# Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM Installation Issues Report

October 14, 2010 - For the Period October 2, 2010 through October 8, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	1/4/10	{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open
2	1/15/10	, ,		Napa	Scheduling Problems	Under Investigation	Open
3	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
4	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
5	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
6	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
7	2/17/10			√allejo	Wellington Installer	Under Investigation	Open
8	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
9	2/22/10			Occidental	Customer Denies Access	Under Investigation	Open
10	2/22/10			√allejo	Network Equipment Installation	Under Investigation	Open
11	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
12	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
13	3/1/10			Fresno	Wellington Installer	Under Investigation	Open
14	3/1/10			√allejo	Wellington Installer	Under Investigation	Open
15	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
16	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
17	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
18	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
19	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
20	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
21	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
22	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
23	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
24	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
25	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
26	3/10/10			√allejo	Customer Denies Access	Under Investigation	Open
27	3/12/10			Jnion City	Meter/Module	Under Investigation	Open
28	3/12/10			√allejo	Customer Denies Access	Under Investigation	Open
29	3/12/10			√allejo	Wellington Installer	Under Investigation	Open
30	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
31	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
32	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
33	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
34	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
35	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
36	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
37	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
38	3/22/10			Ггасу	Customer Denies Access	Under Investigation	Open
39	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
40	4/5/10			√acaville	Other	Under Investigation	Open
41	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
42	4/15/10			Madera	Other	Under Investigation	Open

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43	4/16/10		San Jose		Scheduling Problems	Under Investigation	Open
44	4/19/10		Brentwoo	d	Household items affected by SM installation	Under Investigation	Open
45	4/21/10		Madera		Household items affected by SM installation	Under Investigation	Open
46	4/27/10		_emoore		Customer Denies Access	Under Investigation	Open
47	4/30/10		Richmon	d	Other	Under Investigation	Open
48	5/7/10		San Jose		Customer Denies Access	Under Investigation	Open
49	5/7/10		San Jose		Meter/Module	Under Investigation	Open
50	5/10/10		_os Gato	s	Customer Denies Access	Under Investigation	Open
51	5/10/10		San Jose		Customer Denies Access	Under Investigation	Open
52	5/10/10		San Jose		Customer Denies Access	Under Investigation	Open
53	5/10/10		San Jose		Customer Denies Access	Under Investigation	Open
54	5/10/10		San Jose		Customer Denies Access	Under Investigation	Open
55	5/10/10		San Jose		Customer Denies Access	Under Investigation	Open
56	5/10/10		San Jose		Other	Under Investigation	Open
57	5/10/10		Shingle S	prings	Customer Denies Access	Under Investigation	Open
58	5/11/10		Chico		Household items affected by SM installation	Under Investigation	Open
59	5/11/10		San Jose		Customer Denies Access	Under Investigation	Open
60	5/11/10		San Jose		Customer Denies Access	Under Investigation	Open
61	5/11/10		San Jose		Customer Denies Access	Under Investigation	Open
62	5/11/10		San Jose		Customer Denies Access	Under Investigation	Open
63	5/11/10		San Jose		Customer Denies Access	Under Investigation	Open
64	5/12/10		San Jose		Customer Denies Access	Under Investigation	Open
65	5/12/10		San Jose		Wellington Installer	Under Investigation	Open
66	5/13/10		San Jose		Customer Denies Access	Under Investigation	Open
67	5/14/10		Antioch		Meter/Module	Under Investigation	Open
68	5/14/10		San Jose		Meter/Module	Under Investigation	Open
69	5/15/10		Chico		Customer Denies Access	Under Investigation	Open
70	5/15/10		_os Gato	s	Customer Denies Access	Under Investigation	Open
71	5/15/10		San Jose		Customer wants Smartmeter Removed	Under Investigation	Open
72	5/17/10		Alameda		SmartMeter Customer Communication	Other	Closed
73	5/17/10		Alamo		Scheduling Problems	Under Investigation	Open
74	5/17/10		∟os Gato	s	Customer Denies Access	Under Investigation	Open
75	5/17/10		_os Gato	s	Customer Denies Access	Under Investigation	Open
76	5/17/10		S. San Fi	ancisco	Other	Under Investigation	Open
77	5/17/10		San Jose		Customer Denies Access	Under Investigation	Open
78	5/17/10		Sunnyvai	е	Customer Denies Access	Under Investigation	Open
79	5/18/10		_os Gato	s	Customer Denies Access	Under Investigation	Open
80	5/18/10		Placervill	е	Customer Denies Access	Under Investigation	Open
81	5/18/10		San Jose		Customer Denies Access	Under Investigation	Open
82	5/18/10		San Jose	,	Customer wants Smartmeter Removed	Under Investigation	Open
83	5/18/10		Ггасу		Customer Denies Access	Customer does not want a SmartMeter	Closed
84	5/18/10		Yuba City		Power Interruption	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
86	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
87	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
88	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
89	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
90	5/20/10			-resno	Customer Denies Access	Customer does not want a SmartMeter	Closed
91	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
92	5/20/10			∟os Banos	Customer wants Smartmeter Removed	No reason provided	Closed
93	5/20/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
94	5/20/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
95	5/20/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
96	5/20/10			Tracy	Power Interruption	Under Investigation	Open
97	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
98	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
99	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
100	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
101	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
102	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
103	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
104	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
105	5/21/10			∟os Altos	Household items affected by SM installation	Under Investigation	Open
106	5/21/10			∟os Gatos	Customer Denies Access	Under Investigation	Open
