

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

October 7, 2010 -- For the Period September 25, 2010 through October 1, 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	01/04/10	{Redacted}		Menlo Park	Customer Denies Access	Under Investigation	Open
2	01/15/10	{Redacted}		Napa	Scheduling Problems	Under Investigation	Open
3	02/08/10	{Redacted}		Sonoma	Customer Denies Access	Under Investigation	Open
4	02/10/10	{Redacted}		Carmel	Network Equipment Installation	Under Investigation	Open
5	02/10/10	{Redacted}		Cupertino	Scheduling Problems	Under Investigation	Open
6	02/16/10	{Redacted}		Santa Rosa	Customer Denies Access	Under Investigation	Open
7	02/17/10	{Redacted}		Vallejo	Wellington Installer	Under Investigation	Open
8	02/18/10	{Redacted}		Santa Rosa	Customer Denies Access	Under Investigation	Open
9	02/22/10	{Redacted}		Occidental	Customer Denies Access	Under Investigation	Open
10	02/22/10	{Redacted}		Vallejo	Network Equipment Installation	Under Investigation	Open
11	02/23/10	{Redacted}		Sebastopol	Customer Denies Access	Under Investigation	Open
12	02/26/10	{Redacted}		Sebastopol	Customer Denies Access	Under Investigation	Open
13	03/01/10	{Redacted}		Fresno	Wellington Installer	Under Investigation	Open
14	03/01/10	{Redacted}		Vallejo	Wellington Installer	Under Investigation	Open
15	03/03/10	{Redacted}		Glen Ellen	Scheduling Problems	Under Investigation	Open
16	03/07/10	{Redacted}		Santa Rosa	Customer Denies Access	Under Investigation	Open
17	03/07/10	{Redacted}		Sebastopol	Customer Denies Access	Under Investigation	Open
18	03/07/10	{Redacted}		Sonoma	Customer Denies Access	Under Investigation	Open
19	03/08/10	{Redacted}		Cotati	Household items affected by SM installation	Under Investigation	Open
20	03/08/10	{Redacted}		San Ramon	Household items affected by SM installation	Under Investigation	Open
21	03/10/10	{Redacted}		San Jose	Wellington Installer	Under Investigation	Open
22	03/10/10	{Redacted}		Santa Rosa	Customer Denies Access	Under Investigation	Open
23	03/10/10	{Redacted}		Santa Rosa	Customer Denies Access	Under Investigation	Open
24	03/10/10	{Redacted}		Santa Rosa	Customer Denies Access	Under Investigation	Open
25	03/10/10	{Redacted}		Sonoma	Customer Denies Access	Under Investigation	Open
26	03/10/10	{Redacted}		Vallejo	Customer Denies Access	Under Investigation	Open
27	03/12/10	{Redacted}		Union City	Meter/Module	Under Investigation	Open
28	03/12/10	{Redacted}		Vallejo	Customer Denies Access	Under Investigation	Open
29	03/12/10	{Redacted}		Vallejo	Wellington Installer	Under Investigation	Open
30	03/15/10	{Redacted}		Placerville	Customer Denies Access	Under Investigation	Open
31	03/15/10	{Redacted}		Pleasanton	Wellington Installer	Under Investigation	Open
32	03/16/10	{Redacted}		Angels Camp	Customer Denies Access	Under Investigation	Open
33	03/16/10	{Redacted}		Sunnyvale	Customer Denies Access	Under Investigation	Open
34	03/17/10	{Redacted}		Napa	Customer Denies Access	Under Investigation	Open
35	03/19/10	{Redacted}		American Canyon	Customer Denies Access	Under Investigation	Open
36	03/19/10	{Redacted}		Santa Rosa	Customer Denies Access	Under Investigation	Open
37	03/22/10	{Redacted}		San Jose	Scheduling Problems	Under Investigation	Open
38	03/22/10	{Redacted}		Tracy	Customer Denies Access	Under Investigation	Open
39	03/23/10	{Redacted}		Santa Rosa	Customer Denies Access	Under Investigation	Open
40	04/05/10	{Redacted}		Vacaville	Other	Under Investigation	Open
41	04/14/10	{Redacted}		Kingsburg	Power Interruption	Under Investigation	Open
42	04/14/10	{Redacted}		San Jose	Other	Radio Frequency Concerns	Closed

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43	04/15/10			Madera	Other	Under Investigation	Open
44	04/16/10			San Jose	Scheduling Problems	Under Investigation	Open
45	04/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
46	04/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
47	04/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
48	04/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
49	04/30/10			Richmond	Other	Under Investigation	Open
50	05/07/10			San Jose	Customer Denies Access	Under Investigation	Open
51	05/07/10			San Jose	Meter/Module	Under Investigation	Open
52	05/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
53	05/10/10			San Jose	Customer Denies Access	Under Investigation	Open
54	05/10/10			San Jose	Customer Denies Access	Under Investigation	Open
55	05/10/10			San Jose	Customer Denies Access	Under Investigation	Open
56	05/10/10			San Jose	Customer Denies Access	Under Investigation	Open
57	05/10/10			San Jose	Customer Denies Access	Under Investigation	Open
58	05/10/10			San Jose	Other	Under Investigation	Open
59	05/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
60	05/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
61	05/11/10			San Jose	Customer Denies Access	Under Investigation	Open
62	05/11/10			San Jose	Customer Denies Access	Under Investigation	Open
63	05/11/10			San Jose	Customer Denies Access	Under Investigation	Open
64	05/11/10			San Jose	Customer Denies Access	Under Investigation	Open
65	05/11/10			San Jose	Customer Denies Access	Under Investigation	Open
66	05/12/10			San Jose	Customer Denies Access	Under Investigation	Open
67	05/12/10			San Jose	Wellington Installer	Under Investigation	Open
68	05/13/10			San Jose	Customer Denies Access	Under Investigation	Open
69	05/14/10			Antioch	Meter/Module	Under Investigation	Open
70	05/14/10			San Jose	Meter/Module	Under Investigation	Open
71	05/14/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Closed
72	05/14/10			San Ramon	Customer Denies Access	No reason provided	Closed
73	05/15/10			Chico	Customer Denies Access	Under Investigation	Open
74	05/15/10			Concord	Customer Denies Access	Customer does not want a SmartMeter	Closed
75	05/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
76	05/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
77	05/17/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
78	05/17/10			Alamo	Scheduling Problems	Under Investigation	Open
79	05/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
80	05/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
81	05/17/10			S. San Francisco	Other	Under Investigation	Open
82	05/17/10			San Jose	Customer Denies Access	Under Investigation	Open
83	05/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
84	05/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	05/18/10			Placerville	Customer Denies Access	Under Investigation	Open
86	05/18/10			San Jose	Customer Denies Access	Under Investigation	Open
87	05/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
88	05/18/10			Tracy	Customer Denies Access	Under Investigation	Open
89	05/18/10			Yuba City	Power Interruption	Under Investigation	Open
90	05/19/10			Chico	Customer Denies Access	Under Investigation	Open
91	05/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
92	05/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
93	05/19/10			San Jose	Wellington Installer	Under Investigation	Open
94	05/19/10			Tracy	Customer Denies Access	Under Investigation	Open
95	05/20/10			Fresno	Customer Denies Access	Under Investigation	Open
96	05/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
97	05/20/10			Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
98	05/20/10			Madera	Customer Denies Access	Under Investigation	Open
99	05/20/10			Tracy	Customer Denies Access	Under Investigation	Open
100	05/20/10			Tracy	Customer Denies Access	Under Investigation	Open
101	05/20/10			Tracy	Power Interruption	Under Investigation	Open
102	05/21/10			Auburn	Customer Denies Access	Under Investigation	Open
103	05/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
104	05/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
105	05/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
106	05/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
107	05/21/10			Fresno	Customer wants Smartmeter Removed	No reason provided	Closed
108	05/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
109	05/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
110	05/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
111	05/21/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
112	05/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
113	05/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
114	05/21/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
115	05/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
116	05/21/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
117	05/21/10			San Jose	Customer Denies Access	Under Investigation	Open
118	05/21/10			San Jose	Customer Denies Access	Under Investigation	Open
119	05/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
120	05/22/10			Emeryville	Customer Denies Access	Accuracy of Meter	Closed
121	05/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
122	05/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
123	05/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
124	05/22/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
125	05/22/10			Oakland	Customer Denies Access	Under Investigation	Open
126	05/22/10			Oakland	Customer Denies Access	Unhappy with SM Program	Closed

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127	05/22/10			Vacaville	Meter/Module	Under Investigation	Open
128	05/23/10			Emeryville	Customer Denies Access	Under Investigation	Open
129	05/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
130	05/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
131	05/24/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
132	05/24/10			Concord	Household items affected by SM installation	Under Investigation	Open
133	05/24/10			Emeryville	Customer Denies Access	Under Investigation	Open
134	05/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
135	05/24/10			Livermore	Household items affected by SM installation	Under Investigation	Open
136	05/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
137	05/24/10			Oakland	Customer Denies Access	Under Investigation	Open
138	05/24/10			Oakland	Customer Denies Access	Under Investigation	Open
139	05/24/10			Oakland	Customer Denies Access	Under Investigation	Open
140	05/24/10			Oakland	Customer Denies Access	Under Investigation	Open
141	05/24/10			Oakland	Customer Denies Access	Under Investigation	Open
142	05/24/10			Oakland	Customer Denies Access	Under Investigation	Open
143	05/24/10			Oakland	Customer Denies Access	Under Investigation	Open
144	05/24/10			Oakland	Customer Denies Access	Under Investigation	Open
145	05/24/10			Oakland	Customer Denies Access	Under Investigation	Open
146	05/24/10			Oakland	Customer Denies Access	Under Investigation	Open
147	05/24/10			Piedmont	Customer Denies Access	Under Investigation	Open
148	05/24/10			Pleasant Hill	Customer wants Smartmeter Removed	Under Investigation	Open
149	05/24/10			Pleasanton	Customer Denies Access	Under Investigation	Open
150	05/25/10			Fairfield	Power Interruption	Under Investigation	Open
151	05/25/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
152	05/25/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
153	05/25/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
154	05/25/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
155	05/26/10			Clovis	SmartMeter Customer Communication	Under Investigation	Open
156	05/26/10			Oakland	Customer Denies Access	Medical Concerns	Closed
157	05/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
158	05/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
159	05/27/10			Oakland	Customer Denies Access	Under Investigation	Open
160	05/27/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
161	05/27/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
162	05/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
163	05/28/10			Port Costa	Customer Denies Access	Customer does not want a SmartMeter	Closed
164	05/29/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
165	05/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
166	05/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
167	05/29/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
168	05/29/10			Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	05/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
170	05/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
171	06/04/10			San Jose	Household items affected by SM installation	Under Investigation	Open
172	06/07/10			Arvin	Household items affected by SM installation	Under Investigation	Open
173	06/07/10			Corte Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
174	06/07/10			San Jose	Household items affected by SM installation	Under Investigation	Open
175	06/08/10			Fresno	Power Interruption	Under Investigation	Open
176	06/08/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
177	06/08/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
178	06/09/10			San Jose	Household items affected by SM installation	Under Investigation	Open
179	06/09/10			San Jose	Household items affected by SM installation	Under Investigation	Open
180	06/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
181	06/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
182	06/10/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
183	06/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
184	06/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
185	06/11/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
186	06/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
187	06/11/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
188	06/14/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
189	06/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
190	06/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
191	06/15/10			Pleasant Hill	Customer Denies Access	Under Investigation	Open
192	06/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
193	06/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
194	06/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
195	06/16/10			Dinuba	Customer Denies Access	Under Investigation	Open
196	06/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
197	06/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
198	06/17/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
199	06/17/10			Concord	Customer Denies Access	Under Investigation	Open
200	06/17/10			Pleasanton	Customer Denies Access	Under Investigation	Open
201	06/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
202	06/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
203	06/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
204	06/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
205	06/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
206	06/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
207	06/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
208	06/18/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
209	06/20/10			Milpitas	Power Interruption	Under Investigation	Open
210	06/21/10			Newcastle	Household items affected by SM installation	under investigation	Open

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211	06/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
212	06/21/10			San Jose	Power Interruption	Under Investigation	Open
213	06/22/10			Fair Oaks	Network Equipment Installation	Under Investigation	Open
214	06/22/10			San Jose	Customer Denies Access	Under Investigation	Open
215	06/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
216	06/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
217	06/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
218	06/24/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
219	06/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
220	06/26/10			Sanger	Customer wants Smartmeter Removed	Under Investigation	Open
221	06/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
222	06/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
223	06/28/10			Santa Clara	Household items affected by SM installatio	Under Investigation	Open
224	06/28/10			Union City	Meter/Module	Other	Closed
225	06/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
226	06/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
227	06/30/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
228	07/01/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
229	07/01/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
230	07/01/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
231	07/02/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
232	07/06/10			Oroville	Customer Denies Access	Under Investigation	Open
233	07/06/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
234	07/06/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
235	07/07/10			San Jose	Household items affected by SM installatio	Gas Appliance Not Working	Closed
236	07/08/10			Placerville	Household items affected by SM installatio	Under Investigation	Open
237	07/08/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
238	07/09/10			Oakland	Customer Denies Access	Under Investigation	Open
239	07/09/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
240	07/09/10			San Jose	Scheduling Problems	Under Investigation	Open
241	07/09/10			Vacaville	Customer Denies Access	Under Investigation	Open
242	07/09/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
243	07/10/10			Chico	Customer Denies Access	Under Investigation	Open
244	07/12/10			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
245	07/12/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
246	07/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
247	07/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
248	07/13/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
249	07/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
250	07/14/10			Mill Valley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
251	07/14/10			San Jose	Customer Denies Access	Under Investigation	Open
252	07/14/10			San Ramon	Customer Denies Access	Customer Denies Wellington Access	Closed

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253	07/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
254	07/15/10			El Cerrito	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
255	07/15/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
256	07/15/10			San Jose	Customer Denies Access	Under Investigation	Open
257	07/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
258	07/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
259	07/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
260	07/16/10			San Jose	Meter/Module	Gas Appliance Not Working	Closed
261	07/17/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
262	07/19/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
263	07/19/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
264	07/19/10			San Francisco	Household items affected by SM installatio	Under Investigation	Open
265	07/19/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
266	07/20/10			San Carlos	Household items affected by SM installatio	Under Investigation	Open
267	07/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
268	07/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
269	07/23/10			Paradise	Household items affected by SM installatio	Under Investigation	Open
270	07/23/10			San Jose	Customer Denies Access	Under Investigation	Open
271	07/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
272	07/26/10			Groveland	Household items affected by SM installatio	Under Investigation	Open
273	07/26/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
274	07/27/10			Moss Landing	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
275	07/27/10			Oakland	Wellington Installer	Under Investigation	Open
276	07/28/10			Oakland	Wellington Installer	Under Investigation	Open
277	07/28/10			Placerville	Wellington Installer	Under Investigation	Open
278	07/28/10			San Jose	Network Equipment Installation	Under Investigation	Open
279	07/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
280	07/28/10			San Jose	Wellington Installer	Under Investigation	Open
281	07/28/10			San Jose	Wellington Installer	Under Investigation	Open
282	07/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
283	07/29/10			Oakland	Wellington Installer	Under Investigation	Open
284	07/29/10			Placerville	Wellington Installer	Under Investigation	Open
285	07/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
286	07/29/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
287	07/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
288	07/30/10			Ben Lomond	Household items affected by SM installatio	Under Investigation	Open
289	07/30/10			Dobbins	Wellington Installer	Under Investigation	Open
290	07/30/10			Oakland	Wellington Installer	Under Investigation	Open
291	07/30/10			Union City	Customer Denies Access	Under Investigation	Open
292	08/02/10			La Honda	Customer Denies Access	Under Investigation	Open
293	08/02/10			Pinole	Customer Denies Access	Under Investigation	Open
294	08/02/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open

