494
1495
1496
1497
1498
1499
1500
1501
1502
1503
1504
1505
1506
1507
1508
1509
1510
1511
1512
1513
1514
1515
1516
1517
1518
1519
1520
1521

1522
1523
1524
1525
1526
1527
1528
1529
1530
1531
1532
1533
1534
1535
1536
1537
1538
1539
1540
1541
1542
1543
1544
1545
1546
1547
1548
1549
1550
1551
1552
1553
1554
1555
1556
1557
1558
1559
1560
1561
1562
1563
1564
1565
1566
1567
1568
1569
1570
1571
1572

1573
1574
1575
1576
1577
1578
1579
1580
1581
1582
1583
1584
1585
1586
1587
1588
1589
1590
1591
1592
1593
1594
1595
1596
1597
1598
1599
1600
1601
1602
1603
1604
1605
1606
1607
1608
1609
1610
1611
1612
1613
1614
1615
1616
1617
1618
1619
1620
1621
1622
1623

1624
1625
1626
1627
1628
1629
1630
1631
1632
1633
1634
1635
1636
1637
1638
1639
1640
1641
1642
1643
1644
1645
1646
1647
1648
1649
1650
1651
1652
1653
1654
1655
1656
1657
1658
1659
1660
1661
1662
1663
1664
1665
1666
1667
1668
1669
1670
1671
1672
1673
1674

1675
1676
1677
1678
1679
1680
1681
1682
1683
1684
1685
1686
1687
1688
1689
1690
1691
1692

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 September 30, 2010 – For the Period September 18, 2010 through September 24, 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}		SAN MATEO	Open	{Redacted}
2	8/18/10			PIONEER	Closed	
3	9/10/10			SAN FRANCISCO	Open	
4	9/11/10			ANTIOCH	Open	
5	9/13/10			LOS ALTOS HILLS	Open	
6	9/14/10			YUBA CITY	Closed	
7	9/14/10			SANTA ROSA	Closed	
8	9/20/10			MILL VALLEY	Closed	
9	9/23/10			REDWOOD CITY	Closed	

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

6	Open Complaints on Last Report
2	Open Complaints Closed Since the Last Report
3	New Complaints Since the Last Report
3	New Complaints Closed Since the Last Report
0	New Complaints Open