107	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
108	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
109	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
110	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
111	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
112	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
113	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
114	5/22/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
115	5/22/10			√acaville	Meter/Module	Under Investigation	Open
116	5/23/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
117	5/24/10			Concord	Household items affected by SM installation	Under Investigation	Open
118	5/24/10			Emeryville	Customer Denies Access	Accuracy of Meter	Closed
119	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
120	5/24/10			_ivermore	Household items affected by SM installation	Under Investigation	Open
121	5/24/10			Vilpitas	SmartMeter Customer Communication	Under Investigation	Open
122	5/24/10			Oakland	Customer Denies Access	Medical Concerns	Closed
123	5/24/10			Oakland	Customer Denies Access	Medical Concerns	Closed
124	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
125	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
126	5/24/10			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
127	5/24/10	Dakland	Customer Denies Access	Under Investigation	Open
128	5/24/10	Oakland	Customer Denies Access	Under Investigation	Open
129	5/24/10	Oakland	Customer Denies Access	Under Investigation	Open
130	5/24/10	Oakland	Customer Denies Access	Under Investigation	Open
131	5/24/10	Oakland	Customer Denies Access	Under Investigation	Open
132	5/24/10	Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
133	5/24/10	Pleasant Hill	Customer wants Smartmeter Removed	No reason provided	Closed
134	5/24/10	Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
135	5/25/10	Fairfield	Power Interruption	Under Investigation	Open
136	5/26/10	Clovis	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
137	5/26/10	San Jose	SmartMeter Customer Communication	Under Investigation	Open
138	5/27/10	Oakland	Customer Denies Access	Under Investigation	Open
139	5/27/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
140	5/30/10	Sacramento	Household items affected by SM installation	Under Investigation	Open
141	5/30/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
142	6/4/10	San Jose	Household items affected by SM installation	Under Investigation	Open
143	6/7/10	Arvin	Household items affected by SM installation	Under Investigation	Open
144	6/7/10	San Jose	Household items affected by SM installation	Under Investigation	Open
145	6/8/10	Fresno	Power Interruption	Under Investigation	Open
146	6/8/10	Milpitas	Household items affected by SM installation	Under Investigation	Open
147	6/8/10	Santa Rosa	Potential Wellington Claim	Under Investigation	Open
148	6/9/10	San Jose	Household items affected by SM installation	Under Investigation	Open
149	6/9/10	San Jose	Household items affected by SM installation	Under Investigation	Open
150	6/10/10	San Jose	Meter/Module Equipment	Under Investigation	Open
151	6/10/10	San Jose	Meter/Module Equipment	Under Investigation	Open
152	6/10/10	Saratoga	SmartMeter Customer Communication	Under Investigation	Open
153	6/10/10	Sunnyvale	Meter/Module Equipment	Under Investigation	Open
154	6/10/10	√allejo	Household items affected by SM installation	Under Investigation	Open
155	6/11/10	Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
156	6/11/10	Saratoga	Household items affected by SM installation	Under Investigation	Open
157	6/11/10	Shingle Springs	Household items affected by SM installation	Radio Frequency Concerns	Closed
158	6/14/10	El Dorado Hills	Customer Denies Access	Under Investigation	Open
159	6/14/10	=airfield	Household items affected by SM installation	Under Investigation	Open
160	6/15/10	Chico	Household items affected by SM installation	Under Investigation	Open
161	6/15/10	Pleasant Hill	Customer Denies Access	Under Investigation	Open
162	6/15/10	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
163	6/15/10	San Jose	Household items affected by SM installation	Under Investigation	Open
164	6/15/10	Shingle Springs	Household items affected by SM installation	Under Investigation	Open
165	6/16/10	Dinuba	Customer Denies Access	Unhappy with SM Program	Closed
166	6/16/10	San Jose	Household items affected by SM installation	Under Investigation	Open
167	6/16/10	San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
168	6/17/10	Camp Meeker	Customer Denies Access	Under Investigation	Open

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No.	Call Date Customer Name	Account Service City	Core Process	Nature of Issue	Status
169	6/17/10	Concord	Customer Denies Access	Under Investigation	Open
170	6/17/10	Pleasanton	Customer Denies Access	Under Investigation	Open
171	6/17/10	Richmond	Service Planning (misc)	Under Investigation	Open
172	6/17/10	San Jose	Household items affected by SM installation	Under Investigation	Open
173	6/17/10	San Jose	Household items affected by SM installation	Under Investigation	Open
174	6/18/10	San Jose	Household items affected by SM installation	Under Investigation	Open
175	6/18/10	San Jose	Household items affected by SM installation	Under Investigation	Open
176	6/18/10	San Jose	SmartMeter Customer Communication	Under Investigation	Open
177	6/20/10	Milpitas	Power Interruption	Under Investigation	Open
178	6/21/10	Newcastle	Household items affected by SM installation	under investigation	Open
179	6/21/10	San Jose	Power Interruption	Under Investigation	Open
180	6/22/10	Fair Oaks	Network Equipment Installation	Concerns with equipment/pole location	Closed
181	6/22/10	San Jose	Customer Denies Access	Under Investigation	Open
182	6/23/10	Bridgeville	Network Equipment Installation	Under Investigation	Open
183	6/23/10	Mi Wuk Village		Under Investigation	Open
184	6/23/10	San Jose	Household items affected by SM installation	Under Investigation	Open
185	6/25/10	Davis	Household items affected by SM installation	Under Investigation	Open
186	6/26/10	Sanger	Customer wants Smartmeter Removed	No reason provided	Closed
187	6/28/10	San Jose	Household items affected by SM installatio	Under Investigation	Open
188	6/28/10	San Jose	Household items affected by SM installatio	Under Investigation	Open
189	6/28/10	Santa Clara	Household items affected by SM installatio	Under Investigation	Open
190	6/29/10	_os Gatos	Customer Denies Access	Under Investigation	Open
191	6/30/10	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
192	6/30/10	Tracy	Household items affected by SM installatio	Under Investigation	Open
193	7/1/10	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
194	7/1/10	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
195	7/1/10	San Jose	SmartMeter Customer Communication	Under Investigation	Open
196	7/2/10	San Jose	Household items affected by SM installatio	Under Investigation	Open
197	7/6/10	Oroville	Customer Denies Access	Under Investigation	Open
198	7/6/10	Paradise	SmartMeter Customer Communication	Under Investigation	Open