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

October 7, 2010 -- For the Period September 25, 2010 through October 1, 2010

Color Key	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
295	08/03/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
296	08/03/10			Menlo Park	SmartMeter Customer Communication	Under Investigation	Open
297	08/03/10			Petaluma	Wellington Installer	Under Investigation	Open
298	08/03/10			Pittsburg	Customer Denies Access	Under Investigation	Open
299	08/03/10			San Francisco	Customer Denies Access	Under Investigation	Open
300	08/03/10			San Jose	Wellington Installer	Under Investigation	Open
301	08/04/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
302	08/04/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
303	08/04/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
304	08/04/10			Paradise	Wellington Installer	Under Investigation	Open
305	08/04/10			Paradise	Wellington Installer	Under Investigation	Open
306	08/04/10			Penn Valley	Wellington Installer	Under Investigation	Open
307	08/04/10			Placerville	Household items affected by SM installatio	Under Investigation	Open
308	08/05/10			San Jose	Wellington Installer	Under Investigation	Open
309	08/06/10			Coulterville	Wellington Installer	Under Investigation	Open
310	08/06/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
311	08/06/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
312	08/06/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
313	08/06/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
314	08/06/10			Oakland	Customer Denies Access	Under Investigation	Open
315	08/06/10			Oakland	SmartMeter Customer Communication	Customer does not want a SmartMeter	Closed
316	08/06/10			Saratoga	Customer Denies Access	Under Investigation	Open
317	08/07/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
318	08/08/10			Cloverdale	Power Interruption	Under Investigation	Open
319	08/09/10			Berkeley	Power Interruption	Under Investigation	Open
320	08/09/10			Boulder Creek	Wellington Installer	Under Investigation	Open
321	08/09/10			Cameron Park	Wellington Installer	Under Investigation	Open
322	08/09/10			Camino	Wellington Installer	Under Investigation	Open
323	08/09/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
324	08/09/10			Oakland	Customer Denies Access	Meter/Module clearance issues	Closed
325	08/09/10			Oakland	Customer Denies Access	Under Investigation	Open
326	08/09/10			Oakland	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
327	08/09/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Closed
328	08/09/10			Saratoga	Wellington Installer	Under Investigation	Open
329	08/10/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
330	08/10/10			Livermore	Customer Denies Access	Accuracy of Meter	Closed
331	08/10/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
332	08/10/10			Oakland	Customer Denies Access	Under Investigation	Open
333	08/10/10			Oakland	SmartMeter Customer Communication	Customer does not want a SmartMeter	Closed
334	08/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
335	08/10/10			Pope Valley	Wellington Installer	Under Investigation	Open
336	08/10/10			Tiburon	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
337	08/11/10			Alameda	Customer Denies Access	Under Investigation	Open
338	08/11/10			Alamo	Customer wants Smartmeter Removed	Under Investigation	Open
339	08/11/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
340	08/11/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
341	08/11/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
342	08/11/10			Oakland	Customer Denies Access	Damaged Other Household Appliances	Closed
343	08/11/10			Oakland	Customer Denies Access	Under Investigation	Open
344	08/11/10			Oakland	Household items affected by SM installatio	Damaged Other Household Appliances	Closed
345	08/12/10			Bakersfield	Customer Denies Access	Under Investigation	Open
346	08/12/10			Los Gatos	Wellington Installer	Under Investigation	Open
347	08/12/10			Oakland	Customer Denies Access	Under Investigation	Open
348	08/12/10			Oakland	Customer Denies Access	Under Investigation	Open
349	08/12/10			Oakland	Customer Denies Access	Under Investigation	Open
350	08/12/10			San Jose	Customer Denies Access	Under Investigation	Open
351	08/12/10			Windsor	Wellington Installer	Under Investigation	Open
352	08/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
353	08/13/10			Oakland	Customer Denies Access	Under Investigation	Open
354	08/13/10			Placerville	Wellington Installer	Under Investigation	Open
355	08/14/10			Oakland	Customer Denies Access	Under Investigation	Open
356	08/16/10			Aptos	Customer Denies Access	Under Investigation	Open
357	08/16/10			Ben Lomond	Power Interruption	Under Investigation	Open
358	08/16/10			Chico	Wellington Installer	Under Investigation	Open
359	08/16/10			Concord	SmartMeter Customer Communication	Under Investigation	Open
360	08/16/10			Fremont	Household items affected by SM installatio	Under Investigation	Open
361	08/16/10			Los Gatos	Wellington Installer	Under Investigation	Open
362	08/16/10			Newark	Household items affected by SM installatio	Under Investigation	Open
363	08/16/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
364	08/16/10			Oakland	Customer Denies Access	Under Investigation	Open
365	08/16/10			Oakland	Customer Denies Access	Under Investigation	Open
366	08/16/10			Oakland	Customer Denies Access	Under Investigation	Open
367	08/16/10			Oakland	Customer Denies Access	Under Investigation	Open
368	08/16/10			Oakland	Customer Denies Access	Under Investigation	Open
369	08/16/10			Oakland	Customer Denies Access	Under Investigation	Open
370	08/16/10			Oakland	Power Interruption	Under Investigation	Open
371	08/16/10			Oakland	Wellington Installer	Under Investigation	Open
372	08/16/10			San Jose	Wellington Installer	Under Investigation	Open
373	08/16/10			San Leandro	Scheduling Problems	Under Investigation	Open
374	08/17/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
375	08/17/10			Cloverdale	Wellington Installer	Under Investigation	Open
376	08/17/10			Emeryville	Household items affected by SM installatio	Under Investigation	Open
377	08/17/10			Nevada City	Wellington Installer	Under Investigation	Open
378	08/17/10			Oakland	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
379	08/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
380	08/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
381	08/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
382	08/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
383	08/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
384	08/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
385	08/17/10			Petaluma	Wellington Installer	Under Investigation	Open
386	08/17/10			San Bruno	Household items affected by SM installatio	Under Investigation	Open
387	08/17/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
388	08/17/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
389	08/17/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
390	08/17/10			San Jose	Wellington Installer	Under Investigation	Open
391	08/17/10			San Leandro	Customer Denies Access	Under Investigation	Open
392	08/17/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
393	08/17/10			Sonoma	Wellington Installer	Under Investigation	Open
394	08/18/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
395	08/18/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
396	08/18/10			Boulder Creek	Customer wants Smartmeter Removed	Under Investigation	Open
397	08/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
398	08/18/10			Oakland	Customer Denies Access	Under Investigation	Open
399	08/18/10			Oakland	Customer Denies Access	Under Investigation	Open
400	08/18/10			Oakland	Customer Denies Access	Under Investigation	Open
401	08/18/10			Oakland	Customer Denies Access	Under Investigation	Open
402	08/18/10			Oakland	Customer Denies Access	Under Investigation	Open
403	08/18/10			Oakland	Wellington Installer	Under Investigation	Open
404	08/18/10			San Jose	Customer Denies Access	Under Investigation	Open
405	08/18/10			San Jose	Customer Denies Access	Under Investigation	Open
406	08/18/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
407	08/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
408	08/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
409	08/18/10			Sonoma	Wellington Installer	Under Investigation	Open
410	08/19/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
411	08/19/10			Aptos	Customer Denies Access	Under Investigation	Open
412	08/19/10			Aptos	Customer Denies Access	Under Investigation	Open
413	08/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
414	08/19/10			Cupertino	Customer Denies Access	Under Investigation	Open
415	08/19/10			Los Gatos	Customer Denies Access	Under Investigation	Open
416	08/19/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
417	08/19/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
418	08/19/10			Oakland	Customer Denies Access	Under Investigation	Open
419	08/19/10			Oakland	Customer Denies Access	Under Investigation	Open
420	08/19/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
421	08/19/10			Penngrove	Wellington Installer	Under Investigation	Open
422	08/19/10			Richmond	Customer Denies Access	Under Investigation	Open
423	08/19/10			San Geronimo	Customer Denies Access	Customer does not want a SmartMeter	Closed
424	08/19/10			San Jose	Customer Denies Access	Under Investigation	Open
425	08/19/10			San Jose	Customer Denies Access	Under Investigation	Open
426	08/19/10			San Jose	Customer Denies Access	Under Investigation	Open
427	08/19/10			San Jose	Customer Denies Access	Under Investigation	Open
428	08/19/10			San Jose	Customer Denies Access	Under Investigation	Open
429	08/19/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
430	08/19/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
431	08/19/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
432	08/19/10			San Jose	Wellington Installer	Under Investigation	Open
433	08/19/10			San Jose	Wellington Installer	Under Investigation	Open
434	08/19/10			San Jose	Wellington Installer	Under Investigation	Open
435	08/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
436	08/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
437	08/19/10			Sonoma	Wellington Installer	Under Investigation	Open
438	08/20/10			Aptos	Customer Denies Access	Under Investigation	Open
439	08/20/10			Aptos	Customer Denies Access	Under Investigation	Open
440	08/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
441	08/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
442	08/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
443	08/20/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
444	08/20/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
445	08/20/10			Chico	Customer Denies Access	Under Investigation	Open
446	08/20/10			Livermore	Customer Denies Access	Under Investigation	Open
447	08/20/10			Los Gatos	Customer Denies Access	Under Investigation	Open
448	08/20/10			Los Gatos	Customer Denies Access	Under Investigation	Open
449	08/20/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
450	08/20/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
451	08/20/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
452	08/20/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
453	08/20/10			Novato	SmartMeter Customer Communication	Other	Closed
454	08/20/10			Oakland	Customer Denies Access	Under Investigation	Open
455	08/20/10			Oakland	Customer Denies Access	Under Investigation	Open
456	08/20/10			San Francisco	Customer Denies Access	Under Investigation	Open
457	08/20/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
458	08/20/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
459	08/20/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
460	08/21/10			Los Altos Hills	Household items affected by SM installatio	Under Investigation	Open
461	08/21/10			Oakland	Customer Denies Access	Under Investigation	Open
462	08/21/10			Oakland	Household items affected by SM installatio	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
463	08/21/10			Oakland	Wellington Installer	Under Investigation	Open
464	08/22/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
465	08/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
466	08/22/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
467	08/22/10			Novato	Customer Denies Access	Under Investigation	Open
468	08/22/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
469	08/22/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
470	08/22/10			Saratoga	Household items affected by SM installatio	Under Investigation	Open
471	08/23/10			Aptos	Customer Denies Access	Under Investigation	Open
472	08/23/10			Grass Valley	Household items affected by SM installatio	Under Investigation	Open
473	08/23/10			Los Altos	Household items affected by SM installatio	Under Investigation	Open
474	08/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
475	08/23/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
476	08/23/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
477	08/23/10			Novato	Customer Denies Access	Under Investigation	Open
478	08/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
479	08/23/10			Oakland	Customer Denies Access	Under Investigation	Open
480	08/23/10			Oakland	Customer Denies Access	Under Investigation	Open
481	08/23/10			Oakland	Customer Denies Access	Under Investigation	Open
482	08/23/10			Oakland	Wellington Installer	Under Investigation	Open
483	08/23/10			Pleasant Hill	SmartMeter Customer Communication	Under Investigation	Open
484	08/23/10			Richmond	Customer Denies Access	Under Investigation	Open
485	08/23/10			Richmond	Customer Denies Access	Under Investigation	Open
486	08/23/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
487	08/23/10			San Anselmo	Wellington Installer	Under Investigation	Open
488	08/23/10			San Jose	Customer Denies Access	Under Investigation	Open
489	08/23/10			San Jose	Customer Denies Access	Under Investigation	Open
490	08/23/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
491	08/23/10			Sanger	CPUC- Escalated Complaint	Under Investigation	Open
492	08/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
493	08/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
494	08/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
495	08/23/10			Santa Rosa	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
496	08/23/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
497	08/23/10			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
498	08/23/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
499	08/24/10			Aptos	Customer Denies Access	Under Investigation	Open
500	08/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
501	08/24/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
502	08/24/10			Morgan Hill	Household items affected by SM installatio	Under Investigation	Open
503	08/24/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
504	08/24/10			Oakland	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
505	08/24/10			Oakland	Wellington Installer	Under Investigation	Open
506	08/24/10			Penngrove	Customer wants Smartmeter Removed	Under Investigation	Open
507	08/24/10			San Jose	Customer Denies Access	Under Investigation	Open
508	08/24/10			San Jose	Customer Denies Access	Under Investigation	Open
509	08/24/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
510	08/24/10			San Jose	Meter/Module Equipment	Under Investigation	Open
511	08/24/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
512	08/24/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
513	08/24/10			Soquel	Household items affected by SM installatio	Under Investigation	Open
514	08/24/10			Tiburon	Customer Denies Access	Unhappy with SM Program	Closed
515	08/24/10			Windsor	SmartMeter Customer Communication	Customer needed help reading SmartMe	Closed
516	08/24/10			Woodside	Customer Denies Access	Under Investigation	Open
517	08/25/10			Campbell	Customer Denies Access	Under Investigation	Open
518	08/25/10			Felton	Household items affected by SM installatio	Under Investigation	Open
519	08/25/10			Freedom	Customer Denies Access	Under Investigation	Open
520	08/25/10			Healdsburg	Customer Denies Access	Under Investigation	Open
521	08/25/10			Kentfield	Customer Denies Access	Under Investigation	Open
522	08/25/10			Los Gatos	Customer Denies Access	Under Investigation	Open
523	08/25/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
524	08/25/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
525	08/25/10			Milpitas	Wellington Installer	Under Investigation	Open
526	08/25/10			Novato	Wellington Installer	Under Investigation	Open
527	08/25/10			Oakland	Customer Denies Access	Under Investigation	Open
528	08/25/10			Oakland	Wellington Installer	Under Investigation	Open
529	08/25/10			Philo	Customer Denies Access	Customer does not want a SmartMeter	Closed
530	08/25/10			San Jose	Customer Denies Access	Under Investigation	Open
531	08/25/10			San Jose	Customer Denies Access	Under Investigation	Open
532	08/25/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
533	08/25/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
534	08/25/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
535	08/25/10			San Jose	Wellington Installer	Under Investigation	Open
536	08/25/10			San Rafael	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Closed
537	08/25/10			Santa Rosa	Wellington Installer	Under Investigation	Open
538	08/25/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
539	08/25/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
540	08/25/10			Watsonville	Customer Denies Access	Under Investigation	Open
541	08/25/10			Windsor	Wellington Installer	Under Investigation	Open
542	08/26/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
543	08/26/10			Boulder Creek	Customer wants Smartmeter Removed	Under Investigation	Open
544	08/26/10			Fairfax	SmartMeter Customer Communication	Under Investigation	Open
545	08/26/10			Felton	Customer Denies Access	Under Investigation	Open
546	08/26/10			Felton	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
547	08/26/10			Felton	Customer Denies Access	Under Investigation	Open
548	08/26/10			Felton	Customer wants Smartmeter Removed	Under Investigation	Open
549	08/26/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
550	08/26/10			Oakland	Customer Denies Access	Under Investigation	Open
551	08/26/10			Oakland	Customer Denies Access	Under Investigation	Open
552	08/26/10			Piedmont	Customer Denies Access	Under Investigation	Open
553	08/26/10			Richmond	Customer Denies Access	Under Investigation	Open
554	08/26/10			San Geronimo	Customer Denies Access	Under Investigation	Open
555	08/26/10			San Jose	Customer Denies Access	Under Investigation	Open
556	08/26/10			San Jose	Customer Denies Access	Under Investigation	Open
557	08/26/10			San Jose	Customer Denies Access	Under Investigation	Open
558	08/26/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
559	08/26/10			San Rafael	Customer Denies Access	Under Investigation	Open
560	08/27/10			Campbell	Customer Denies Access	Under Investigation	Open
561	08/27/10			Capitola	Customer Denies Access	Under Investigation	Open
562	08/27/10			Newark	Customer Denies Access	Under Investigation	Open
563	08/27/10			Novato	Customer Denies Access	Under Investigation	Open
564	08/27/10			Oakland	Customer Denies Access	Under Investigation	Open
565	08/27/10			Oakland	Customer Denies Access	Under Investigation	Open
566	08/27/10			Oakland	Customer Denies Access	Under Investigation	Open
567	08/27/10			Oakland	Customer Denies Access	Under Investigation	Open
568	08/27/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
569	08/27/10			Oakland	Power Interruption	Under Investigation	Open
570	08/27/10			San Anselmo	Customer Denies Access	Under Investigation	Open
571	08/27/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
572	08/27/10			San Jose	Wellington Installer	Under Investigation	Open
573	08/27/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
574	08/27/10			Sunnyvale	Household items affected by SM installatio	Under Investigation	Open
575	08/28/10			Burlingame	Wellington Installer	Under Investigation	Open
576	08/28/10			Campbell	Customer Denies Access	Under Investigation	Open
577	08/28/10			Kentfield	Customer Denies Access	Other	Closed
578	08/28/10			Kentfield	SmartMeter Customer Communication	Other	Closed
579	08/28/10			Novato	Customer Denies Access	Under Investigation	Open
580	08/28/10			San Jose	Customer Denies Access	Under Investigation	Open
581	08/28/10			San Jose	Customer Denies Access	Under Investigation	Open
582	08/28/10			San Jose	Customer Denies Access	Under Investigation	Open
583	08/28/10			San Jose	Customer Denies Access	Under Investigation	Open
584	08/28/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
585	08/28/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
586	08/28/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
587	08/29/10			San Rafael	Customer Denies Access	Customer Denies Wellington Access	Closed
588	08/29/10			San Rafael	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
589	08/29/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
590	08/29/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
591	08/30/10			Alameda	Wellington Installer	Under Investigation	Open
592	08/30/10			Aptos	Customer Denies Access	Under Investigation	Open
593	08/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
594	08/30/10			Campbell	Customer Denies Access	Under Investigation	Open
595	08/30/10			Campbell	Customer Denies Access	Under Investigation	Open
596	08/30/10			Campbell	Customer Denies Access	Under Investigation	Open
597	08/30/10			Campbell	Customer Denies Access	Under Investigation	Open
598	08/30/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
599	08/30/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
600	08/30/10			Felton	Inquiry Regarding Appliances Affected	Under Investigation	Open
601	08/30/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
602	08/30/10			Larkspur	Customer Denies Access	Under Investigation	Open
603	08/30/10			Mill Valley	Customer Denies Access	Under Investigation	Open
604	08/30/10			Novato	Customer Denies Access	Under Investigation	Open
605	08/30/10			Oakland	Customer Denies Access	Under Investigation	Open
606	08/30/10			Oakland	Customer Denies Access	Under Investigation	Open
607	08/30/10			Oakland	Customer Denies Access	Under Investigation	Open
608	08/30/10			Oakland	Customer Denies Access	Under Investigation	Open
609	08/30/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
610	08/30/10			San Jose	Customer Denies Access	Under Investigation	Open
611	08/30/10			San Jose	Customer Denies Access	Under Investigation	Open
612	08/30/10			San Jose	Customer Denies Access	Under Investigation	Open
613	08/30/10			San Jose	Customer Denies Access	Under Investigation	Open
614	08/30/10			San Jose	Customer Denies Access	Under Investigation	Open
615	08/30/10			San Jose	Customer Denies Access	Under Investigation	Open
616	08/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
617	08/30/10			San Jose	Wellington Installer	Under Investigation	Open
618	08/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
619	08/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
620	08/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
621	08/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
622	08/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
623	08/30/10			Smartville	Wellington Installer	Under Investigation	Open
624	08/30/10			Vallejo	Customer Denies Access	Under Investigation	Open
625	08/31/10			Aptos	Customer Denies Access	Under Investigation	Open
626	08/31/10			Aptos	Customer Denies Access	Under Investigation	Open
627	08/31/10			Benicia	Customer Denies Access	Under Investigation	Open
628	08/31/10			Capitola	Customer wants Smartmeter Removed	Under Investigation	Open
629	08/31/10			Los Altos	Customer Denies Access	Under Investigation	Open
630	08/31/10			Menlo Park	Power Interruption	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
631	08/31/10			Mill Valley	Customer Denies Access	Under Investigation	Open
632	08/31/10			Novato	Customer Denies Access	Under Investigation	Open
633	08/31/10			Novato	Customer Denies Access	Under Investigation	Open
634	08/31/10			Novato	Customer Denies Access	Under Investigation	Open
635	08/31/10			Oakland	Customer Denies Access	Under Investigation	Open
636	08/31/10			Oakland	Customer Denies Access	Under Investigation	Open
637	08/31/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
638	08/31/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
639	08/31/10			Piedmont	Customer wants Smartmeter Removed	Under Investigation	Open
640	08/31/10			Piedmont	Power Interruption	Under Investigation	Open
641	08/31/10			San Jose	Customer Denies Access	Under Investigation	Open
642	08/31/10			San Jose	Customer Denies Access	Under Investigation	Open
643	08/31/10			San Jose	Customer Denies Access	Under Investigation	Open
644	08/31/10			San Jose	Customer Denies Access	Under Investigation	Open
645	08/31/10			San Jose	Customer Denies Access	Under Investigation	Open
646	08/31/10			San Jose	Customer Denies Access	Under Investigation	Open
647	08/31/10			San Rafael	Customer Denies Access	Under Investigation	Open
648	08/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
649	08/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
650	08/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
651	08/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
652	08/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
653	08/31/10			Saratoga	Customer Denies Access	Under Investigation	Open
654	08/31/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
655	08/31/10			Soquel	Customer Denies Access	Under Investigation	Open
656	08/31/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
657	08/31/10			Windsor	Customer wants Smartmeter Removed	Under Investigation	Open
658	09/01/10			Alviso	Customer Denies Access	Under Investigation	Open
659	09/01/10			Aptos	Customer Denies Access	Under Investigation	Open
660	09/01/10			Aptos	Customer Denies Access	Under Investigation	Open
661	09/01/10			Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
662	09/01/10			Campbell	Customer Denies Access	Under Investigation	Open
663	09/01/10			Campbell	Power Interruption	Other	Closed
664	09/01/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
665	09/01/10			El Cerrito	Customer Denies Access	Under Investigation	Open
666	09/01/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
667	09/01/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
668	09/01/10			Los Gatos	Wellington Installer	Under Investigation	Open
669	09/01/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
670	09/01/10			Oakland	Customer Denies Access	Under Investigation	Open
671	09/01/10			Oakland	Customer Denies Access	Under Investigation	Open
672	09/01/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
673	09/01/10			San Jose	Customer Denies Access	Under Investigation	Open
674	09/01/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
675	09/01/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
676	09/01/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
677	09/01/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
678	09/01/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
679	09/01/10			San Jose	Wellington Installer	Under Investigation	Open
680	09/01/10			San Rafael	Customer Denies Access	Under Investigation	Open
681	09/01/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
682	09/01/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
683	09/01/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
684	09/01/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
685	09/01/10			Saratoga	Wellington Installer	Under Investigation	Open
686	09/01/10			Smartville	Wellington Installer	Under Investigation	Open
687	09/01/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
688	09/01/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
689	09/02/10			Berkeley	SmartMeter Customer Communication	Under Investigation	Open
690	09/02/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
691	09/02/10			Campbell	Customer Denies Access	Under Investigation	Open
692	09/02/10			Campbell	Customer Denies Access	Under Investigation	Open
693	09/02/10			Campbell	Customer Denies Access	Under Investigation	Open
694	09/02/10			Clovis	Inquiry Regarding Appliances Affected	Under Investigation	Open
695	09/02/10			Fairfax	Customer Denies Access	Under Investigation	Open
696	09/02/10			Felton	Customer Denies Access	Under Investigation	Open
697	09/02/10			Grass Valley	Wellington Installer	Under Investigation	Open
698	09/02/10			Guerneville	Customer Denies Access	Under Investigation	Open
699	09/02/10			Los Altos	Customer Denies Access	Under Investigation	Open
700	09/02/10			Los Altos	Customer Denies Access	Under Investigation	Open
701	09/02/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
702	09/02/10			Mill Valley	Customer Denies Access	Under Investigation	Open
703	09/02/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
704	09/02/10			Novato	Customer Denies Access	Under Investigation	Open
705	09/02/10			Oakland	Customer Denies Access	Under Investigation	Open
706	09/02/10			Pennngrove	SmartMeter Customer Communication	Under Investigation	Open
707	09/02/10			Petaluma	Customer Denies Access	Under Investigation	Open
708	09/02/10			Richmond	Customer Denies Access	Under Investigation	Open
709	09/02/10			Salinas	Customer Denies Access	Under Investigation	Open
710	09/02/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
711	09/02/10			San Jose	Customer Denies Access	Under Investigation	Open
712	09/02/10			San Jose	Customer Denies Access	Under Investigation	Open
713	09/02/10			San Jose	Customer Denies Access	Under Investigation	Open
714	09/02/10			San Jose	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
715	09/02/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
716	09/02/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
717	09/02/10			San Jose	Wellington Installer	Under Investigation	Open
718	09/02/10			Santa Rosa	Wellington Installer	Under Investigation	Open
719	09/02/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
720	09/02/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
721	09/02/10			Sebastopol	Customer Denies Access	Under Investigation	Open
722	09/02/10			Stockton	Customer Denies Access	Customer does not want a SmartMeter	Closed
723	09/03/10			Albany	Inquiry Regarding Appliances Affected	Under Investigation	Open
724	09/03/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
725	09/03/10			Campbell	Customer Denies Access	Under Investigation	Open
726	09/03/10			Campbell	Customer Denies Access	Under Investigation	Open
727	09/03/10			Gilroy	Customer Denies Access	Under Investigation	Open
728	09/03/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open
729	09/03/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open
730	09/03/10			Kentfield	Customer Denies Access	Under Investigation	Open
731	09/03/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
732	09/03/10			Napa	Inquiry Regarding Appliances Affected	Under Investigation	Open
733	09/03/10			Novato	Customer Denies Access	Under Investigation	Open
734	09/03/10			Novato	Customer Denies Access	Under Investigation	Open
735	09/03/10			Novato	Customer Denies Access	Under Investigation	Open
736	09/03/10			Novato	Customer Denies Access	Under Investigation	Open
737	09/03/10			Novato	Customer Denies Access	Under Investigation	Open
738	09/03/10			Novato	Customer Denies Access	Under Investigation	Open
739	09/03/10			Oakland	Customer Denies Access	Under Investigation	Open
740	09/03/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
741	09/03/10			Oakland	Wellington Installer	Under Investigation	Open
742	09/03/10			Rohnert Park	SmartMeter Customer Communication	Under Investigation	Open
743	09/03/10			San Jose	Wellington Installer	Under Investigation	Open
744	09/03/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
745	09/03/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
746	09/03/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
747	09/03/10			Saratoga	Customer wants Smartmeter Removed	Under Investigation	Open
748	09/03/10			Woodacre	Customer Denies Access	Under Investigation	Open
749	09/04/10			Campbell	Customer Denies Access	Under Investigation	Open
750	09/04/10			Novato	Customer Denies Access	Under Investigation	Open
751	09/04/10			Salinas	Customer Denies Access	Under Investigation	Open
752	09/04/10			San Rafael	Customer Denies Access	Radio Frequency Concerns	Closed
753	09/04/10			San Rafael	Customer Denies Access	Under Investigation	Open
754	09/04/10			San Rafael	Customer Denies Access	Under Investigation	Open
755	09/05/10			Campbell	Customer Denies Access	Under Investigation	Open
756	09/05/10			San Rafael	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
757	09/06/10			San Jose	Customer Denies Access	Under Investigation	Open
758	09/06/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
759	09/07/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
760	09/07/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
761	09/07/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
762	09/07/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
763	09/07/10			Gilroy	Customer Denies Access	Under Investigation	Open
764	09/07/10			Grass Valley	Potential Wellington Claim	Under Investigation	Open
765	09/07/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
766	09/07/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
767	09/07/10			Milpitas	Customer Denies Access	Under Investigation	Open
768	09/07/10			Morgan Hill	Meter / Module Equipment (Mfg.)	Under Investigation	Open
769	09/07/10			Oakland	Customer Denies Access	Under Investigation	Open
770	09/07/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
771	09/07/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
772	09/07/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
773	09/07/10			Petaluma	Customer Denies Access	Under Investigation	Open
774	09/07/10			Petaluma	Wellington Installer	Under Investigation	Open
775	09/07/10			San Jose	Customer Denies Access	Under Investigation	Open
776	09/07/10			San Jose	Customer Denies Access	Under Investigation	Open
777	09/07/10			San Jose	Customer Denies Access	Under Investigation	Open
778	09/07/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
779	09/07/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
780	09/07/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
781	09/07/10			San Rafael	Customer Denies Access	Under Investigation	Open
782	09/07/10			San Rafael	Customer Denies Access	Under Investigation	Open
783	09/07/10			Santa Clara	Customer Denies Access	Under Investigation	Open
784	09/07/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
785	09/07/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
786	09/07/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
787	09/08/10			Belmont	Inquiry Regarding Appliances Affected	Under Investigation	Open
788	09/08/10			Berkeley	Customer Denies Access	Under Investigation	Open
789	09/08/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
790	09/08/10			Calistoga	Customer Denies Access	Under Investigation	Open
791	09/08/10			Caruthers	Customer Denies Access	Under Investigation	Open
792	09/08/10			Georgetown	Customer Denies Access	Under Investigation	Open
793	09/08/10			Larkspur	Customer Denies Access	Under Investigation	Open
794	09/08/10			Milpitas	Customer Denies Access	Under Investigation	Open
795	09/08/10			Newark	Inquiry Regarding Appliances Affected	Under Investigation	Open
796	09/08/10			Oakland	Customer Denies Access	Under Investigation	Open
797	09/08/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
798	09/08/10			Petaluma	SmartMeter Customer Communication	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
799	09/08/10			Pleasant Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
800	09/08/10			San Jose	Customer Denies Access	Under Investigation	Open
801	09/08/10			San Jose	Customer Denies Access	Under Investigation	Open
802	09/08/10			San Jose	Customer Denies Access	Under Investigation	Open
803	09/08/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
804	09/08/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
805	09/08/10			San Leandro	Inquiry Regarding Appliances Affected	Other	Closed
806	09/08/10			San Rafael	Customer Denies Access	Under Investigation	Open
807	09/08/10			San Rafael	Customer Denies Access	Under Investigation	Open
808	09/08/10			San Rafael	Customer Denies Access	Under Investigation	Open
809	09/08/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
810	09/08/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
811	09/08/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
812	09/08/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
813	09/08/10			Windsor	Customer Denies Access	Under Investigation	Open
814	09/09/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
815	09/09/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
816	09/09/10			Emeryville	Inquiry Regarding Appliances Affected	Under Investigation	Open
817	09/09/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
818	09/09/10			Los Gatos	Wellington Installer	Under Investigation	Open
819	09/09/10			Los Gatos	Wellington Installer	Under Investigation	Open
820	09/09/10			Oakland	Customer Denies Access	Under Investigation	Open
821	09/09/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
822	09/09/10			Oakland	Power Interruption	Under Investigation	Open
823	09/09/10			Petaluma	Wellington Installer	Under Investigation	Open
824	09/09/10			Richmond	Power Interruption	Under Investigation	Open
825	09/09/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
826	09/09/10			Salinas	Customer Denies Access	Under Investigation	Open
827	09/09/10			San Jose	Customer Denies Access	Under Investigation	Open
828	09/09/10			San Jose	Customer Denies Access	Under Investigation	Open
829	09/09/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
830	09/09/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
831	09/09/10			San Rafael	Customer Denies Access	Under Investigation	Open
832	09/09/10			San Rafael	Inquiry Regarding Appliances Affected	Other	Closed
833	09/09/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
834	09/09/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
835	09/09/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
836	09/09/10			Saratoga	Wellington Installer	Under Investigation	Open
837	09/10/10			Aptos	Customer Denies Access	Under Investigation	Open
838	09/10/10			Emeryville	Wellington Installer	Under Investigation	Open
839	09/10/10			Felton	Customer Denies Access	Under Investigation	Open
840	09/10/10			Grass Valley	Wellington Installer	Under Investigation	Open

