

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}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open
2	1/15/10	{Redacted}	{Redacted}	Napa	Scheduling Problems	Under Investigation	Open
3	2/8/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
4	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Under Investigation	Open
5	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
6	2/16/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
7	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
8	2/18/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
9	2/22/10	{Redacted}	{Redacted}	Occidental	Customer Denies Access	Under Investigation	Open
10	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
11	2/23/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
12	2/26/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
13	3/1/10	{Redacted}	{Redacted}	Fresno	Wellington Installer	Under Investigation	Open
14	3/1/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
15	3/3/10	{Redacted}	{Redacted}	Glen Ellen	Scheduling Problems	Under Investigation	Open
16	3/7/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
17	3/7/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
18	3/7/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
19	3/8/10	{Redacted}	{Redacted}	Cotati	Household items affected by SM installation	Under Investigation	Open
20	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM installation	Under Investigation	Open
21	3/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
22	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
23	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
24	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
25	3/10/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
26	3/10/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
27	3/12/10	{Redacted}	{Redacted}	Union City	Meter/Module	Under Investigation	Open
28	3/12/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
29	3/12/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
30	3/15/10	{Redacted}	{Redacted}	Placerville	Customer Denies Access	Under Investigation	Open
31	3/15/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
32	3/16/10	{Redacted}	{Redacted}	Tracy	Meter/Module	Meter/Module clearance issues	Closed
33	3/16/10	{Redacted}	{Redacted}	Angels Camp	Customer Denies Access	Under Investigation	Open
34	3/16/10	{Redacted}	{Redacted}	Sunnyvale	Customer Denies Access	Under Investigation	Open
35	3/17/10	{Redacted}	{Redacted}	Napa	Customer Denies Access	Under Investigation	Open
36	3/19/10	{Redacted}	{Redacted}	American Canyon	Customer Denies Access	Under Investigation	Open
37	3/19/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
38	3/22/10	{Redacted}	{Redacted}	San Jose	Scheduling Problems	Under Investigation	Open
39	3/22/10	{Redacted}	{Redacted}	Tracy	Customer Denies Access	Under Investigation	Open
40	3/23/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
41	4/5/10	{Redacted}	{Redacted}	Vacaville	Other	Under Investigation	Open
42	4/7/10	{Redacted}	{Redacted}	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	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
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
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304	304	7/26/10
305	305	7/26/10
306	306	7/27/10
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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

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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

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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

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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

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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

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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

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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
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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

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852	852	9/5/10
853	853	9/6/10
854	854	9/6/10
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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
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
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905	905	9/8/10
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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

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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
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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
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1036	1036	9/13/10
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1038	1038	9/13/10
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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
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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
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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
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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
Vaiiejo	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
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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
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Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
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
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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
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1311	1311	9/18/10
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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
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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
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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
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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
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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
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1527	1527	9/22/10
1528	1528	9/22/10
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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

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1618	1618	9/23/10
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1620	1620	9/23/10
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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

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1671	1671	9/24/10
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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
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1680	1680	9/24/10
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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
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1689	1689	9/24/10
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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

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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}	{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