199	7/6/10	Stockton	SmartMeter Customer Communication	Under Investigation	Open
200	7/8/10	Placerville	Household items affected by SM installatio	Under Investigation	Open
201	7/8/10	San Francisco	SmartMeter Customer Communication	Under Investigation	Open
202	7/9/10	Oakland	Customer Denies Access	Under Investigation	Open
203	7/9/10	Oakland	Household items affected by SM installatio	Under Investigation	Open
204	7/9/10	San Jose	Scheduling Problems	Under Investigation	Open
205	7/9/10	√acaville	Customer Denies Access	Under Investigation	Open
206	7/9/10	Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
207	7/10/10	Chico	Customer Denies Access	Under Investigation	Open
208	7/12/10	Santa Cruz		Radio Frequency Concerns	Closed
209	7/12/10	Santa Rosa		Customer does not want a SmartMeter	Closed
210	7/12/10	Sunnyvale	Household items affected by SM installation	Under Investigation	Open

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Amador City   SmartMeter Customer Communication   Under Investigation	Open           Aleter         Closed           Open         Open
Dakland	Open Open Open Open Open Open Open Open
214 7/14/10 215 7/15/10 216 7/15/10 217 7/15/10 218 7/15/10 219 7/15/10 219 7/15/10 219 7/15/10 220 7/17/10 221 7/15/10 221 7/15/10 222 7/19/10 223 7/19/10 224 7/20/10 225 7/21/10 226 7/21/10 227 7/23/10 228 7/23/10 229 7/24/10 230 7/26/10 231 7/26/10 231 7/26/10 232 7/26/10 233 7/26/10 233 7/26/10 234 7/28/10 234 7/28/10 235 Altos SmrtMeter Customer Communication Under Investigation 24	Open Open Open Open Open Open Open Open
215 7/15/10 216 7/15/10 217 7/15/10 218 7/15/10 219 7/15/10 219 7/15/10 220 7/17/10 221 7/19/10 222 7/19/10 223 7/21/10 224 7/23/10 225 7/21/10 226 7/21/10 227 7/23/10 228 7/23/10 229 7/24/10 230 7/26/10 231 7/26/10 231 7/26/10 232 7/28/10 233 7/26/10 233 7/28/10 246 7/28/10 256 Ackess Ackes Ackess Ackess Ackes Ackess Acke	Open Open Open Open Open Open Open Open
216 7/15/10 217 7/15/10 218 7/15/10 219 7/15/10 220 7/17/10 221 7/19/10 222 7/19/10 223 7/21/10 226 7/23/10 227 7/23/10 228 7/26/10 229 7/28/10 220 7/28/10 220 7/28/10 220 7/28/10 221 7/28/10 222 7/28/10 223 7/28/10 224 7/28/10 225 7/28/10 226 7/28/10 227 7/28/10 228 7/28/10 229 7/28/10 220 7/	Open Open Open Open Open Open Open Open
217 7/15/10 218 7/15/10 219 7/15/10 210 7/15/10 220 7/17/10 221 7/19/10 221 7/19/10 222 7/19/10 223 7/21/10 226 7/21/10 227 7/23/10 228 7/23/10 229 7/24/10 220 7/26/10 230 7/26/10 231 7/26/10 232 7/27/10 233 7/28/10 234 7/28/10 234 7/28/10 235 27/28/10 236 27/28/10 237 7/28/10 238 27/28/10 238 27/28/10 239 7/28/10 230 7/28/10 230 7/28/10 231 7/28/10 232 7/28/10 233 7/28/10 234 7/28/10 235 27/28/10 25 27/27/10 26 27/28/10 27 27/28/10 28 27/27/10 29 27/27/10 29 27/27/10 20 20 20 20 20 20 20 20 20 20 20 20 20 2	Open Open Open Open Open Open Open Open
218 7/15/10 219 7/15/10 220 7/17/10 221 7/19/10 222 7/19/10 223 7/19/10 224 7/20/10 225 7/21/10 226 7/21/10 227 7/23/10 228 7/23/10 229 7/24/10 220 7/26/10 220 7/28/10 220 7/28/10 221 7/28/10 222 7/28/10 223 7/28/10 224 7/28/10 225 7/28/10 226 7/22/10 227 7/28/10 228 7/22/10 229 7/24/10 229 7/24/10 220 7/26/10 220 7/26/10 220 7/26/10 221 7/28/10 222 7/28/10 223 7/28/10 224 7/28/10 225 7/22/10 226 7/22/10 227 7/28/10 228 7/23/10 229 7/24/10 229 7/24/10 220 7/26/10 230 7/26/10 231 7/26/10 232 7/27/10 233 7/28/10 234 7/28/10 234 7/28/10 235 7/28/10 236 7/28/10 237 7/28/10 238 7/28/10 239 7/28/10 240 7/28/10 250 7/28/10 250 7/28/10 250 7/28/10 250 7/28/10 260 7/28/10 270 7/28/10 280 7/	Open Open Open Open Open Open Open Open
219 7/15/10 220 7/17/10 221 7/19/10 222 7/19/10 222 7/19/10 223 7/19/10 224 7/20/10 225 7/21/10 226 7/21/10 227 7/23/10 227 7/23/10 228 7/23/10 229 7/23/10 220 7/26/10 230 7/26/10 231 7/26/10 232 7/28/10 233 7/28/10 234 7/28/10 234 7/28/10 234 7/28/10 235 7/28/10 236 7/28/10 237 7/28/10 238 7/28/10 238 7/28/10 239 7/28/10 240 7/20/10 250 7/28/10 250 7/28/10 250 7/28/10 250 7/28/10 260 7/26/10 270 7/28/10 280 7/28/10 290 7/28/10 291 7/28/10 292 7/28/10 293 7/28/10 294 7/28/10 295 7/28/10 296 7/28/10 296 7/28/10 297 7/28/10 298 7/28/10 299 7/28/10 290 7/	Open Open Open Open Open Open Open Open
220 7/17/10 221 7/19/10 222 7/19/10 223 7/19/10 224 7/20/10 225 7/21/10 226 7/21/10 227 7/23/10 228 7/23/10 229 7/24/10 220 7/26/10 230 7/26/10 231 7/26/10 231 7/26/10 232 7/28/10 233 7/28/10 234 7/28/10 235 7/28/10 246 7/28/10 25 7/28/10 26 Gatos Household items affected by SM installatio Under Investigation 25 Figure 1.0 26 Figure 2.0 27 7/28/10 28 Figure 2.0 28 Figure 2.0 29 Figure 2.0 20 Figure 2.0 20 Figure 2.0 20 Figure 2.0 21 Figure 2.0 22 Figure 2.0 23 Figure 2.0 24 Figure 2.0 25 Figure 2.0 26 Figure 2.0 27 Figure 2.0 28 Figure 2.0 29 Figure 2.0 20	Open Open Open Open Open Open Open Open
Campbell   SmartMeter Customer Communication   Under Investigation	Open Open Open Open Open Open Open
222 7/19/10 223 7/19/10 224 7/20/10 225 7/21/10 226 7/21/10 227 7/23/10 228 7/23/10 229 7/24/10 220 7/26/10 230 7/26/10 231 7/26/10 231 7/26/10 232 7/27/10 233 7/28/10 234 7/28/10 234 7/28/10 235 7/28/10 246 7/28/10 25 7/28/10 26 7/21/10 27 7/28/10 28 7/28/10 29 7/28/10 20 7	Open Open Open Open Open
7/19/10 224 7/20/10 225 7/21/10 226 7/21/10 227 7/23/10 228 7/23/10 229 7/24/10 220 7/26/10 221 7/26/10 222 7/26/10 223 7/26/10 230 7/26/10 231 7/26/10 231 7/26/10 232 7/27/10 233 7/28/10 233 7/28/10 234 7/28/10 234 7/28/10 235 7/28/10 246 7/28/10 257 7/28/10 26	Open Open Open
224 7/20/10 225 7/21/10 226 7/21/10 227 7/23/10 228 7/23/10 228 7/24/10 229 7/24/10 220 7/24/10 220 7/24/10 221 7/23/10 222 7/23/10 223 7/26/10 225 7/26/10 226 7/21/10 227 7/28/10 228 7/23/10 229 7/24/10 220 7/24/10 230 7/26/10 231 7/26/10 232 7/27/10 233 7/28/10 234 7/28/10 234 7/28/10 235 7/28/10 236 7/28/10 237 7/28/10 238 7/28/10 239 7/28/10 230 7/28/10 230 7/28/10 231 7/28/10 232 7/28/10 233 7/28/10 234 7/28/10 235 7/28/10 25	Open Open
225 7/21/10 226 7/21/10 227 7/23/10 228 7/23/10 228 7/23/10 229 7/24/10 229 7/24/10 230 7/26/10 231 7/26/10 231 7/26/10 232 7/27/10 233 7/28/10 234 7/28/10 236 7/28/10 29 7/28/10 29 0	Open
2267/21/102277/23/102287/23/102297/24/102307/26/102317/26/102317/26/102327/27/102337/26/102347/28/102377/28/102387/28/102397/28/102307/28/102317/28/102327/27/102337/28/102347/28/102347/28/102357/28/102367/28/102377/28/102387/28/102397/28/102307/28/102317/28/102327/28/102337/28/102347/28/102357/28/102367/28/102377/28/102387/28/102397/28/102307/28/102317/28/102327/28/102337/28/102347/28/102357/28/102367/28/102377/28/102387/28/102397/28/102307/28/102317/28/102327/28/102337/28/102347/28/102357/28/102367/28/102377/28/102387/28/102397/28/102407/28/10 <tr< td=""><td>•</td></tr<>	•
227 7/23/10 228 7/23/10 229 7/24/10 229 7/26/10 230 7/26/10 231 7/26/10 231 7/26/10 232 7/27/10 232 7/27/10 233 7/28/10 234 7/28/10 236 7/28/10 237 7/28/10 238 7/28/10 248 7/28/10 259 7/28/10 260 Paradise Household items affected by SM installatio Under Investigation 270 Customer Denies Access Under Investigation 270 Customer Denies Access Under Investigation 270 Groveland Household items affected by SM installatio Under Investigation 270 Dakland Wellington Installer Under Investigation 270 Dakland Wellington Installer Under Investigation 270 Placerville Wellington Installer Under Investigation	Open