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841	09/10/10			Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
842	09/10/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
843	09/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
844	09/10/10			Mill Valley	Inquiry Regarding Appliances Affected	Other	Closed
845	09/10/10			Napa	Customer Denies Access	Under Investigation	Open
846	09/10/10			Novato	Customer Denies Access	Under Investigation	Open
847	09/10/10			Novato	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
848	09/10/10			Oakland	Customer Denies Access	Under Investigation	Open
849	09/10/10			Oakland	Customer Denies Access	Under Investigation	Open
850	09/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
851	09/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
852	09/10/10			Oakley	Inquiry Regarding Appliances Affected	Other	Closed
853	09/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
854	09/10/10			Piedmont	Inquiry Regarding Appliances Affected	Under Investigation	Open
855	09/10/10			San Francisco	Wellington Installer	Under Investigation	Open
856	09/10/10			San Jose	Customer Denies Access	Under Investigation	Open
857	09/10/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
858	09/10/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
859	09/10/10			San Pablo	Customer wants Smartmeter Removed	Under Investigation	Open
860	09/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
861	09/10/10			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
862	09/10/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
863	09/10/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
864	09/10/10			Santa Rosa	Wellington Installer	Under Investigation	Open
865	09/10/10			Sebastopol	Customer Denies Access	Under Investigation	Open
866	09/10/10			Soquel	Customer Denies Access	Under Investigation	Open
867	09/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
868	09/11/10			Benicia	Inquiry Regarding Appliances Affected	Under Investigation	Open
869	09/11/10			Danville	Customer wants Smartmeter Removed	Under Investigation	Open
870	09/11/10			El Dorado	Wellington Installer	Under Investigation	Open
871	09/11/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
872	09/11/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
873	09/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
874	09/11/10			Piedmont	Inquiry Regarding Appliances Affected	Under Investigation	Open
875	09/11/10			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
876	09/11/10			Sunnyvale	Power Interruption	Under Investigation	Open
877	09/12/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
878	09/12/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
879	09/12/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
880	09/12/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
881	09/13/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
882	09/13/10			Gilroy	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
883	09/13/10			Gilroy	Customer Denies Access	Under Investigation	Open
884	09/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
885	09/13/10			Healdsburg	Wellington Installer	Under Investigation	Open
886	09/13/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
887	09/13/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
888	09/13/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
889	09/13/10			Magalia	Wellington Installer	Under Investigation	Open
890	09/13/10			Mill Valley	Customer Denies Access	Under Investigation	Open
891	09/13/10			Mill Valley	Customer Denies Access	Under Investigation	Open
892	09/13/10			Mill Valley	Customer Denies Access	Under Investigation	Open
893	09/13/10			Napa	Inquiry Regarding Appliances Affected	Other	Closed
894	09/13/10			Newark	Inquiry Regarding Appliances Affected	Under Investigation	Open
895	09/13/10			Petaluma	Customer Denies Access	Under Investigation	Open
896	09/13/10			Petaluma	Customer Denies Access	Under Investigation	Open
897	09/13/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
898	09/13/10			Salinas	Wellington Installer	Other	Closed
899	09/13/10			San Jose	Customer Denies Access	Under Investigation	Open
900	09/13/10			San Jose	Customer Denies Access	Under Investigation	Open
901	09/13/10			San Jose	Customer Denies Access	Under Investigation	Open
902	09/13/10			San Jose	Customer Denies Access	Under Investigation	Open
903	09/13/10			San Jose	Customer Denies Access	Under Investigation	Open
904	09/13/10			San Jose	Customer Denies Access	Under Investigation	Open
905	09/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
906	09/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
907	09/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
908	09/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
909	09/13/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
910	09/13/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
911	09/13/10			Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
912	09/13/10			Watsonville	Customer Denies Access	Under Investigation	Open
913	09/13/10			Windsor	SmartMeter Customer Communication	Under Investigation	Open
914	09/14/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
915	09/14/10			Gilroy	Customer Denies Access	Under Investigation	Open
916	09/14/10			Los Gatos	Customer Denies Access	Under Investigation	Open
917	09/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
918	09/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
919	09/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
920	09/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
921	09/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
922	09/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
923	09/14/10			Mill Valley	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
924	09/14/10			Milpitas	Wellington Installer	Under Investigation	Open