2287/23/102297/24/10SacramentoCustomer Denies AccessUnder Investigation2307/26/10GrovelandHousehold items affected by SM installatio Under Investigation2317/26/10San JoseHousehold items affected by SM installatio Under Investigation2327/27/10DaklandWellington InstallerUnder Investigation2337/28/10DaklandWellington InstallerUnder Investigation2347/28/10PlacervilleWellington InstallerUnder Investigation	0,00.1
2297/24/10SacramentoCustomer Denies AccessUnder Investigation2307/26/10GrovelandHousehold items affected by SM installatio Under Investigation2317/26/10San JoseHousehold items affected by SM installatio Under Investigation2327/27/10DaklandWellington InstallerUnder Investigation2337/28/10DaklandWellington InstallerUnder Investigation2347/28/10PlacervilleWellington InstallerUnder Investigation	Open
2307/26/10GrovelandHousehold items affected by SM installatio Under Investigation2317/26/10San JoseHousehold items affected by SM installatio Under Investigation2327/27/10OaklandWellington InstallerUnder Investigation2337/28/10OaklandWellington InstallerUnder Investigation2347/28/10PlacervilleWellington InstallerUnder Investigation	Open
2317/26/10San JoseHousehold items affected by SM installatio Under Investigation2327/27/10OaklandWellington InstallerUnder Investigation2337/28/10OaklandWellington InstallerUnder Investigation2347/28/10PlacervilleWellington InstallerUnder Investigation	Open
2327/27/10DaklandWellington InstallerUnder Investigation2337/28/10DaklandWellington InstallerUnder Investigation2347/28/10PlacervilleWellington InstallerUnder Investigation	Open
233 7/28/10 234 7/28/10 Dakland Wellington Installer Under Investigation Placerville Wellington Installer Under Investigation	Open
234 7/28/10 Placerville Wellington Installer Under Investigation	Open
	Open
	Open
235 7/28/10 San Jose Network Equipment Installation Under Investigation	Open
236 7/28/10 San Jose SmartMeter Customer Communication Under Investigation	Open
237 7/28/10 San Jose Wellington Installer Under Investigation	Open
238 7/28/10 San Jose Wellington Installer Under Investigation	Open
239 7/29/10 Los Gatos Wellington Installer Under Investigation	Open
240 7/29/10 Dakland Wellington Installer Under Investigation	Open
241 7/29/10 Placerville Wellington Installer Under Investigation	Open
242 7/29/10 Rancho Cordova Wellington Installer Under Investigation	Open
243 7/29/10 San Jose Household items affected by SM installatio Under Investigation	Open
244 7/29/10 Santa Rosa Customer Denies Access Under Investigation	Open
245 7/30/10 Ben Lomond Household items affected by SM installatio Under Investigation	Open
246 7/30/10 Dobbins Wellington Installer Under Investigation	Open
247 7/30/10 Dakland Wellington Installer Under Investigation	Open
248 7/30/10 Union City Customer Denies Access Accuracy of Meter	Closed
249 8/2/10 La Honda Customer Denies Access Under Investigation	0,000
250 8/2/10 Pinole Customer Denies Access Accuracy of Meter	Open
251 8/2/10 San Francisco Customer wants Smartmeter Removed Under Investigation	AMAZONO MONTANA DE LA CONTRACTOR DE LA C
252 8/3/10 Menlo Park SmartMeter Customer Communication Under Investigation	Open

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## Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM Installation Issues Report

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Color Key	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
253	8/3/10			Petaluma	Wellington Installer	Under Investigation	Open
254	8/3/10			Pittsburg	Customer Denies Access	Under Investigation	Open
255	8/3/10			San Francisco	Customer Denies Access	Under Investigation	Open
256	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
257	8/4/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
258	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
259	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
260	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
261	8/4/10			Penn Valley	Wellington Installer	Under Investigation	Open
262	8/4/10			Placerville	Household items affected by SM installatio	Damaged Other Household Appliances	Closed
263	8/5/10			San Jose	Wellington Installer	Under Investigation	Open
264	8/6/10			Coulterville	Wellington Installer	Under Investigation	Open
265	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
266	8/6/10			Saratoga	Customer Denies Access	Under Investigation	Open
267	8/8/10			Cloverdale	Power Interruption	Under Investigation	Open
268	8/9/10			Berkeley	Power Interruption	Complete Power Outage	Closed
269	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
270	8/9/10			Cameron Park	Wellington Installer	Under Investigation	Open
271	8/9/10			Camino	Wellington Installer	Under Investigation	Open
272	8/9/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
273	8/9/10			Saratoga	Wellington Installer	Under Investigation	Open
274	8/10/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
275	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
276	8/10/10			Pope Valley	Wellington Installer	Under Investigation	Open
277	8/10/10			Tiburon	Wellington Installer	Under Investigation	Open
278	8/11/10			Alameda	Customer Denies Access	Medical Concerns	Closed
279	8/11/10			Alamo	Customer wants Smartmeter Removed	Under Investigation	Open
280	8/11/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
281	8/11/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
282	8/11/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
283	8/12/10			Bakersfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
284	8/12/10			_os Gatos	Wellington Installer	Under Investigation	Open
285	8/12/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
286	8/12/10			Dakland	Customer Denies Access	Accuracy of Meter	Closed
287	8/12/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
288	8/12/10			San Jose	Customer Denies Access	Under Investigation	Open
289	8/12/10			Windsor	Wellington Installer	Under Investigation	Open
290	8/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
291	8/13/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
292	8/13/10			Placerville	Wellington Installer	Under Investigation	Open
293	8/14/10			Oakland	Customer Denies Access	Under Investigation	Open
294	8/16/10			Aptos	Customer Denies Access	Customer Denies Wellington Access	Closed

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295		ame Account	Service City	Core Process	Nature of Issue	Status
	8/16/10		Ben Lomond	Power Interruption	Under Investigation	Open
296	8/16/10		Chico	Wellington Installer	Under Investigation	Open
297	8/16/10		Concord	SmartMeter Customer Communication	Under Investigation	Open
298	8/16/10		Fremont	Household items affected by SM installatio	Under Investigation	Open
299	8/16/10		_os Gatos	Wellington Installer	Under Investigation	Open
300	8/16/10		Newark	Household items affected by SM installatio	Under Investigation	Open
301	8/16/10		Novato	Customer wants Smartmeter Removed	Under Investigation	Open
302	8/16/10		Oakland	Customer Denies Access	Under Investigation	Open
303	8/16/10		Oakland	Customer Denies Access	Under Investigation	Open
304	8/16/10		Oakland	Customer Denies Access	Under Investigation	Open
305	8/16/10		Oakland	Customer Denies Access	Under Investigation	Open
306	8/16/10		Oakland	Customer Denies Access	Under Investigation	Open
307	8/16/10		Oakland	Customer Denies Access	Under Investigation	Open
308	8/16/10		Oakland	Power Interruption	Other	Closed
309	8/16/10		Oakland	Wellington Installer	Under Investigation	Open
310	8/16/10		San Jose	Wellington Installer	Under Investigation	Open
311	8/16/10		San Leandro	Scheduling Problems	Under Investigation	Open
312	8/17/10		Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
313	8/17/10		Cloverdale	Wellington Installer	Under Investigation	Open
314	8/17/10		Emeryville	Household items affected by SM installatio	Under Investigation	Open
315	8/17/10		Nevada City	Wellington Installer	Under Investigation	Open
316	8/17/10		Oakland	Customer Denies Access	Under Investigation	Open
317	8/17/10		Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
318	8/17/10		Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
319	8/17/10		Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
320	8/17/10		Oakland	SmartMeter Customer Communication	Under Investigation	Open
321	8/17/10		Oakland	SmartMeter Customer Communication	Under Investigation	Open
322	8/17/10		Oakland	SmartMeter Customer Communication	Under Investigation	Open
323	8/17/10		Petaluma	Wellington Installer	Under Investigation	Open
324	8/17/10		San Bruno	Household items affected by SM installatio	Under Investigation	Open
325	8/17/10		San Jose	Household items affected by SM installatio	Under Investigation	Open
326	8/17/10		San Jose	Household items affected by SM installatio	Under Investigation	Open
327	8/17/10		San Jose	SmartMeter Customer Communication	Other	Closed
328	8/17/10		San Jose	Wellington Installer	Under Investigation	Open
329	8/17/10		San Leandro	Customer Denies Access	Under Investigation	Open
330	8/17/10		Sonoma	Wellington Installer	Under Investigation	Open
331	8/18/10		Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Closed
332	8/18/10		Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Closed
333	8/18/10		Boulder Creek	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
334	8/18/10		_os Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
335	8/18/10		Oakland	Customer Denies Access	Under Investigation	Open
336	8/18/10		Oakland	Customer Denies Access	Under Investigation	Open

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Dakland   Customer Denies Access   Under Investigation   Oper	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
Dakland   Customer Denies Access   Under Investigation   Oper	337	8/18/10			Dakland	Customer Denies Access	Under Investigation	Open
Dakland   Wellington Installer   Under Investigation   Oper	338	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
SAM BIT   SAM   Wellington Installer   Under Investigation   Oper	339	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
San Jose   Customer Denies Access   Customer Denies Wellington Access   San Jose   San Jose   Customer Denies Access   Customer does not want a SmartMeter   Close	340	8/18/10			Dakland	Wellington Installer		Open
San Jose   Household items affected by SM installatio Under Investigation   Oper	341	8/18/10					Customer Denies Wellington Access	Closed
Santa Rosa   Wellington Installer   Under Investigation   Oper	342	8/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Rosa   Wellington Installer   Under Investigation   Oper	343	8/18/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
Senoma   Wellington Installer   Under Investigation   Oper	344	8/18/10						Open
Sonoma   Wellington Installer   Under Investigation   Oper	345	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
Aptos Customer Denies Access Dustomer does not want a SmartMeter Aptos Qustomer Denies Access Under Investigation Oper 367 8/19/10 367 8/19/10 367 8/19/10 367 8/19/10 368 8/19/10 368 8/19/10 369 8/19/10 369 8/19/10 369 8/19/10 369 8/19/10 369 8/19/10 369 8/19/10 369 8/19/10 360 8/1	346	8/18/10					Under Investigation	Open
Aptos   Customer Denies Access   Under Investigation   Oper	347	8/19/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
Serkeley   Customer Denies Access   Under Investigation   Oper	348	8/19/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
Silvario   Supertino   Customer Denies Access   Customer does not want a SmartMeter   Close   Sur   Supertino   Customer Denies Access   Customer does not want a SmartMeter   Close   Supertino   Oper   Novato   SmartMeter Customer Communication   Oper	349	8/19/10			Aptos	Customer Denies Access	Under Investigation	Open
Sac   8/19/10   San Jose   Customer Denies Access   Under Investigation   Oper	350	8/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
Novato   SmartMeter Customer Communication   Under Investigation   Oper	351	8/19/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Closed
Safe	352	8/19/10			_os Gatos	Customer Denies Access	Under Investigation	Open
355 8/19/10 366 8/19/10 367 8/19/10 378 8/19/10 389 8/19/10 389 8/19/10 380 8/19/10 381 8/19/10 380 8/19/10 381 8/19/10 380 8/19/10 380 8/19/10 381 8/19/10 380 8/19/10 381 8/19/10 382 8/19/10 383 8/19/10 384 8/19/10 385 8/19/10 386 8/19/10 387 8/19/10 388 8/19/10 389 8/19/10 380 8/19/10 380 8/19/10 380 8/19/10 380 8/19/10 381 8/19/10 381 8/19/10 382 8/19/10 383 8/19/10 384 8/19/10 385 8/19/10 386 8/19/10 387 8/19/10 388 8/19/10 389 8/19/10 380 8/19/10 380 8/19/10 380 8/19/10 380 8/19/10 380 8/19/10 380 8/19/10 380 8/19/10 381 8/19/10 380 8/19/10 381 8/19/10 382 8/19/10 383 8/19/10 384 8/19/10 385 8/19/10 386 8/19/10 387 8/19/10 388 8/19/10 389 8/19/10 380 8/	353	8/19/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
356 8/19/10 357 8/19/10 358 8/19/10 358 8/19/10 359 8/19/10 359 8/19/10 350 8/19/10 350 8/19/10 350 8/19/10 351 8/19/10 352 8/19/10 353 8/19/10 354 8/19/10 355 8/19/10 355 8/19/10 356 8/19/10 357 8/19/10 358 8/19/10 358 8/19/10 359 8/19/10 359 8/19/10 350 8/19/10 360 8/	354	8/19/10			Oakland	Customer Denies Access	Under Investigation	Open
Serior	355	8/19/10			Oakland	Customer Denies Access	Under Investigation	Open
Richmond   Customer Denies Access   Under Investigation   Oper	356	8/19/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
San Jose   Customer Denies Access   Customer Denies Wellington Access   Close   San Jose   Customer Denies Access   Customer does not want a SmartMeter   Close   San Jose   Customer Denies Access   Customer does not want a SmartMeter   Close   San Jose   Customer Denies Access   Under Investigation   Oper   San Jose   SmartMeter Customer Communication   Other   Other   Close   San Jose   SmartMeter Customer Communication   Other	357	8/19/10			Penngrove	Wellington Installer	Under Investigation	Open