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925	09/14/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
926	09/14/10			Novato	Wellington Installer	Under Investigation	Open
927	09/14/10			Oakland	Customer Denies Access	Under Investigation	Open
928	09/14/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
929	09/14/10			Petaluma	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
930	09/14/10			Saint Helena	Inquiry Regarding Appliances Affected	Under Investigation	Open
931	09/14/10			San Jose	Customer Denies Access	Under Investigation	Open
932	09/14/10			San Jose	Customer Denies Access	Under Investigation	Open
933	09/14/10			San Jose	Customer Denies Access	Under Investigation	Open
934	09/14/10			San Jose	Customer Denies Access	Under Investigation	Open
935	09/14/10			San Jose	Customer Denies Access	Under Investigation	Open
936	09/14/10			San Jose	Customer Denies Access	Under Investigation	Open
937	09/14/10			San Jose	Customer Denies Access	Under Investigation	Open
938	09/14/10			San Jose	Customer Denies Access	Under Investigation	Open
939	09/14/10			San Jose	Customer Denies Access	Under Investigation	Open
940	09/14/10			San Jose	Customer Denies Access	Under Investigation	Open
941	09/14/10			San Jose	Customer Denies Access	Under Investigation	Open
942	09/14/10			San Jose	Customer Denies Access	Under Investigation	Open
943	09/14/10			San Jose	Wellington Installer	Under Investigation	Open
944	09/14/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
945	09/14/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
946	09/14/10			San Rafael	Wellington Installer	Under Investigation	Open
947	09/14/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
948	09/14/10			Santa Rosa	Wellington Installer	Under Investigation	Open
949	09/14/10			Santa Rosa	Wellington Installer	Under Investigation	Open
950	09/14/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
951	09/14/10			Sierra City	Inquiry Regarding Appliances Affected	Damaged Television	Closed
952	09/14/10			Watsonville	Customer Denies Access	Under Investigation	Open
953	09/15/10			Aromas	Customer Denies Access	Under Investigation	Open
954	09/15/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Closed
955	09/15/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
956	09/15/10			Ben Lomond	Inquiry Regarding Appliances Affected	Other	Closed
957	09/15/10			Ben Lomond	Wellington Installer	Other	Closed
958	09/15/10			Campbell	Wellington Installer	Under Investigation	Open
959	09/15/10			Fulton	Inquiry Regarding Appliances Affected	Under Investigation	Open
960	09/15/10			Hercules	Customer Denies Access	Customer does not want a SmartMeter	Closed
961	09/15/10			Kentfield	Customer Denies Access	Under Investigation	Open
962	09/15/10			Larkspur	Inquiry Regarding Appliances Affected	Other	Closed
963	09/15/10			Mill Valley	Customer Denies Access	Under Investigation	Open
964	09/15/10			Muir Beach	Customer Denies Access	Under Investigation	Open
965	09/15/10			Napa	Customer Denies Access	Under Investigation	Open
966	09/15/10			Novato	Customer Denies Access	Under Investigation	Open

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967	09/15/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
968	09/15/10			Oakland	Customer Denies Access	Under Investigation	Open
969	09/15/10			Oakland	Customer Denies Access	Under Investigation	Open
970	09/15/10			Oakland	Customer Denies Access	Under Investigation	Open
971	09/15/10			Oakland	Customer Denies Access	Under Investigation	Open
972	09/15/10			Oakland	Customer Denies Access	Under Investigation	Open
973	09/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
974	09/15/10			Oakland	Power Interruption	Under Investigation	Open
975	09/15/10			Oakland	Wellington Installer	Under Investigation	Open
976	09/15/10			Oakland	Wellington Installer	Under Investigation	Open
977	09/15/10			Oakland	Wellington Installer	Under Investigation	Open
978	09/15/10			Petaluma	Inquiry Regarding Appliances Affected	Under Investigation	Open
979	09/15/10			Plymouth	Customer Denies Access	Under Investigation	Open
980	09/15/10			Richmond	Customer Denies Access	Under Investigation	Open
981	09/15/10			Salinas	Wellington Installer	Under Investigation	Open
982	09/15/10			Salinas	Wellington Installer	Under Investigation	Open
983	09/15/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
984	09/15/10			San Jose	Customer Denies Access	Under Investigation	Open
985	09/15/10			San Jose	Customer Denies Access	Under Investigation	Open
986	09/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
987	09/15/10			San Jose	Wellington Installer	Under Investigation	Open
988	09/15/10			San Rafael	Customer Denies Access	Under Investigation	Open
989	09/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
990	09/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
991	09/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
992	09/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
993	09/15/10			Tiburon	Customer Denies Access	Under Investigation	Open
994	09/16/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
995	09/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
996	09/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
997	09/16/10			Campbell	Customer Denies Access	Under Investigation	Open
998	09/16/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
999	09/16/10			Coarsegold	Customer Denies Access	Under Investigation	Open
1000	09/16/10			El Dorado Hills	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1001	09/16/10			Felton	Customer Denies Access	Under Investigation	Open
1002	09/16/10			Felton	Customer Denies Access	Under Investigation	Open
1003	09/16/10			Forestville	SmartMeter Customer Communication	Under Investigation	Open
1004	09/16/10			Gilroy	Customer Denies Access	Under Investigation	Open
1005	09/16/10			Guerneville	Customer Denies Access	Under Investigation	Open
1006	09/16/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
1007	09/16/10			Los Altos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1008	09/16/10			Los Gatos	Customer Denies Access	Under Investigation	Open

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1009	09/16/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1010	09/16/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1011	09/16/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
1012	09/16/10			Novato	Customer Denies Access	Under Investigation	Open
1013	09/16/10			Novato	Customer Denies Access	Under Investigation	Open
1014	09/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1015	09/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1016	09/16/10			Oakland	Customer Denies Access	Under Investigation	Open
1017	09/16/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1018	09/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1019	09/16/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
1020	09/16/10			Salinas	Customer Denies Access	Under Investigation	Open
1021	09/16/10			Salinas	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1022	09/16/10			San Anselmo	Customer wants Smartmeter Removed	Under Investigation	Open
1023	09/16/10			San Jose	Customer Denies Access	Under Investigation	Open
1024	09/16/10			San Jose	Customer Denies Access	Under Investigation	Open
1025	09/16/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1026	09/16/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1027	09/16/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1028	09/16/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1029	09/16/10			San Martin	Customer Denies Access	Customer does not want a SmartMeter	Closed
1030	09/16/10			San Rafael	Inquiry Regarding Appliances Affected	Other	Closed
1031	09/16/10			San Rafael	Inquiry Regarding Appliances Affected	Other	Closed
1032	09/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1033	09/16/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1034	09/16/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
1035	09/16/10			Sausalito	Customer Denies Access	Under Investigation	Open
1036	09/16/10			Vallejo	Inquiry Regarding Appliances Affected	Other	Closed
1037	09/16/10			Windsor	Customer Denies Access	Under Investigation	Open
1038	09/16/10			Windsor	Customer Denies Access	Under Investigation	Open
1039	09/16/10			Windsor	Customer wants Smartmeter Removed	Under Investigation	Open
1040	09/17/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
1041	09/17/10			Ben Lomond	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1042	09/17/10			Cazadero	Customer Denies Access	Under Investigation	Open
1043	09/17/10			Cazadero	Customer Denies Access	Under Investigation	Open
1044	09/17/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
1045	09/17/10			Los Gatos	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1046	09/17/10			Milpitas	Customer Denies Access	Under Investigation	Open
1047	09/17/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1048	09/17/10			Oakland	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1049	09/17/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1050	09/17/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open

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1051	09/17/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1052	09/17/10			Occidental	SmartMeter Customer Communication	Under Investigation	Open
1053	09/17/10			Petaluma	Wellington Installer	Under Investigation	Open
1054	09/17/10			Salinas	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1055	09/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1056	09/17/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1057	09/17/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1058	09/17/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1059	09/17/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1060	09/17/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1061	09/17/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1062	09/17/10			San Rafael	Wellington Installer	Under Investigation	Open
1063	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1064	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1065	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1066	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1067	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1068	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1069	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1070	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1071	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1072	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1073	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1074	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1075	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1076	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1077	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1078	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1079	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1080	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1081	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1082	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1083	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1084	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1085	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1086	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1087	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1088	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1089	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1090	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1091	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1092	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open

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1093	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1094	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1095	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1096	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1097	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1098	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1099	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1100	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1101	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1102	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1103	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1104	09/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1105	09/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1106	09/17/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
1107	09/17/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1108	09/18/10			Campbell	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1109	09/18/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1110	09/18/10			Fremont	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1111	09/18/10			Gilroy	Customer Denies Access	Under Investigation	Open
1112	09/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
1113	09/18/10			Los Gatos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1114	09/18/10			Milpitas	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1115	09/18/10			Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
1116	09/18/10			Oakland	Scheduling Problems	Under Investigation	Open
1117	09/18/10			Petaluma	Customer Denies Access	Under Investigation	Open
1118	09/18/10			Salinas	Wellington Installer	Under Investigation	Open
1119	09/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1120	09/18/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1121	09/18/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1122	09/18/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1123	09/18/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1124	09/18/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1125	09/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1126	09/18/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
1127	09/18/10			Sunnyvale	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1128	09/19/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1129	09/19/10			Oakland	Power Interruption	Under Investigation	Open
1130	09/19/10			Salinas	Inquiry Regarding Appliances Affected	Other	Closed
1131	09/19/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1132	09/19/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1133	09/20/10			Benicia	Customer Denies Access	Under Investigation	Open
1134	09/20/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed

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1135	09/20/10			Castro Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1136	09/20/10			Castro Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1137	09/20/10			Fairfax	Customer Denies Access	Under Investigation	Open
1138	09/20/10			Forestville	Inquiry Regarding Appliances Affected	Under Investigation	Open
1139	09/20/10			Grass Valley	Wellington Installer	Under Investigation	Open
1140	09/20/10			Kentfield	Inquiry Regarding Appliances Affected	Other	Closed
1141	09/20/10			Los Altos	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1142	09/20/10			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1143	09/20/10			Napa	Customer Denies Access	Under Investigation	Open
1144	09/20/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
1145	09/20/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1146	09/20/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
1147	09/20/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1148	09/20/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1149	09/20/10			Pacifica	Inquiry Regarding Appliances Affected	Other	Closed
1150	09/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
1151	09/20/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1152	09/20/10			San Francisco	Customer Denies Access	Under Investigation	Open
1153	09/20/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
1154	09/20/10			San Jose	Customer Denies Access	Under Investigation	Open
1155	09/20/10			San Jose	Customer Denies Access	Under Investigation	Open
1156	09/20/10			San Jose	Customer Denies Access	Under Investigation	Open
1157	09/20/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1158	09/20/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1159	09/20/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1160	09/20/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1161	09/20/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1162	09/20/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1163	09/20/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1164	09/20/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1165	09/20/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1166	09/20/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1167	09/20/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1168	09/20/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
1169	09/20/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1170	09/20/10			Saratoga	Customer Denies Access	Under Investigation	Open
1171	09/20/10			Saratoga	Inquiry Regarding Appliances Affected	Other	Closed
1172	09/20/10			Sonoma	Customer Denies Access	Under Investigation	Open
1173	09/20/10			Sunnyvale	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1174	09/20/10			Sunnyvale	Inquiry Regarding Appliances Affected	Other	Closed
1175	09/20/10			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
1176	09/21/10			Ben Lomond	Inquiry Regarding Appliances Affected	Under Investigation	Open