San Jose Customer Denies Access Customer does not want a SmartMeter Close San Jose Customer Denies Access Under Investigation Oper San Jose Household items affected by SM installatio Under Investigation Oper San Jose SmartMeter Customer Communication Other Close San Jose SmartMeter Customer Communication Other Close San Jose Wellington Installer Under Investigation Oper San Santa Cruz Customer Denies Access Customer does not want a SmartMeter Close Santa Cruz Customer Denies Access Under Investigation Oper Aptos Customer Denies Access Customer does not want a SmartMeter Close Santa San	358	8/19/10			Richmond	Customer Denies Access	Under Investigation	Open
361 8/19/10 362 8/19/10 363 8/19/10 364 8/19/10 365 8/19/10 366 8/19/10 366 8/19/10 367 8/19/10 368 8/19/10 368 8/19/10 369 8/19/10 360 8/19/10 360 8/19/10 361 8/19/10 362 8/19/10 363 8/19/10 365 8/19/10 366 8/19/10 367 8/19/10 368 8/19/10 369 8/19/10 360 8/19/10 360 8/19/10 360 8/19/10 361 8/19/10 362 8/19/10 363 8/19/10 365 8/19/10 366 8/19/10 367 8/19/10 368 8/19/10 369 8/19/10 360 8/19/10 360 8/19/10 361 8/19/10 362 8/19/10 363 8/19/10 364 8/19/10 365 8/19/10 367 8/19/10 368 8/19/10 369 8/19/10 370 8/19/10 370 8/19/10 371 8/19/10 372 8/19/10 373 8/20/10 374 8/20/10 375 8/20/10 376 8/20/10 376 8/20/10 377 8/20/10 378 8/20/10 379 8/20/10 370 8/19/10 370 8/19/10 370 8/19/10 371 8/20/10 372 8/19/10 373 8/20/10 374 8/20/10 375 8/20/10 376 8/20/10 377 8/20/10 378 8/20/10 379 8/20/10 370 8/20/10 370 8/20/10 370 8/20/10 371 8/20/10 372 8/20/10 373 8/20/10 374 8/20/10 375 8/20/10 376 8/20/10 377 8/20/10 378 8/20/10 379 8/20/10 379 8/20/10 370 8/20/10	359	8/19/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
362 8/19/10 363 8/19/10 364 8/19/10 365 8/19/10 366 8/19/10 367 8/19/10 368 8/19/10 368 8/19/10 369 8/19/10 360 8/19/10 360 8/19/10 361 8/19/10 362 8/19/10 363 8/19/10 365 8/19/10 366 8/19/10 367 8/19/10 368 8/19/10 369 8/19/10 369 8/19/10 360 8/19/10 360 8/19/10 361 8/19/10 362 8/19/10 363 8/19/10 364 8/19/10 365 8/19/10 367 8/19/10 368 8/19/10 369 8/19/10 360 8/19/10 360 8/19/10 361 8/19/10 362 8/19/10 363 8/19/10 364 8/19/10 365 8/19/10 366 8/19/10 367 8/19/10 368 8/19/10 369 8/19/10 360 8/19/10 360 8/19/10 361 8/19/10 362 8/19/10 363 8/19/10 364 8/19/10 365 8/19/10 366 8/19/10 367 8/19/10 368 8/19/10 369 8/19/10 360 8/19/10 360 8/19/10 360 8/19/10 360 8/19/10 361 8/19/10 362 8/19/10 363 8/19/10 364 8/19/10 365 8/19/10 366 8/19/10 367 8/19/10 368 8/19/10 368 8/19/10 369 8/19/10 360 8/	360	8/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
363 8/19/10 364 8/19/10 365 8/19/10 366 8/19/10 367 8/19/10 368 8/19/10 368 8/19/10 369 8/19/10 369 8/19/10 360 8/19/10 360 8/19/10 361 8/19/10 362 8/19/10 363 8/19/10 365 8/19/10 366 8/19/10 367 8/19/10 368 8/19/10 368 8/19/10 369 8/19/10 369 8/19/10 360 8/19/10 360 8/19/10 361 8/19/10 362 8/19/10 363 8/19/10 364 8/19/10 365 8/19/10 367 8/19/10 368 8/19/10 369 8/19/10 369 8/19/10 360 8/19/10 360 8/19/10 361 8/19/10 362 8/19/10 363 8/19/10 364 8/19/10 365 8/19/10 366 8/19/10 367 8/19/10 368 8/19/10 369 8/19/10 370 8/19/10 371 8/19/10 372 8/19/10 373 8/20/10 374 8/20/10 375 8/20/10 376 8/20/10 377 8/20/10 377 8/20/10 378 8/20/10 378 8/20/10 379 8/20/10 370 8/20/10	361	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
364 8/19/10 365 8/19/10 366 8/19/10 367 8/19/10 368 8/19/10 369 8/19/10 369 8/19/10 369 8/19/10 370 8/19/10 371 8/20/10 373 8/20/10 373 8/20/10 373 8/20/10 374 8/20/10 375 8/20/10 376 8/20/10 376 8/20/10 377 8/20/10 378 8/20/10 378 8/20/10 379 8/20/10 370 8/20/10	362	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
365 8/19/10 366 8/19/10 367 8/19/10 368 8/19/10 368 8/19/10 369 8/19/10 369 8/19/10 370 8/19/10 371 8/20/10 373 8/20/10 375 8/20/10 376 8/20/10 376 8/20/10 377 8/20/10 378 8/20/10 378 8/20/10 378 8/20/10 378 8/20/10 379 8/20/10 370 8/20/10	363	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
366 8/19/10 367 8/19/10 368 8/19/10 369 8/19/10 370 8/19/10 371 8/19/10 372 8/19/10 373 8/20/10 374 8/20/10 375 8/20/10 376 8/20/10 377 8/20/10 378 8/20/10 379 8/20/10 370 8/19/10 370 8/19/10 370 8/19/10 370 8/19/10 370 8/19/10 370 8/19/10 370 8/19/10 370 8/19/10 370 8/19/10 370 8/19/10 370 8/20/10 370 8/20/10 370 8/20/10 370 8/20/10 370 8/20/10 370 8/20/10 370 8/20/10 370 8/20/10 370 8/20/10 370 8/20/10 371 8/20/10 372 8/20/10 373 8/20/10 374 8/20/10 375 8/20/10 376 8/20/10 377 8/20/10 377 8/20/10	364	8/19/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
367 8/19/10 368 8/19/10 369 8/19/10 370 8/19/10 371 8/19/10 372 8/19/10 373 8/20/10 374 8/20/10 375 8/20/10 376 8/20/10 377 8/20/10 378 8/20/10 379 8/20/10 370 8/19/10 370 8/19/10 370 8/19/10 371 8/20/10 372 8/20/10 373 8/20/10 374 8/20/10 375 8/20/10 376 8/20/10 377 8/20/10	365	8/19/10			San Jose	SmartMeter Customer Communication	Other	Closed
3688/19/10San JoseWellington InstallerUnder InvestigationOper3698/19/10San JoseWellington InstallerUnder InvestigationOper3708/19/10Santa CruzCustomer Denies AccessCustomer does not want a SmartMeterClose3718/19/10Santa CruzCustomer Denies AccessUnder InvestigationOper3728/19/10SonomaWellington InstallerUnder InvestigationOper3738/20/10AptosCustomer Denies AccessCustomer does not want a SmartMeterClose3748/20/10BerkeleyCustomer Denies AccessCustomer does not want a SmartMeterClose3758/20/10BerkeleyCustomer Denies AccessUnder InvestigationOper3768/20/10BerkeleyCustomer wants Smartmeter RemovedUnder InvestigationOper3778/20/10BerkeleyCustomer wants Smartmeter RemovedUnder InvestigationOper	366	8/19/10			San Jose	SmartMeter Customer Communication	Other	Closed
369 8/19/10 370 8/19/10 371 8/19/10 372 8/19/10 373 8/20/10 374 8/20/10 375 8/20/10 376 8/20/10 377 8/20/10 378 8/19/10 379 8/19/10 370 8/19/10 370 8/19/10 371 8/19/10 372 8/19/10 373 8/20/10 374 8/20/10 375 8/20/10 376 8/20/10 377 8/20/10 377 8/20/10	367	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
370 8/19/10 371 8/19/10 372 8/19/10 373 8/20/10 374 8/20/10 375 8/20/10 376 8/20/10 377 8/20/10 378 8/20/10 379 8/20/10 370 8/19/10 370 8/19/10 370 8/19/10 371 8/19/10 372 Customer Denies Access Customer De	368	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
3718/19/10Santa CruzCustomer Denies AccessUnder InvestigationOper3728/19/10SonomaWellington InstallerUnder InvestigationOper3738/20/10AptosCustomer Denies AccessCustomer does not want a SmartMeterClose3748/20/10AptosCustomer Denies AccessCustomer does not want a SmartMeterClose3758/20/10BerkeleyCustomer Denies AccessUnder InvestigationOper3768/20/10BerkeleyCustomer wants Smartmeter RemovedUnder InvestigationOper3778/20/10BerkeleyCustomer wants Smartmeter RemovedUnder InvestigationOper	369	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
3728/19/10SonomaWellington InstallerUnder InvestigationOper3738/20/10AptosCustomer Denies AccessCustomer does not want a SmartMeterClose3748/20/10AptosCustomer Denies AccessCustomer does not want a SmartMeterClose3758/20/10BerkeleyCustomer Denies AccessUnder InvestigationOper3768/20/10BerkeleyCustomer wants Smartmeter RemovedUnder InvestigationOper3778/20/10BerkeleyCustomer wants Smartmeter RemovedUnder InvestigationOper	370	8/19/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