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1177	09/21/10			Campbell	Customer Denies Access	Under Investigation	Open
1178	09/21/10			Campbell	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1179	09/21/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1180	09/21/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1181	09/21/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
1182	09/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1183	09/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1184	09/21/10			Los Gatos	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1185	09/21/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1186	09/21/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1187	09/21/10			Oakland	Customer Denies Access	Under Investigation	Open
1188	09/21/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1189	09/21/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1190	09/21/10			Oakland	Wellington Installer	Under Investigation	Open
1191	09/21/10			Oakland	Wellington Installer	Under Investigation	Open
1192	09/21/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1193	09/21/10			Salinas	Customer Denies Access	Under Investigation	Open
1194	09/21/10			Salinas	Customer Denies Access	Under Investigation	Open
1195	09/21/10			Salinas	Customer Denies Access	Under Investigation	Open
1196	09/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1197	09/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1198	09/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1199	09/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1200	09/21/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1201	09/21/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1202	09/21/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1203	09/21/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1204	09/21/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1205	09/21/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1206	09/21/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1207	09/21/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1208	09/21/10			Santa Clara	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1209	09/21/10			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
1210	09/21/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1211	09/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1212	09/21/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
1213	09/21/10			Vallejo	Customer Denies Access	Under Investigation	Open
1214	09/22/10			Bakersfield	Network Equipment	Under Investigation	Open
1215	09/22/10			Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
1216	09/22/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1217	09/22/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1218	09/22/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open

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1219	09/22/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1220	09/22/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
1221	09/22/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1222	09/22/10			Gonzales	Customer wants Smartmeter Removed	Under Investigation	Open
1223	09/22/10			Guerneville	Customer Denies Access	Under Investigation	Open
1224	09/22/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1225	09/22/10			Magalia	Wellington Installer	Under Investigation	Open
1226	09/22/10			Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
1227	09/22/10			Nevada City	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1228	09/22/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1229	09/22/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
1230	09/22/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
1231	09/22/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1232	09/22/10			Oakland	Wellington Installer	Under Investigation	Open
1233	09/22/10			Placerville	Inquiry Regarding Appliances Affected	Other	Closed
1234	09/22/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1235	09/22/10			Salinas	Wellington Installer	Under Investigation	Open
1236	09/22/10			San Anselmo	Wellington Installer	Under Investigation	Open
1237	09/22/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1238	09/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1239	09/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1240	09/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1241	09/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1242	09/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1243	09/22/10			San Jose	Wellington Installer	Under Investigation	Open
1244	09/22/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1245	09/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1246	09/22/10			Vallejo	Customer Denies Access	Under Investigation	Open
1247	09/22/10			Watsonville	Customer wants Smartmeter Removed	Under Investigation	Open
1248	09/23/10			Campbell	Wellington Installer	Under Investigation	Open
1249	09/23/10			Concord	Customer wants Smartmeter Removed	Other	Closed
1250	09/23/10			El Dorado Hills	Inquiry Regarding Appliances Affected	Other	Closed
1251	09/23/10			El Dorado Hills	Inquiry Regarding Appliances Affected	Other	Closed
1252	09/23/10			El Granada	Inquiry Regarding Appliances Affected	Under Investigation	Open
1253	09/23/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1254	09/23/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1255	09/23/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1256	09/23/10			Lafayette	Customer Denies Access	Under Investigation	Open
1257	09/23/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1258	09/23/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1259	09/23/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1260	09/23/10			Los Gatos	Wellington Installer	Under Investigation	Open

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1261	09/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
1262	09/23/10			Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
1263	09/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1264	09/23/10			Oakland	Customer Denies Access	Under Investigation	Open
1265	09/23/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1266	09/23/10			Oakland	Wellington Installer	Under Investigation	Open
1267	09/23/10			Richmond	Inquiry Regarding Appliances Affected	Under Investigation	Open
1268	09/23/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
1269	09/23/10			San Francisco	Customer Denies Access	Under Investigation	Open
1270	09/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1271	09/23/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1272	09/23/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1273	09/23/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1274	09/23/10			San Mateo	Inquiry Regarding Appliances Affected	Under Investigation	Open
1275	09/23/10			San Rafael	Customer Denies Access	Under Investigation	Open
1276	09/23/10			San Rafael	Customer Denies Access	Under Investigation	Open
1277	09/23/10			San Rafael	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1278	09/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1279	09/23/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1280	09/23/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
1281	09/23/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1282	09/23/10			Soquel	Customer Denies Access	Under Investigation	Open
1283	09/23/10			Watsonville	Customer wants Smartmeter Removed	Under Investigation	Open
1284	09/23/10			Windsor	Customer Denies Access	Under Investigation	Open
1285	09/23/10			Windsor	Wellington Installer	Under Investigation	Open
1286	09/24/10			Campbell	Customer wants Smartmeter Removed	Under Investigation	Open
1287	09/24/10			Campbell	Customer wants Smartmeter Removed	Under Investigation	Open
1288	09/24/10			Fairfax	SmartMeter Customer Communication	Customer does not want a SmartMeter	Closed
1289	09/24/10			Foster City	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1290	09/24/10			Fresno	Customer Denies Access	Under Investigation	Open
1291	09/24/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1292	09/24/10			Gilroy	Power Interruption	Under Investigation	Open
1293	09/24/10			Marshall	Customer Denies Access	Under Investigation	Open
1294	09/24/10			Novato	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
1295	09/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1296	09/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1297	09/24/10			Oakland	Potential Wellington Claim	Under Investigation	Open
1298	09/24/10			Oakley	SmartMeter Customer Communication	Under Investigation	Open
1299	09/24/10			Petaluma	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1300	09/24/10			Richmond	Power Interruption	Under Investigation	Open
1301	09/24/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1302	09/24/10			San Jose	Customer Denies Access	Under Investigation	Open

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1303	09/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1304	09/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1305	09/24/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1306	09/24/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1307	09/24/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1308	09/24/10			San Rafael	Customer Denies Access	Under Investigation	Open
1309	09/24/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1310	09/24/10			San Rafael	Meter / Module Equipment (Mfg.)	Other	Closed
1311	09/24/10			San Rafael	Wellington Installer	Under Investigation	Open
1312	09/24/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1313	09/24/10			Santa Rosa	Power Interruption	Flickering Lights	Closed
1314	09/24/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1315	09/24/10			Saratoga	Customer Denies Access	Under Investigation	Open
1316	09/24/10			Watsonville	Inquiry Regarding Appliances Affected	Under Investigation	Open
1317	09/25/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
1318	09/25/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1319	09/25/10			San Jose	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Closed
1320	09/25/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
1321	09/25/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1322	09/25/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1323	09/26/10			Cameron Park	Power Interruption	Breaker keeps tripping	Closed
1324	09/26/10			Concord	SmartMeter Customer Communication	Under Investigation	Open
1325	09/26/10			Milpitas	Power Interruption	Under Investigation	Open
1326	09/26/10			Newark	Inquiry Regarding Appliances Affected	Under Investigation	Open
1327	09/26/10			Oakland	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
1328	09/26/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1329	09/26/10			Penngrove	Inquiry Regarding Appliances Affected	Under Investigation	Open
1330	09/26/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1331	09/26/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1332	09/26/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1333	09/27/10			Atherton	Customer Denies Access	Under Investigation	Open
1334	09/27/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1335	09/27/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1336	09/27/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1337	09/27/10			Campbell	Wellington Installer	Under Investigation	Open
1338	09/27/10			Campbell	Wellington Installer	Under Investigation	Open
1339	09/27/10			Capitola	Customer Denies Access	Customer does not want a SmartMeter	Closed
1340	09/27/10			Concord	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1341	09/27/10			Concord	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1342	09/27/10			Concord	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1343	09/27/10			Concord	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1344	09/27/10			Concord	Inquiry Regarding Appliances Affected	Other	Closed

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1345	09/27/10			Concord	Inquiry Regarding Appliances Affected	Other	Closed
1346	09/27/10			Concord	Inquiry Regarding Appliances Affected	Other	Closed
1347	09/27/10			Concord	Inquiry Regarding Appliances Affected	Other	Closed
1348	09/27/10			Concord	Inquiry Regarding Appliances Affected	Other	Closed
1349	09/27/10			Concord	Inquiry Regarding Appliances Affected	Other	Closed
1350	09/27/10			Concord	Inquiry Regarding Appliances Affected	Other	Closed
1351	09/27/10			Concord	Inquiry Regarding Appliances Affected	Other	Closed
1352	09/27/10			Concord	Inquiry Regarding Appliances Affected	Other	Closed
1353	09/27/10			Concord	Inquiry Regarding Appliances Affected	Other	Closed
1354	09/27/10			Concord	Meter Clearance	Meter/Module clearance issues	Closed
1355	09/27/10			Concord	Meter Clearance	Meter/Module clearance issues	Closed
1356	09/27/10			Concord	Meter Clearance	Meter/Module clearance issues	Closed
1357	09/27/10			Concord	Meter Clearance	Meter/Module clearance issues	Closed
1358	09/27/10			Concord	Meter Clearance	Meter/Module clearance issues	Closed
1359	09/27/10			Concord	Meter Clearance	Meter/Module clearance issues	Closed
1360	09/27/10			Concord	Meter Clearance	Meter/Module clearance issues	Closed
1361	09/27/10			Concord	Meter Clearance	Meter/Module clearance issues	Closed
1362	09/27/10			Concord	Meter Clearance	Meter/Module clearance issues	Closed
1363	09/27/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
1364	09/27/10			Daly City	Inquiry Regarding Appliances Affected	Under Investigation	Open
1365	09/27/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
1366	09/27/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
1367	09/27/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1368	09/27/10			Gonzales	Wellington Installer	Under Investigation	Open
1369	09/27/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
1370	09/27/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1371	09/27/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1372	09/27/10			Los Gatos	Other	Other	Closed
1373	09/27/10			Magalia	Customer Denies Access	Customer does not want a SmartMeter	Closed
1374	09/27/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1375	09/27/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1376	09/27/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1377	09/27/10			Nevada City	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1378	09/27/10			Nevada City	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1379	09/27/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1380	09/27/10			Oakland	Customer Denies Access	Under Investigation	Open
1381	09/27/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1382	09/27/10			Oakland	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1383	09/27/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1384	09/27/10			Oakland	Wellington Installer	Under Investigation	Open
1385	09/27/10			Penn Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1386	09/27/10			Penn Valley	Wellington Installer	Under Investigation	Open

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1387	09/27/10			Pleasanton	Inquiry Regarding Appliances Affected	Other	Closed
1388	09/27/10			Portola Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1389	09/27/10			Rohnert Park	Inquiry Regarding Appliances Affected	Other	Closed
1390	09/27/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1391	09/27/10			Salinas	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
1392	09/27/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1393	09/27/10			San Jose	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
1394	09/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1395	09/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1396	09/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1397	09/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1398	09/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1399	09/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1400	09/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1401	09/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1402	09/27/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Closed
1403	09/27/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1404	09/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1405	09/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1406	09/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1407	09/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1408	09/27/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
1409	09/27/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1410	09/27/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1411	09/27/10			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
1412	09/27/10			Vallejo	Wellington Installer	Under Investigation	Open
1413	09/27/10			Walnut Creek	Inquiry Regarding Appliances Affected	Other	Closed
1414	09/27/10			Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
1415	09/27/10			Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
1416	09/28/10			Alameda	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1417	09/28/10			Antioch	Meter Clearance	Meter/Module clearance issues	Closed
1418	09/28/10			Arnold	Power Interruption	Hi/Low Voltage	Closed
1419	09/28/10			Atherton	Power Interruption	Under Investigation	Open
1420	09/28/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1421	09/28/10			Cameron Park	SmartMeter Customer Communication	Under Investigation	Open
1422	09/28/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
1423	09/28/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
1424	09/28/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
1425	09/28/10			Chico	Inquiry Regarding Appliances Affected	Other	Closed
1426	09/28/10			Copperopolis	Customer wants Smartmeter Removed	No reason provided	Closed
1427	09/28/10			East Palo Alto	Customer Denies Access	Customer does not want a SmartMeter	Closed
1428	09/28/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Closed

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1429	09/28/10			Fresno	Other	Other	Closed
1430	09/28/10			Fresno	SmartMeter Customer Communication	Under Investigation	Open
1431	09/28/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1432	09/28/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1433	09/28/10			Kerman	SmartMeter Customer Communication	Under Investigation	Open
1434	09/28/10			Lincoln	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
1435	09/28/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1436	09/28/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1437	09/28/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1438	09/28/10			Los Gatos	Wellington Installer	Under Investigation	Open
1439	09/28/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1440	09/28/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1441	09/28/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1442	09/28/10			Mill Valley	Other	Under Investigation	Open
1443	09/28/10			Nevada City	Wellington Installer	Under Investigation	Open
1444	09/28/10			Novato	Customer wants Smartmeter Removed	No reason provided	Closed
1445	09/28/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1446	09/28/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1447	09/28/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1448	09/28/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1449	09/28/10			Occidental	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1450	09/28/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1451	09/28/10			Penn Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1452	09/28/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1453	09/28/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
1454	09/28/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1455	09/28/10			Salinas	SmartMeter Customer Communication	Other	Closed
1456	09/28/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
1457	09/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1458	09/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1459	09/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1460	09/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1461	09/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1462	09/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1463	09/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1464	09/28/10			San Jose	Customer Denies Access	Under Investigation	Open
1465	09/28/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1466	09/28/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1467	09/28/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1468	09/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1469	09/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1470	09/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open

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1471	09/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1472	09/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1473	09/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1474	09/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1475	09/28/10			San Jose	Wellington Installer	Under Investigation	Open
1476	09/28/10			San Jose	Wellington Installer	Under Investigation	Open
1477	09/28/10			San Jose	Wellington Installer	Under Investigation	Open
1478	09/28/10			San Jose	Wellington Installer	Under Investigation	Open
1479	09/28/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1480	09/28/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1481	09/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1482	09/28/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1483	09/28/10			Santa Rosa	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1484	09/28/10			Saratoga	Wellington Installer	Under Investigation	Open
1485	09/28/10			Selma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1486	09/28/10			Sonoma	Inquiry Regarding Appliances Affected	Other	Closed
1487	09/28/10			Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1488	09/28/10			Windsor	Inquiry Regarding Appliances Affected	Other	Closed
1489	09/28/10			Windsor	Inquiry Regarding Appliances Affected	Other	Closed
1490	09/29/10			Alamo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1491	09/29/10			Alviso	Inquiry Regarding Appliances Affected	Under Investigation	Open
1492	09/29/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1493	09/29/10			Benicia	Customer Denies Access	Customer does not want a SmartMeter	Closed
1494	09/29/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1495	09/29/10			Burlingame	Inquiry Regarding Appliances Affected	Under Investigation	Open
1496	09/29/10			Byron	SmartMeter Customer Communication	Other	Closed
1497	09/29/10			Calistoga	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1498	09/29/10			Calistoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
1499	09/29/10			Castroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1500	09/29/10			Castroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1501	09/29/10			Castroville	Customer Denies Access	Under Investigation	Open
1502	09/29/10			Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
1503	09/29/10			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1504	09/29/10			Dos Palos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1505	09/29/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Closed
1506	09/29/10			Fairfield	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1507	09/29/10			Fremont	Customer Denies Access	Under Investigation	Open
1508	09/29/10			Fremont	Customer Denies Access	Under Investigation	Open
1509	09/29/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
1510	09/29/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1511	09/29/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1512	09/29/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed

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1513	09/29/10			Gilroy	Wellington Installer	Under Investigation	Open
1514	09/29/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1515	09/29/10			Grass Valley	Wellington Installer	Under Investigation	Open
1516	09/29/10			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Closed
1517	09/29/10			Livermore	Inquiry Regarding Appliances Affected	Other	Closed
1518	09/29/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1519	09/29/10			Los Altos Hills	Customer Denies Access	Customer does not want a SmartMeter	Closed
1520	09/29/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1521	09/29/10			Madera	Customer Denies Access	Under Investigation	Open
1522	09/29/10			Mariposa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1523	09/29/10			Menlo Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
1524	09/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1525	09/29/10			Mill Valley	Wellington Installer	Under Investigation	Open
1526	09/29/10			Milpitas	Inquiry Regarding Appliances Affected	Other	Closed
1527	09/29/10			Nevada City	Inquiry Regarding Appliances Affected	Other	Closed
1528	09/29/10			Nevada City	Inquiry Regarding Appliances Affected	Other	Closed
1529	09/29/10			Nevada City	Inquiry Regarding Appliances Affected	Under Investigation	Open
1530	09/29/10			Nevada City	Wellington Installer	Under Investigation	Open
1531	09/29/10			Oakland	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1532	09/29/10			Oakland	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1533	09/29/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
1534	09/29/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1535	09/29/10			Piedmont	SmartMeter Customer Communication	Under Investigation	Open
1536	09/29/10			Pinole	Customer Denies Access	Customer does not want a SmartMeter	Closed
1537	09/29/10			Pleasanton	Inquiry Regarding Appliances Affected	Other	Closed
1538	09/29/10			Redwood City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1539	09/29/10			Salinas	Customer Denies Access	Under Investigation	Open
1540	09/29/10			Salinas	Customer Denies Access	Under Investigation	Open
1541	09/29/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
1542	09/29/10			Salinas	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1543	09/29/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1544	09/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1545	09/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1546	09/29/10			San Jose	Customer Denies Access	Under Investigation	Open
1547	09/29/10			San Jose	Customer Denies Access	Under Investigation	Open
1548	09/29/10			San Jose	Customer Denies Access	Under Investigation	Open
1549	09/29/10			San Jose	Customer Denies Access	Under Investigation	Open
1550	09/29/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1551	09/29/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1552	09/29/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1553	09/29/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1554	09/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open

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1555	09/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1556	09/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1557	09/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1558	09/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1559	09/29/10			San Jose	Power Interruption	Under Investigation	Open
1560	09/29/10			San Jose	Wellington Installer	Under Investigation	Open
1561	09/29/10			San Jose	Wellington Installer	Under Investigation	Open
1562	09/29/10			San Jose	Wellington Installer	Under Investigation	Open
1563	09/29/10			San Jose	Wellington Installer	Under Investigation	Open
1564	09/29/10			San Rafael	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1565	09/29/10			San Rafael	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1566	09/29/10			San Rafael	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1567	09/29/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Closed
1568	09/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1569	09/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1570	09/29/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
1571	09/29/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
1572	09/29/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
1573	09/29/10			Saratoga	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1574	09/29/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
1575	09/29/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
1576	09/29/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
1577	09/29/10			Shingle Springs	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1578	09/29/10			St Helena	Customer Denies Access	Customer does not want a SmartMeter	Closed
1579	09/29/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
1580	09/29/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
1581	09/29/10			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
1582	09/29/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1583	09/30/10			Bodega Bay	Customer Denies Access	Customer does not want a SmartMeter	Closed
1584	09/30/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
1585	09/30/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Closed
1586	09/30/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
1587	09/30/10			Cutler	Customer Denies Access	Customer does not want a SmartMeter	Closed
1588	09/30/10			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Closed
1589	09/30/10			Foster City	Inquiry Regarding Appliances Affected	Under Investigation	Open
1590	09/30/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
1591	09/30/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1592	09/30/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1593	09/30/10			Grass Valley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1594	09/30/10			Grass Valley	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1595	09/30/10			Half Moon Bay	Customer Denies Access	Customer does not want a SmartMeter	Closed
1596	09/30/10			Los Banos	Inquiry Regarding Appliances Affected	Under Investigation	Open

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1597	09/30/10			Los Banos	Wellington Installer	Under Investigation	Open
1598	09/30/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Closed
1599	09/30/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1600	09/30/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1601	09/30/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1602	09/30/10			Mill Valley	Wellington Installer	Under Investigation	Open
1603	09/30/10			Milpitas	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1604	09/30/10			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1605	09/30/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1606	09/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1607	09/30/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1608	09/30/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1609	09/30/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1610	09/30/10			Oakland	Wellington Installer	Under Investigation	Open
1611	09/30/10			Oakland	Wellington Installer	Under Investigation	Open
1612	09/30/10			Paradise	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1613	09/30/10			Paradise	Power Interruption	Breaker keeps tripping	Closed
1614	09/30/10			Petaluma	Wellington Installer	Under Investigation	Open
1615	09/30/10			Pleasant Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
1616	09/30/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
1617	09/30/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
1618	09/30/10			Rough & Ready	Wellington Installer	Under Investigation	Open
1619	09/30/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1620	09/30/10			Salinas	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1621	09/30/10			Salinas	Meter Clearance	Other	Closed
1622	09/30/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1623	09/30/10			San Carlos	Inquiry Regarding Appliances Affected	Other	Closed
1624	09/30/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1625	09/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1626	09/30/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1627	09/30/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1628	09/30/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1629	09/30/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1630	09/30/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1631	09/30/10			San Jose	Power Interruption	Under Investigation	Open
1632	09/30/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1633	09/30/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1634	09/30/10			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
1635	09/30/10			Stockton	Customer Denies Access	Customer does not want a SmartMeter	Closed
1636	09/30/10			Sunnyvale	Inquiry Regarding Appliances Affected	Other	Closed
1637	09/30/10			Sunnyvale	Inquiry Regarding Appliances Affected	Other	Closed
1638	09/30/10			Sutter	Customer Denies Access	Customer does not want a SmartMeter	Closed

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1639	09/30/10			Tracy	Inquiry Regarding Appliances Affected	Other	Closed
1640	09/30/10			Trinidad	Customer Denies Access	Customer does not want a SmartMeter	Closed
1641	09/30/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1642	09/30/10			Windsor	Customer wants Smartmeter Removed	Under Investigation	Open
1643	09/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1644	09/30/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1645	09/30/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1646	09/30/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1647	09/30/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1648	10/01/10			Antioch	Inquiry Regarding Appliances Affected	Other	Closed
1649	10/01/10			Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
1650	10/01/10			Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
1651	10/01/10			Bakersfield	SmartMeter Customer Communication	Under Investigation	Open
1652	10/01/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1653	10/01/10			Brentwood	Inquiry Regarding Appliances Affected	Other	Closed
1654	10/01/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
1655	10/01/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
1656	10/01/10			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Closed
1657	10/01/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
1658	10/01/10			Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
1659	10/01/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1660	10/01/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1661	10/01/10			Inverness	Customer Denies Access	Customer does not want a SmartMeter	Closed
1662	10/01/10			Live Oak	Customer Denies Access	Customer does not want a SmartMeter	Closed
1663	10/01/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1664	10/01/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1665	10/01/10			Merced	Customer Denies Access	Customer does not want a SmartMeter	Closed
1666	10/01/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1667	10/01/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1668	10/01/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1669	10/01/10			North San Juan	Inquiry Regarding Appliances Affected	Other	Closed
1670	10/01/10			Novato	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
1671	10/01/10			Oakhurst	Power Interruption	Breaker keeps tripping	Closed
1672	10/01/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1673	10/01/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1674	10/01/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1675	10/01/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1676	10/01/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1677	10/01/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1678	10/01/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1679	10/01/10			Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed
1680	10/01/10			Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed

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1681	10/01/10			Pebble Beach	SmartMeter Customer Communication	Under Investigation	Open
1682	10/01/10			Petaluma	Wellington Installer	Under Investigation	Open
1683	10/01/10			Rescue	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1684	10/01/10			Richmond	Inquiry Regarding Appliances Affected	Under Investigation	Open
1685	10/01/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1686	10/01/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1687	10/01/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1688	10/01/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1689	10/01/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1690	10/01/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1691	10/01/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1692	10/01/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1693	10/01/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1694	10/01/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1695	10/01/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1696	10/01/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1697	10/01/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1698	10/01/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1699	10/01/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1700	10/01/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1701	10/01/10			San Rafael	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1702	10/01/10			Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Closed
1703	10/01/10			Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Closed
1704	10/01/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1705	10/01/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1706	10/01/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
1707	10/01/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1708	10/01/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1709	10/01/10			Sonoma	Inquiry Regarding Appliances Affected	Under Investigation	Open
1710	10/01/10			Sutter	Customer Denies Access	Customer does not want a SmartMeter	Closed
1711	10/01/10			Twain Harte	Inquiry Regarding Appliances Affected	Under Investigation	Open
1712	10/01/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
1713	10/01/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1714	10/01/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1715	10/01/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Closed

1,316 Open Issues on Last Report
180 Open Issues Closed Since the Last Report
399 New Issues Since the Last Report
233 New Issues Closed Since the Last Report
166 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

October 7, 2010 -- For the Period September 25, 2010 through October 1, 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	01/04/10	{Redacted}		Menlo Park	Customer Denies Access	Under Investigation	Open
2	01/15/10	{Redacted}		Napa	Scheduling Problems	Under Investigation	Open
3	02/08/10	{Redacted}		Sonoma	Customer Denies Access	Under Investigation	Open
4	02/10/10	{Redacted}		Carmel	Network Equipment Installation	Under Investigation	Open
5	02/10/10	{Redacted}		Cupertino	Scheduling Problems	Under Investigation	Open
6	02/16/10	{Redacted}		Santa Rosa	Customer Denies Access	Under Investigation	Open
7	02/17/10	{Redacted}		Vallejo	Wellington Installer	Under Investigation	Open
8	02/18/10	{Redacted}		Santa Rosa	Customer Denies Access	Under Investigation	Open
9	02/22/10	{Redacted}		Occidental	Customer Denies Access	Under Investigation	Open
10	02/22/10	{Redacted}		Vallejo	Network Equipment Installation	Under Investigation	Open
11	02/23/10	{Redacted}		Sebastopol	Customer Denies Access	Under Investigation	Open
12	02/26/10	{Redacted}		Sebastopol	Customer Denies Access	Under Investigation	Open
13	03/01/10	{Redacted}		Fresno	Wellington Installer	Under Investigation	Open
14	03/01/10	{Redacted}		Vallejo	Wellington Installer	Under Investigation	Open
15	03/03/10	{Redacted}		Glen Ellen	Scheduling Problems	Under Investigation	Open
16	03/07/10	{Redacted}		Santa Rosa	Customer Denies Access	Under Investigation	Open
17	03/07/10	{Redacted}		Sebastopol	Customer Denies Access	Under Investigation	Open
18	03/07/10	{Redacted}		Sonoma	Customer Denies Access	Under Investigation	Open
19	03/08/10	{Redacted}		Cotati	Household items affected by SM installation	Under Investigation	Open
20	03/08/10	{Redacted}		San Ramon	Household items affected by SM installation	Under Investigation	Open
21	03/10/10	{Redacted}		San Jose	Wellington Installer	Under Investigation	Open
22	03/10/10	{Redacted}		Santa Rosa	Customer Denies Access	Under Investigation	Open
23	03/10/10	{Redacted}		Santa Rosa	Customer Denies Access	Under Investigation	Open
24	03/10/10	{Redacted}		Santa Rosa	Customer Denies Access	Under Investigation	Open
25	03/10/10	{Redacted}		Sonoma	Customer Denies Access	Under Investigation	Open
26	03/10/10	{Redacted}		Vallejo	Customer Denies Access	Under Investigation	Open
27	03/12/10	{Redacted}		Union City	Meter/Module	Under Investigation	Open
28	03/12/10	{Redacted}		Vallejo	Customer Denies Access	Under Investigation	Open
29	03/12/10	{Redacted}		Vallejo	Wellington Installer	Under Investigation	Open
30	03/15/10	{Redacted}		Placerville	Customer Denies Access	Under Investigation	Open
31	03/15/10	{Redacted}		Pleasanton	Wellington Installer	Under Investigation	Open
32	03/16/10	{Redacted}		Angels Camp	Customer Denies Access	Under Investigation	Open
33	03/16/10	{Redacted}		Sunnyvale	Customer Denies Access	Under Investigation	Open
34	03/17/10	{Redacted}		Napa	Customer Denies Access	Under Investigation	Open
35	03/19/10	{Redacted}		American Canyon	Customer Denies Access	Under Investigation	Open
36	03/19/10	{Redacted}		Santa Rosa	Customer Denies Access	Under Investigation	Open
37	03/22/10	{Redacted}		San Jose	Scheduling Problems	Under Investigation	Open
38	03/22/10	{Redacted}		Tracy	Customer Denies Access	Under Investigation	Open
39	03/23/10	{Redacted}		Santa Rosa	Customer Denies Access	Under Investigation	Open
40	04/05/10	{Redacted}		Vacaville	Other	Under Investigation	Open
41	04/14/10	{Redacted}		Kingsburg	Power Interruption	Under Investigation	Open
42	04/14/10	{Redacted}		San Jose	Other	Radio Frequency Concerns	Closed

43	04/15/10
44	04/16/10
45	04/19/10
46	04/19/10
47	04/21/10
48	04/27/10
49	04/30/10
50	05/07/10
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52	05/10/10
53	05/10/10
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88	05/18/10
89	05/18/10
90	05/19/10
91	05/19/10
92	05/19/10
93	05/19/10

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	Customer does not want a SmartMeter	Closed
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
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	Wellington Installer	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Meter/Module	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Ramon	Customer Denies Access	No reason provided	Closed
Chico	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Customer does not want a SmartMeter	Closed
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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
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

94	05/19/10
95	05/20/10
96	05/20/10
97	05/20/10
98	05/20/10
99	05/20/10
100	05/20/10
101	05/20/10
102	05/21/10
103	05/21/10
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127	05/22/10
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131	05/24/10
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133	05/24/10
134	05/24/10
135	05/24/10
136	05/24/10
137	05/24/10
138	05/24/10
139	05/24/10
140	05/24/10
141	05/24/10
142	05/24/10
143	05/24/10
144	05/24/10

Tracy	Customer Denies Access	Under Investigation	Open
Fresno	Customer Denies Access	Under Investigation	Open
Guerneville	Customer Denies Access	Under Investigation	Open
Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
Madera	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	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	No reason provided	Closed
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	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Emeryville	Customer Denies Access	Accuracy of Meter	Closed
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	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Unhappy with SM Program	Closed
Vacaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
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

145	05/24/10
146	05/24/10
147	05/24/10
148	05/24/10
149	05/24/10
150	05/25/10
151	05/25/10
152	05/25/10
153	05/25/10
154	05/25/10
155	05/26/10
156	05/26/10
157	05/26/10
158	05/27/10
159	05/27/10
160	05/27/10
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162	05/27/10
163	05/28/10
164	05/29/10
165	05/29/10
166	05/29/10
167	05/29/10
168	05/29/10
169	05/30/10
170	05/30/10
171	06/04/10
172	06/07/10
173	06/07/10
174	06/07/10
175	06/08/10
176	06/08/10
177	06/08/10
178	06/09/10
179	06/09/10
180	06/10/10
181	06/10/10
182	06/10/10
183	06/10/10
184	06/10/10
185	06/11/10
186	06/11/10
187	06/11/10
188	06/14/10
189	06/14/10
190	06/15/10
191	06/15/10
192	06/15/10
193	06/15/10
194	06/15/10
195	06/16/10

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	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
Clovis	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Medical Concerns	Closed
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer Denies Access	Under Investigation	Open
Port Costa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Emeryville	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
Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
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	Customer does not want a SmartMeter	Closed
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

196	06/16/10
197	06/16/10
198	06/17/10
199	06/17/10

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

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

Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
01/04/10	{Redacted}		Menlo Park	Customer Denies Access	Under Investigation	Open
01/15/10			Napa	Scheduling Problems	Under Investigation	Open
02/08/10			Sonoma	Customer Denies Access	Under Investigation	Open
02/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
02/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
02/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
02/17/10			Vallejo	Wellington Installer	Under Investigation	Open
02/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
02/22/10			Occidental	Customer Denies Access	Under Investigation	Open
02/22/10			Vallejo	Network Equipment Installation	Under Investigation	Open
02/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
02/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
03/01/10			Fresno	Wellington Installer	Under Investigation	Open
03/01/10			Vallejo	Wellington Installer	Under Investigation	Open
03/03/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
03/07/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
03/07/10			Sebastopol	Customer Denies Access	Under Investigation	Open
03/07/10			Sonoma	Customer Denies Access	Under Investigation	Open
03/08/10			Cotati	Household items affected by SM installation	Under Investigation	Open
03/08/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
03/10/10			San Jose	Wellington Installer	Under Investigation	Open
03/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
03/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
03/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
03/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
03/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
03/12/10			Union City	Meter/Module	Under Investigation	Open
03/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
03/12/10			Vallejo	Wellington Installer	Under Investigation	Open
03/15/10			Placerville	Customer Denies Access	Under Investigation	Open
03/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
03/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
03/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
03/17/10			Napa	Customer Denies Access	Under Investigation	Open
03/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
03/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
03/22/10			San Jose	Scheduling Problems	Under Investigation	Open
03/22/10			Tracy	Customer Denies Access	Under Investigation	Open
03/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
04/05/10			Vacaville	Other	Under Investigation	Open
04/14/10			Kingsburg	Power Interruption	Under Investigation	Open
04/14/10			San Jose	Other	Radio Frequency Concerns	Closed