373 8/20/10 374 8/20/10 375 8/20/10 376 8/20/10 377 8/20/10 378 8/20/10 379 8/20/10 370 8/20/10 370 8/20/10 371 8/20/10 371 8/20/10 372 8/20/10 373 8/20/10 374 8/20/10 375 8/20/10 376 8/20/10 377 8/20/10 378 8/20/10	371	8/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
3748/20/10AptosCustomer Denies AccessCustomer does not want a SmartMeterClose3758/20/10BerkeleyCustomer Denies AccessUnder InvestigationOper3768/20/10BerkeleyCustomer wants Smartmeter RemovedUnder InvestigationOper3778/20/10BerkeleyCustomer wants Smartmeter RemovedUnder InvestigationOper	372	8/19/10			Sonoma	Wellington Installer	Under Investigation	Open
3748/20/10AptosCustomer Denies AccessCustomer does not want a SmartMeterClose3758/20/10BerkeleyCustomer Denies AccessUnder InvestigationOper3768/20/10BerkeleyCustomer wants Smartmeter RemovedUnder InvestigationOper3778/20/10BerkeleyCustomer wants Smartmeter RemovedUnder InvestigationOper	373	8/20/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
376 8/20/10  Berkeley Customer wants Smartmeter Removed Under Investigation Oper 377 8/20/10  Berkeley Customer wants Smartmeter Removed Under Investigation Oper	374				<u>'</u>			Closed
376 8/20/10  Berkeley Customer wants Smartmeter Removed Under Investigation Oper 377 8/20/10  Berkeley Customer wants Smartmeter Removed Under Investigation Oper	375	8/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
377 8/20/10 Berkeley Customer wants Smartmeter Removed Under Investigation Open	376	8/20/10				Customer wants Smartmeter Removed	Under Investigation	Open
	377	8/20/10				Customer wants Smartmeter Removed	Under Investigation	Open
poulder Creek   Customer Denies Access   Customer Denies Weilington Access   Customer Denies Weilington Access	378	8/20/10			Boulder Creek	Customer Denies Access	Customer Denies Wellington Access	Closed

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380 381 382 383 384 385	8/20/10 8/20/10 8/20/10 8/20/10	Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Closed
381 382 383 384 385	8/20/10 8/20/10	ol :			UIUSEU
382 383 384 385	8/20/10	Chico	Customer Denies Access	Under Investigation	Open
383 384 385		_ivermore	Customer Denies Access	Under Investigation	Open
384 385		_os Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
385	8/20/10	_os Gatos	Customer Denies Access	Unhappy with SM Program	Closed
	8/20/10	Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
386	8/20/10	Oakland	Customer Denies Access	Under Investigation	Open
000	8/20/10	San Francisco	Customer Denies Access	Under Investigation	Open
387	8/20/10	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
388	8/20/10	Scotts Valley	Customer Denies Access	Under Investigation	Open
389	8/21/10	os Altos Hills	Household items affected by SM installatio	Under Investigation	Open
390	8/21/10	Oakland	Customer Denies Access	Under Investigation	Open
391	8/21/10	Oakland	Household items affected by SM installatio	Under Investigation	Open
392	8/21/10	Oakland	Wellington Installer	Under Investigation	Open
393	8/22/10	Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
394	8/22/10	Berkeley	Customer Denies Access	Under Investigation	Open
395	8/22/10	Novato	Customer Denies Access	Under Investigation	Open
396	8/22/10	San Jose	Household items affected by SM installatio	Under Investigation	Open
397	8/22/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
398	8/22/10	Saratoga	Household items affected by SM installatio	Under Investigation	Open
399	8/23/10	Aptos	Customer Denies Access	Under Investigation	Open
400	8/23/10	Grass Valley	Household items affected by SM installatio	Under Investigation	Open
401	8/23/10	_os Altos	Household items affected by SM installatio	Under Investigation	Open
402	8/23/10	_os Gatos	Customer Denies Access	Under Investigation	Open
403	8/23/10	Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
404	8/23/10	Dakland	Customer Denies Access	Under Investigation	Open
405	8/23/10	Oakland	Customer Denies Access	Under Investigation	Open
406	8/23/10	Oakland	Customer Denies Access	Under Investigation	Open
407	8/23/10	Oakland	Wellington Installer	Under Investigation	Open
408	8/23/10	Pleasant Hill	SmartMeter Customer Communication	Under Investigation	Open
409	8/23/10	Richmond	Customer Denies Access	Under Investigation	Open
410	8/23/10	Richmond	Customer Denies Access	Under Investigation	Open
411	8/23/10	Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
412	8/23/10	San Anselmo	Wellington Installer	Under Investigation	Open
413	8/23/10	San Jose	Customer Denies Access	Under Investigation	Open
414	8/23/10	San Jose	Customer Denies Access	Under Investigation	Open
415	8/23/10	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
416	8/23/10	Sanger	CPUC- Escalated Complaint	Hand off to Customer Impact Team	Closed
417	8/23/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
418	8/23/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
419	8/23/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
420	8/23/10	Tiburon		Unhappy with SM Program	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
421	8/24/10			Aptos	Customer Denies Access	Under Investigation	Open
422	8/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
423	8/24/10			_os Gatos	Household items affected by SM installatio	Under Investigation	Open
424	8/24/10			Morgan Hill	Household items affected by SM installatio	Under Investigation	Open
425	8/24/10			Oakland	Customer Denies Access	Under Investigation	Open
426	8/24/10			Oakland	Wellington Installer	Under Investigation	Open
427	8/24/10			Penngrove	Customer wants Smartmeter Removed	Health Related Issues	Closed
428	8/24/10			San Jose	Customer Denies Access	Under Investigation	Open
429	8/24/10			San Jose	Customer Denies Access	Under Investigation	Open
430	8/24/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
431	8/24/10			San Jose	Meter/Module Equipment	Under Investigation	Open
432	8/24/10			Soquel	Household items affected by SM installatio	Under Investigation	Open
433	8/24/10			Woodside	Customer Denies Access	Under Investigation	Open
434	8/25/10			Campbell	Customer Denies Access	Under Investigation	Open
435	8/25/10			Felton	Household items affected by SM installatio	Under Investigation	Open
436	8/25/10			Freedom	Customer Denies Access	Under Investigation	Open
437	8/25/10			Healdsburg	Customer Denies Access	Medical Concerns	Closed
438	8/25/10			Kentfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
439	8/25/10			_os Gatos	Customer Denies Access	Under Investigation	Open
440	8/25/10			_os Gatos	Household items affected by SM installatio	Under Investigation	Open
441	8/25/10			_os Gatos	SmartMeter Customer Communication	Under Investigation	Open
442	8/25/10			Milpitas	Wellington Installer	Under Investigation	Open
443	8/25/10			Vovato	Wellington Installer	Under Investigation	Open
444	8/25/10			Oakland	Customer Denies Access	Under Investigation	Open
445	8/25/10			Oakland	Wellington Installer	Under Investigation	Open
446	8/25/10			San Jose	Customer Denies Access	Under Investigation	Open
447	8/25/10			San Jose	Customer Denies Access	Under Investigation	Open
448	8/25/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
449	8/25/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