43	04/15/10
44	04/16/10
45	04/19/10
46	04/19/10
47	04/21/10
48	04/27/10
49	04/30/10
50	05/07/10
51	05/07/10
52	05/10/10
53	05/10/10
54	05/10/10
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92	05/19/10
93	05/19/10

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	Customer does not want a SmartMeter	Closed
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
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	Wellington Installer	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Meter/Module	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Ramon	Customer Denies Access	No reason provided	Closed
Chico	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Customer does not want a SmartMeter	Closed
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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
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

94	05/19/10
95	05/20/10
96	05/20/10
97	05/20/10
98	05/20/10
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100	05/20/10
101	05/20/10
102	05/21/10
103	05/21/10
104	05/21/10
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118	05/21/10
119	05/21/10
120	05/22/10
121	05/22/10
122	05/22/10
123	05/22/10
124	05/22/10
125	05/22/10
126	05/22/10
127	05/22/10
128	05/23/10
129	05/23/10
130	05/23/10
131	05/24/10
132	05/24/10
133	05/24/10
134	05/24/10
135	05/24/10
136	05/24/10
137	05/24/10
138	05/24/10
139	05/24/10
140	05/24/10
141	05/24/10
142	05/24/10
143	05/24/10
144	05/24/10

Tracy	Customer Denies Access	Under Investigation	Open
Fresno	Customer Denies Access	Under Investigation	Open
Guerneville	Customer Denies Access	Under Investigation	Open
Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
Madera	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	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	No reason provided	Closed
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	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Emeryville	Customer Denies Access	Accuracy of Meter	Closed
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	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Unhappy with SM Program	Closed
Vacaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
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

145	05/24/10
146	05/24/10
147	05/24/10
148	05/24/10
149	05/24/10
150	05/25/10
151	05/25/10
152	05/25/10
153	05/25/10
154	05/25/10
155	05/26/10
156	05/26/10
157	05/26/10
158	05/27/10
159	05/27/10
160	05/27/10
161	05/27/10
162	05/27/10
163	05/28/10
164	05/29/10
165	05/29/10
166	05/29/10
167	05/29/10
168	05/29/10
169	05/30/10
170	05/30/10
171	06/04/10
172	06/07/10
173	06/07/10
174	06/07/10
175	06/08/10
176	06/08/10
177	06/08/10
178	06/09/10
179	06/09/10
180	06/10/10
181	06/10/10
182	06/10/10
183	06/10/10
184	06/10/10
185	06/11/10
186	06/11/10
187	06/11/10
188	06/14/10
189	06/14/10
190	06/15/10
191	06/15/10
192	06/15/10
193	06/15/10
194	06/15/10
195	06/16/10

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	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
Clovis	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Medical Concerns	Closed
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer Denies Access	Under Investigation	Open
Port Costa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Emeryville	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
Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
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	Customer does not want a SmartMeter	Closed
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

196	06/16/10
197	06/16/10
198	06/17/10
199	06/17/10

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

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

Customer Name	Account	Service City	Core Process	Nature of Issue	Status
{Redacted}		Menlo Park	Customer Denies Access	Under Investigation	Open
		Napa	Scheduling Problems	Under Investigation	Open
		Sonoma	Customer Denies Access	Under Investigation	Open
		Carmel	Network Equipment Installation	Under Investigation	Open
		Cupertino	Scheduling Problems	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Under Investigation	Open
		Vallejo	Wellington Installer	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Under Investigation	Open
		Occidental	Customer Denies Access	Under Investigation	Open
		Vallejo	Network Equipment Installation	Under Investigation	Open
		Sebastopol	Customer Denies Access	Under Investigation	Open
		Sebastopol	Customer Denies Access	Under Investigation	Open
		Fresno	Wellington Installer	Under Investigation	Open
		Vallejo	Wellington Installer	Under Investigation	Open
		Glen Ellen	Scheduling Problems	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Under Investigation	Open
		Sebastopol	Customer Denies Access	Under Investigation	Open
		Sonoma	Customer Denies Access	Under Investigation	Open
		Cotati	Household items affected by SM installation	Under Investigation	Open
		San Ramon	Household items affected by SM installation	Under Investigation	Open
		San Jose	Wellington Installer	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Under Investigation	Open
		Sonoma	Customer Denies Access	Under Investigation	Open
		Vallejo	Customer Denies Access	Under Investigation	Open
		Union City	Meter/Module	Under Investigation	Open
		Vallejo	Customer Denies Access	Under Investigation	Open
		Vallejo	Wellington Installer	Under Investigation	Open
		Placerville	Customer Denies Access	Under Investigation	Open
		Pleasanton	Wellington Installer	Under Investigation	Open
		Angels Camp	Customer Denies Access	Under Investigation	Open
		Sunnyvale	Customer Denies Access	Under Investigation	Open
		Napa	Customer Denies Access	Under Investigation	Open
		American Canyon	Customer Denies Access	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Under Investigation	Open
		San Jose	Scheduling Problems	Under Investigation	Open
		Tracy	Customer Denies Access	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Under Investigation	Open
		Vacaville	Other	Under Investigation	Open
		Kingsburg	Power Interruption	Under Investigation	Open
		San Jose	Other	Radio Frequency Concerns	Closed

43	04/15/10
44	04/16/10
45	04/19/10
46	04/19/10
47	04/21/10
48	04/27/10
49	04/30/10
50	05/07/10
51	05/07/10
52	05/10/10
53	05/10/10
54	05/10/10
55	05/10/10
56	05/10/10
57	05/10/10
58	05/10/10
59	05/10/10
60	05/11/10
61	05/11/10
62	05/11/10
63	05/11/10
64	05/11/10
65	05/11/10
66	05/12/10
67	05/12/10
68	05/13/10
69	05/14/10
70	05/14/10
71	05/14/10
72	05/14/10
73	05/15/10
74	05/15/10
75	05/15/10
76	05/15/10
77	05/17/10
78	05/17/10
79	05/17/10
80	05/17/10
81	05/17/10
82	05/17/10
83	05/17/10
84	05/18/10
85	05/18/10
86	05/18/10
87	05/18/10
88	05/18/10
89	05/18/10
90	05/19/10
91	05/19/10
92	05/19/10
93	05/19/10

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	Customer does not want a SmartMeter	Closed
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
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	Wellington Installer	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Meter/Module	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Ramon	Customer Denies Access	No reason provided	Closed
Chico	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Customer does not want a SmartMeter	Closed
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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
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

94	05/19/10
95	05/20/10
96	05/20/10
97	05/20/10
98	05/20/10
99	05/20/10
100	05/20/10
101	05/20/10
102	05/21/10
103	05/21/10
104	05/21/10
105	05/21/10
106	05/21/10
107	05/21/10
108	05/21/10
109	05/21/10
110	05/21/10
111	05/21/10
112	05/21/10
113	05/21/10
114	05/21/10
115	05/21/10
116	05/21/10
117	05/21/10
118	05/21/10
119	05/21/10
120	05/22/10
121	05/22/10
122	05/22/10
123	05/22/10
124	05/22/10
125	05/22/10
126	05/22/10
127	05/22/10
128	05/23/10
129	05/23/10
130	05/23/10
131	05/24/10
132	05/24/10
133	05/24/10
134	05/24/10
135	05/24/10
136	05/24/10
137	05/24/10
138	05/24/10
139	05/24/10
140	05/24/10
141	05/24/10
142	05/24/10
143	05/24/10
144	05/24/10

Tracy	Customer Denies Access	Under Investigation	Open
Fresno	Customer Denies Access	Under Investigation	Open
Guerneville	Customer Denies Access	Under Investigation	Open
Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
Madera	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	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	No reason provided	Closed
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	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Emeryville	Customer Denies Access	Accuracy of Meter	Closed
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	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Unhappy with SM Program	Closed
Vacaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
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

145	05/24/10
146	05/24/10
147	05/24/10
148	05/24/10
149	05/24/10
150	05/25/10
151	05/25/10
152	05/25/10
153	05/25/10
154	05/25/10
155	05/26/10
156	05/26/10
157	05/26/10
158	05/27/10
159	05/27/10
160	05/27/10
161	05/27/10
162	05/27/10
163	05/28/10
164	05/29/10
165	05/29/10
166	05/29/10
167	05/29/10
168	05/29/10
169	05/30/10
170	05/30/10
171	06/04/10
172	06/07/10
173	06/07/10
174	06/07/10
175	06/08/10
176	06/08/10
177	06/08/10
178	06/09/10
179	06/09/10
180	06/10/10
181	06/10/10
182	06/10/10
183	06/10/10
184	06/10/10
185	06/11/10
186	06/11/10
187	06/11/10
188	06/14/10
189	06/14/10
190	06/15/10
191	06/15/10
192	06/15/10
193	06/15/10
194	06/15/10
195	06/16/10

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	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
Clovis	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Medical Concerns	Closed
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer Denies Access	Under Investigation	Open
Port Costa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Emeryville	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
Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
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	Customer does not want a SmartMeter	Closed
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

196	06/16/10
197	06/16/10
198	06/17/10
199	06/17/10

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

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

Account	Service City	Core Process	Nature of Issue	Status
	Menlo Park	Customer Denies Access	Under Investigation	Open
	Napa	Scheduling Problems	Under Investigation	Open
	Sonoma	Customer Denies Access	Under Investigation	Open
	Carmel	Network Equipment Installation	Under Investigation	Open
	Cupertino	Scheduling Problems	Under Investigation	Open
	Santa Rosa	Customer Denies Access	Under Investigation	Open
	Vallejo	Wellington Installer	Under Investigation	Open
	Santa Rosa	Customer Denies Access	Under Investigation	Open
	Occidental	Customer Denies Access	Under Investigation	Open
	Vallejo	Network Equipment Installation	Under Investigation	Open
	Sebastopol	Customer Denies Access	Under Investigation	Open
	Sebastopol	Customer Denies Access	Under Investigation	Open
	Fresno	Wellington Installer	Under Investigation	Open
	Vallejo	Wellington Installer	Under Investigation	Open
	Glen Ellen	Scheduling Problems	Under Investigation	Open
	Santa Rosa	Customer Denies Access	Under Investigation	Open
	Sebastopol	Customer Denies Access	Under Investigation	Open
	Sonoma	Customer Denies Access	Under Investigation	Open
	Cotati	Household items affected by SM installation	Under Investigation	Open
	San Ramon	Household items affected by SM installation	Under Investigation	Open
	San Jose	Wellington Installer	Under Investigation	Open
	Santa Rosa	Customer Denies Access	Under Investigation	Open
	Santa Rosa	Customer Denies Access	Under Investigation	Open
	Santa Rosa	Customer Denies Access	Under Investigation	Open
	Sonoma	Customer Denies Access	Under Investigation	Open
	Vallejo	Customer Denies Access	Under Investigation	Open
	Union City	Meter/Module	Under Investigation	Open
	Vallejo	Customer Denies Access	Under Investigation	Open
	Vallejo	Wellington Installer	Under Investigation	Open
	Placerville	Customer Denies Access	Under Investigation	Open
	Pleasanton	Wellington Installer	Under Investigation	Open
	Angels Camp	Customer Denies Access	Under Investigation	Open
	Sunnyvale	Customer Denies Access	Under Investigation	Open
	Napa	Customer Denies Access	Under Investigation	Open
	American Canyon	Customer Denies Access	Under Investigation	Open
	Santa Rosa	Customer Denies Access	Under Investigation	Open
	San Jose	Scheduling Problems	Under Investigation	Open
	Tracy	Customer Denies Access	Under Investigation	Open
	Santa Rosa	Customer Denies Access	Under Investigation	Open
	Vacaville	Other	Under Investigation	Open
	Kingsburg	Power Interruption	Under Investigation	Open
	San Jose	Other	Radio Frequency Concerns	Closed

43	04/15/10
44	04/16/10
45	04/19/10
46	04/19/10
47	04/21/10
48	04/27/10
49	04/30/10
50	05/07/10
51	05/07/10
52	05/10/10
53	05/10/10
54	05/10/10
55	05/10/10
56	05/10/10
57	05/10/10
58	05/10/10
59	05/10/10
60	05/11/10
61	05/11/10
62	05/11/10
63	05/11/10
64	05/11/10
65	05/11/10
66	05/12/10
67	05/12/10
68	05/13/10
69	05/14/10
70	05/14/10
71	05/14/10
72	05/14/10
73	05/15/10
74	05/15/10
75	05/15/10
76	05/15/10
77	05/17/10
78	05/17/10
79	05/17/10
80	05/17/10
81	05/17/10
82	05/17/10
83	05/17/10
84	05/18/10
85	05/18/10
86	05/18/10
87	05/18/10
88	05/18/10
89	05/18/10
90	05/19/10
91	05/19/10
92	05/19/10
93	05/19/10

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	Customer does not want a SmartMeter	Closed
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
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	Wellington Installer	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Meter/Module	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Ramon	Customer Denies Access	No reason provided	Closed
Chico	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Customer does not want a SmartMeter	Closed
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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
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

94	05/19/10
95	05/20/10
96	05/20/10
97	05/20/10
98	05/20/10
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100	05/20/10
101	05/20/10
102	05/21/10
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136	05/24/10
137	05/24/10
138	05/24/10
139	05/24/10
140	05/24/10
141	05/24/10
142	05/24/10
143	05/24/10
144	05/24/10

Tracy	Customer Denies Access	Under Investigation	Open
Fresno	Customer Denies Access	Under Investigation	Open
Guerneville	Customer Denies Access	Under Investigation	Open
Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
Madera	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	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	No reason provided	Closed
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	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Emeryville	Customer Denies Access	Accuracy of Meter	Closed
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	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Unhappy with SM Program	Closed
Vacaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
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

145	05/24/10
146	05/24/10
147	05/24/10
148	05/24/10
149	05/24/10
150	05/25/10
151	05/25/10
152	05/25/10
153	05/25/10
154	05/25/10
155	05/26/10
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162	05/27/10
163	05/28/10
164	05/29/10
165	05/29/10
166	05/29/10
167	05/29/10
168	05/29/10
169	05/30/10
170	05/30/10
171	06/04/10
172	06/07/10
173	06/07/10
174	06/07/10
175	06/08/10
176	06/08/10
177	06/08/10
178	06/09/10
179	06/09/10
180	06/10/10
181	06/10/10
182	06/10/10
183	06/10/10
184	06/10/10
185	06/11/10
186	06/11/10
187	06/11/10
188	06/14/10
189	06/14/10
190	06/15/10
191	06/15/10
192	06/15/10
193	06/15/10
194	06/15/10
195	06/16/10

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	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
Clovis	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Medical Concerns	Closed
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer Denies Access	Under Investigation	Open
Port Costa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Emeryville	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
Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
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	Customer does not want a SmartMeter	Closed
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

196	06/16/10
197	06/16/10
198	06/17/10
199	06/17/10

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

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

Service City	Core Process	Nature of Issue	Status
Menlo Park	Customer Denies Access	Under Investigation	Open
Napa	Scheduling Problems	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Carmel	Network Equipment Installation	Under Investigation	Open
Cupertino	Scheduling Problems	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Occidental	Customer Denies Access	Under Investigation	Open
Vallejo	Network Equipment Installation	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Fresno	Wellington Installer	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Glen Ellen	Scheduling Problems	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sebastopol	Customer Denies Access	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Cotati	Household items affected by SM installation	Under Investigation	Open
San Ramon	Household items affected by SM installation	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Sonoma	Customer Denies Access	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Union City	Meter/Module	Under Investigation	Open
Vallejo	Customer Denies Access	Under Investigation	Open
Vallejo	Wellington Installer	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
Pleasanton	Wellington Installer	Under Investigation	Open
Angels Camp	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Napa	Customer Denies Access	Under Investigation	Open
American Canyon	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
San Jose	Scheduling Problems	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Vacaville	Other	Under Investigation	Open
Kingsburg	Power Interruption	Under Investigation	Open
San Jose	Other	Radio Frequency Concerns	Closed

43	04/15/10
44	04/16/10
45	04/19/10
46	04/19/10
47	04/21/10
48	04/27/10
49	04/30/10
50	05/07/10
51	05/07/10
52	05/10/10
53	05/10/10
54	05/10/10
55	05/10/10
56	05/10/10
57	05/10/10
58	05/10/10
59	05/10/10
60	05/11/10
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64	05/11/10
65	05/11/10
66	05/12/10
67	05/12/10
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84	05/18/10
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89	05/18/10
90	05/19/10
91	05/19/10
92	05/19/10
93	05/19/10

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	Customer does not want a SmartMeter	Closed
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
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	Wellington Installer	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Meter/Module	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Ramon	Customer Denies Access	No reason provided	Closed
Chico	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Customer does not want a SmartMeter	Closed
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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
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

94	05/19/10
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141	05/24/10
142	05/24/10
143	05/24/10
144	05/24/10

Tracy	Customer Denies Access	Under Investigation	Open
Fresno	Customer Denies Access	Under Investigation	Open
Guerneville	Customer Denies Access	Under Investigation	Open
Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
Madera	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	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	No reason provided	Closed
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	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Emeryville	Customer Denies Access	Accuracy of Meter	Closed
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	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Unhappy with SM Program	Closed
Vacaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
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

145	05/24/10
146	05/24/10
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151	05/25/10
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163	05/28/10
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168	05/29/10
169	05/30/10
170	05/30/10
171	06/04/10
172	06/07/10
173	06/07/10
174	06/07/10
175	06/08/10
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177	06/08/10
178	06/09/10
179	06/09/10
180	06/10/10
181	06/10/10
182	06/10/10
183	06/10/10
184	06/10/10
185	06/11/10
186	06/11/10
187	06/11/10
188	06/14/10
189	06/14/10
190	06/15/10
191	06/15/10
192	06/15/10
193	06/15/10
194	06/15/10
195	06/16/10

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	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
Clovis	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Medical Concerns	Closed
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer Denies Access	Under Investigation	Open
Port Costa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Emeryville	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
Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
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	Customer does not want a SmartMeter	Closed
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

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197	06/16/10
198	06/17/10
199	06/17/10

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

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

Core Process	Nature of Issue	Status
Customer Denies Access	Under Investigation	Open
Scheduling Problems	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Network Equipment Installation	Under Investigation	Open
Scheduling Problems	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Network Equipment Installation	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Scheduling Problems	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Household items affected by SM installation	Under Investigation	Open
Household items affected by SM installation	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Meter/Module	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Scheduling Problems	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Other	Under Investigation	Open
Power Interruption	Under Investigation	Open
Other	Radio Frequency Concerns	Closed

43	04/15/10
44	04/16/10
45	04/19/10
46	04/19/10
47	04/21/10
48	04/27/10
49	04/30/10
50	05/07/10
51	05/07/10
52	05/10/10
53	05/10/10
54	05/10/10
55	05/10/10
56	05/10/10
57	05/10/10
58	05/10/10
59	05/10/10
60	05/11/10
61	05/11/10
62	05/11/10
63	05/11/10
64	05/11/10
65	05/11/10
66	05/12/10
67	05/12/10
68	05/13/10
69	05/14/10
70	05/14/10
71	05/14/10
72	05/14/10
73	05/15/10
74	05/15/10
75	05/15/10
76	05/15/10
77	05/17/10
78	05/17/10
79	05/17/10
80	05/17/10
81	05/17/10
82	05/17/10
83	05/17/10
84	05/18/10
85	05/18/10
86	05/18/10
87	05/18/10
88	05/18/10
89	05/18/10
90	05/19/10
91	05/19/10
92	05/19/10
93	05/19/10

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	Customer does not want a SmartMeter	Closed
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
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	Wellington Installer	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Meter/Module	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Ramon	Customer Denies Access	No reason provided	Closed
Chico	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Customer does not want a SmartMeter	Closed
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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
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

94	05/19/10
95	05/20/10
96	05/20/10
97	05/20/10
98	05/20/10
99	05/20/10
100	05/20/10
101	05/20/10
102	05/21/10
103	05/21/10
104	05/21/10
105	05/21/10
106	05/21/10
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134	05/24/10
135	05/24/10
136	05/24/10
137	05/24/10
138	05/24/10
139	05/24/10
140	05/24/10
141	05/24/10
142	05/24/10
143	05/24/10
144	05/24/10

Tracy	Customer Denies Access	Under Investigation	Open
Fresno	Customer Denies Access	Under Investigation	Open
Guerneville	Customer Denies Access	Under Investigation	Open
Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
Madera	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	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	No reason provided	Closed
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	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Emeryville	Customer Denies Access	Accuracy of Meter	Closed
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	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Unhappy with SM Program	Closed
Vacaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
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

145	05/24/10
146	05/24/10
147	05/24/10
148	05/24/10
149	05/24/10
150	05/25/10
151	05/25/10
152	05/25/10
153	05/25/10
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168	05/29/10
169	05/30/10
170	05/30/10
171	06/04/10
172	06/07/10
173	06/07/10
174	06/07/10
175	06/08/10
176	06/08/10
177	06/08/10
178	06/09/10
179	06/09/10
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181	06/10/10
182	06/10/10
183	06/10/10
184	06/10/10
185	06/11/10
186	06/11/10
187	06/11/10
188	06/14/10
189	06/14/10
190	06/15/10
191	06/15/10
192	06/15/10
193	06/15/10
194	06/15/10
195	06/16/10

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	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
Clovis	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Medical Concerns	Closed
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer Denies Access	Under Investigation	Open
Port Costa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Emeryville	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
Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
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	Customer does not want a SmartMeter	Closed
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

196	06/16/10
197	06/16/10
198	06/17/10
199	06/17/10

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

43	04/15/10
44	04/16/10
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51	05/07/10
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91	05/19/10
92	05/19/10
93	05/19/10

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	Customer does not want a SmartMeter	Closed
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
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	Wellington Installer	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Meter/Module	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Ramon	Customer Denies Access	No reason provided	Closed
Chico	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Customer does not want a SmartMeter	Closed
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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
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

94	05/19/10
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142	05/24/10
143	05/24/10
144	05/24/10

Tracy	Customer Denies Access	Under Investigation	Open
Fresno	Customer Denies Access	Under Investigation	Open
Guerneville	Customer Denies Access	Under Investigation	Open
Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
Madera	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	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	No reason provided	Closed
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	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Emeryville	Customer Denies Access	Accuracy of Meter	Closed
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	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Unhappy with SM Program	Closed
Vacaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
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

145	05/24/10
146	05/24/10
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171	06/04/10
172	06/07/10
173	06/07/10
174	06/07/10
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184	06/10/10
185	06/11/10
186	06/11/10
187	06/11/10
188	06/14/10
189	06/14/10
190	06/15/10
191	06/15/10
192	06/15/10
193	06/15/10
194	06/15/10
195	06/16/10

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	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
Clovis	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Medical Concerns	Closed
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer Denies Access	Under Investigation	Open
Port Costa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Emeryville	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
Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
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	Customer does not want a SmartMeter	Closed
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

196	06/16/10
197	06/16/10
198	06/17/10
199	06/17/10

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

43	04/15/10
44	04/16/10
45	04/19/10
46	04/19/10
47	04/21/10
48	04/27/10
49	04/30/10
50	05/07/10
51	05/07/10
52	05/10/10
53	05/10/10
54	05/10/10
55	05/10/10
56	05/10/10
57	05/10/10
58	05/10/10
59	05/10/10
60	05/11/10
61	05/11/10
62	05/11/10
63	05/11/10
64	05/11/10
65	05/11/10
66	05/12/10
67	05/12/10
68	05/13/10
69	05/14/10
70	05/14/10
71	05/14/10
72	05/14/10
73	05/15/10
74	05/15/10
75	05/15/10
76	05/15/10
77	05/17/10
78	05/17/10
79	05/17/10
80	05/17/10
81	05/17/10
82	05/17/10
83	05/17/10
84	05/18/10
85	05/18/10
86	05/18/10
87	05/18/10
88	05/18/10
89	05/18/10
90	05/19/10
91	05/19/10
92	05/19/10
93	05/19/10

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	Customer does not want a SmartMeter	Closed
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
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	Wellington Installer	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Meter/Module	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Ramon	Customer Denies Access	No reason provided	Closed
Chico	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Customer does not want a SmartMeter	Closed
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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
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

94	05/19/10
95	05/20/10
96	05/20/10
97	05/20/10
98	05/20/10
99	05/20/10
100	05/20/10
101	05/20/10
102	05/21/10
103	05/21/10
104	05/21/10
105	05/21/10
106	05/21/10
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119	05/21/10
120	05/22/10
121	05/22/10
122	05/22/10
123	05/22/10
124	05/22/10
125	05/22/10
126	05/22/10
127	05/22/10
128	05/23/10
129	05/23/10
130	05/23/10
131	05/24/10
132	05/24/10
133	05/24/10
134	05/24/10
135	05/24/10
136	05/24/10
137	05/24/10
138	05/24/10
139	05/24/10
140	05/24/10
141	05/24/10
142	05/24/10
143	05/24/10
144	05/24/10

Tracy	Customer Denies Access	Under Investigation	Open
Fresno	Customer Denies Access	Under Investigation	Open
Guerneville	Customer Denies Access	Under Investigation	Open
Los Banos	Customer wants Smartmeter Removed	Under Investigation	Open
Madera	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	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	No reason provided	Closed
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	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Emeryville	Customer Denies Access	Accuracy of Meter	Closed
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	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Unhappy with SM Program	Closed
Vacaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
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

145	05/24/10
146	05/24/10
147	05/24/10
148	05/24/10
149	05/24/10
150	05/25/10
151	05/25/10
152	05/25/10
153	05/25/10
154	05/25/10
155	05/26/10
156	05/26/10
157	05/26/10
158	05/27/10
159	05/27/10
160	05/27/10
161	05/27/10
162	05/27/10
163	05/28/10
164	05/29/10
165	05/29/10
166	05/29/10
167	05/29/10
168	05/29/10
169	05/30/10
170	05/30/10
171	06/04/10
172	06/07/10
173	06/07/10
174	06/07/10
175	06/08/10
176	06/08/10
177	06/08/10
178	06/09/10
179	06/09/10
180	06/10/10
181	06/10/10
182	06/10/10
183	06/10/10
184	06/10/10
185	06/11/10
186	06/11/10
187	06/11/10
188	06/14/10
189	06/14/10
190	06/15/10
191	06/15/10
192	06/15/10
193	06/15/10
194	06/15/10
195	06/16/10

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	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
Clovis	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Medical Concerns	Closed
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer Denies Access	Under Investigation	Open
Port Costa	Customer Denies Access	Customer does not want a SmartMeter	Closed
Emeryville	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
Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
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	Customer does not want a SmartMeter	Closed
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

196	06/16/10
197	06/16/10
198	06/17/10
199	06/17/10

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

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hico
leasant Hill
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06/24/10

an Mateo
amp Meeker
oncord

Santa Rosa

Customer Denies Access

Customer does not want a SmartMeter

Closed

219	06/25/10
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Davis	Household items affected by SM installation	Under Investigation	Open
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220	06/26/10
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Sanger	Customer wants Smartmeter Removed	Under Investigation	Open
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household items affected by SM installation
customer Denies Access
household items affected by SM installation
customer Denies Access
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221	06/28/10
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San Jose	Household items affected by SM installatio	Under Investigation	Open
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ustomer Denies Access

Household Items affected by SM installation
customer wants Smartmeter Removed
ustomer Denies Access
ustomer Denies Access

Santa Clara	Household items affected by SM installatio	Under Investigation	Open
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224	06/28/10
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Union City	Meter/Module	Other	Closed
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ustomer does not want a SmartMeter

ustomer does not want a SmartMeter
o reason provided

ustomer does not want a SmartMeter

226	06/30/10
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San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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o reason provided

ccuracy of Meter
ustomer does not want a SmartMeter
ustomer does not want a SmartMeter

ccuracy of Meter

ustomer does not want a SmartMeter

nhappy with SM Program

ustomer does not want a SmartMeter
ustomer does not want a SmartMeter
ustomer does not want a SmartMeter

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ustomer does not want a SmartMeter
ustomer does not want a SmartMeter
ustomer does not want a SmartMeter
ustomer does not want a SmartMeter

edical Concerns

ustomer does not want a SmartMeter

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ustomer does not want a SmartMeter
ustomer does not want a SmartMeter
ustomer does not want a SmartMeter
ustomer does not want a SmartMeter
ustomer does not want a SmartMeter
ustomer Denies Wellington Access

ustomer does not want a SmartMeter

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228	07/01/10
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San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 October 7, 2010 -- For the Period September 25, 2010 through October 1, 2010

Color Key	
	Closed Since the Last Report
	New Since the Last Report
	No SmartMeter™ Device Installed

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	5/21/10	{Redacted}		SAN MATEO	Open	Under Investigation
2	9/10/10			SAN FRANCISCO	Open	Under Investigation
3	9/11/10			ANTIOCH	Open	Under Investigation
4	9/13/10			LOS ALTOS HILLS	Open	Under Investigation
5	9/29/10			SAN LEANDRO	Closed	Bill is Accurate. Service initiated on 3/16/10. Electric SmartMeter was installed on 10/20/09 prior to customer moving in. Meter was tested on 5/17/10 and passed. Customer complained of a high bill for the period 4/3/10-5/2/10 when residence was vacant and under construction. A review of the interval data shows that usage was consistently lower than 0.15 kW per one hour interval until 4/5/10. Between 4/5/10 and 5/2/10 while residence was vacant, ADU was 54.26. After customer moved in, ADU (kWh) decreased to 17.97, 22.38, 11.59, 12.30 and 11.70 (June-Oct. 2010). Customer was advised that PG&E is not aware of what consumed the power during the stated period when residence was vacant. An adjustment was not offered given that the SmartMeter tested accurately and usage decreased significantly after move-in. However, a payment arrangement was offered to the customer.
6	9/29/10			RICHMOND	Open	Under Investigation

*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.

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 October 7, 2010 -- For the Period September 25, 2010 through October 1, 2010

Color Key	
	Closed Since the Last Report
	New Since the Last Report
	No SmartMeter™ Device Installed

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	5/21/10	{Redacted}		SAN MATEO	Open	Under Investigation
2	9/10/10			SAN FRANCISCO	Open	Under Investigation
3	9/11/10			ANTIOCH	Open	Under Investigation
4	9/13/10			LOS ALTOS HILLS	Open	Under Investigation
5	9/29/10			SAN LEANDRO	Closed	Bill is Accurate. Service initiated on 3/16/10. Electric SmartMeter was installed on 10/20/09 prior to customer moving in. Meter was tested on 5/17/10 and passed. Customer complained of a high bill for the period 4/3/10-5/2/10 when residence was vacant and under construction. A review of the interval data shows that usage was consistently lower than 0.15 kW per one hour interval until 4/5/10. Between 4/5/10 and 5/2/10 while residence was vacant, ADU was 54.26. After customer moved in, ADU (kWh) decreased to 17.97, 22.38, 11.59, 12.30 and 11.70 (June-Oct. 2010). Customer was advised that PG&E is not aware of what consumed the power during the stated period when residence was vacant. An adjustment was not offered given that the SmartMeter tested accurately and usage decreased significantly after move-in. However, a payment arrangement was offered to the customer.
6	9/29/10			RICHMOND	Open	Under Investigation

*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.

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