450	8/25/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
451	8/25/10			San Jose	Wellington Installer	Under Investigation	Open
452	8/25/10			Santa Rosa	Wellington Installer	Under Investigation	Open
453	8/25/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
454	8/25/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
455	8/25/10			Watsonville	Customer Denies Access	Under Investigation	Open
456	8/25/10			Windsor	Wellington Installer	Under Investigation	Open
457	8/26/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
458	8/26/10			Boulder Creek	Customer wants Smartmeter Removed	Under Investigation	Open
459	8/26/10			Fairfax	SmartMeter Customer Communication	Under Investigation	Open
460	8/26/10			Felton	Customer Denies Access	Under Investigation	Open
461	8/26/10			-elton	Customer Denies Access	Under Investigation	Open
462	8/26/10			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
463	8/26/10			Felton	Customer wants Smartmeter Removed	Under Investigation	Open
464	8/26/10			_os Altos	SmartMeter Customer Communication	Under Investigation	Open
465	8/26/10			Oakland	Customer Denies Access	Under Investigation	Open
466	8/26/10			Oakland	Customer Denies Access	Under Investigation	Open
467	8/26/10			Piedmont	Customer Denies Access	Under Investigation	Open
468	8/26/10			Richmond	Customer Denies Access	Under Investigation	Open
469	8/26/10			San Geronimo	Customer Denies Access	Customer does not want a SmartMeter	Closed
470	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
471	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
472	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
473	8/26/10			San Jose	Household items affected by SM installati	o Under Investigation	Open
474	8/26/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
475	8/27/10			Campbell	Customer Denies Access	Under Investigation	Open
476	8/27/10			Capitola	Customer Denies Access	Under Investigation	Open
477	8/27/10			Newark	Customer Denies Access	Under Investigation	Open
478	8/27/10			Vovato	Customer Denies Access	Unhappy with SM Program	Closed
479	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
480	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
481	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
482	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
483	8/27/10			Oakland	Household items affected by SM installati	o Under Investigation	Open
484	8/27/10			Oakland	Power Interruption	Complete Power Outage	Closed
485	8/27/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
486	8/27/10			San Jose	Household items affected by SM installati	o Under Investigation	Open
487	8/27/10			San Jose	Wellington Installer	Under Investigation	Open
488	8/27/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
489	8/27/10			Sunnyvale	Household items affected by SM installati	o Under Investigation	Open
490	8/28/10			Burlingame	Wellington Installer	Under Investigation	Open
491	8/28/10			Campbell	Customer Denies Access	Under Investigation	Open
492	8/28/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
493	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
494	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
495	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
496	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
497	8/28/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
498	8/29/10			San Rafael	Customer Denies Access	Under Investigation	Open
499	8/29/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
500	8/29/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
501	8/30/10			Alameda	Wellington Installer	Under Investigation	Open
502	8/30/10			Aptos	Customer Denies Access	Under Investigation	Open
503	8/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
504	8/30/10			Campbell	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	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
506	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
507	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
508	8/30/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
509	8/30/10			Felton	Inquiry Regarding Appliances Affected	Under Investigation	Open
510	8/30/10			remont	Inquiry Regarding Appliances Affected	Under Investigation	Open
511	8/30/10			_arkspur	Customer Denies Access	Under Investigation	Open
512	8/30/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
513	8/30/10			Novato	Customer Denies Access	Under Investigation	Open
514	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
515	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
516	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
517	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
518	8/30/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
519	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
520	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
521	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
522	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
523	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
524	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
525	8/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
526	8/30/10			San Jose	Wellington Installer	Under Investigation	Open
527	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
528	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
529	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
530	8/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
531	8/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
532	8/30/10			Smartville	Wellington Installer	Under Investigation	Open
533	8/30/10			√allejo	Customer Denies Access	Under Investigation	Open
534	8/31/10			Aptos	Customer Denies Access	Under Investigation	Open
535	8/31/10			Aptos	Customer Denies Access	Under Investigation	Open
536	8/31/10			Benicia	Customer Denies Access	Under Investigation	Open
537	8/31/10			Capitola	Customer wants Smartmeter Removed	Under Investigation	Open
538	8/31/10			_os Altos	Customer Denies Access	Under Investigation	Open
539	8/31/10			Menlo Park	Power Interruption	Under Investigation	Open
540	8/31/10			Mill Valley	Customer Denies Access	Under Investigation	Open
541	8/31/10			Novato	Customer Denies Access	Under Investigation	Open
542	8/31/10			Novato	Customer Denies Access	Under Investigation	Open
543	8/31/10			Vovato	Customer Denies Access	Under Investigation	Open
544	8/31/10			Oakland	Customer Denies Access	Under Investigation	Open
545	8/31/10			Oakland	Customer Denies Access	Under Investigation	Open
546	8/31/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed

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SAI	No. Ca	all Date Customer Name	Account Service C	ity Core Process	Nature of Issue	Status
Piedmont   Power Interruption   Partial Power Outage	547 8/	/31/10	Oakland	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
San Jose	548 8,	/31/10	Piedmont	Customer wants Smartmeter Removed	Under Investigation	Open
	549 8	/31/10	Piedmont	Power Interruption	Partial Power Outage	Closed
	550 8,	/31/10	San Jose	Customer Denies Access	Under Investigation	Open
San Jose   Customer Denies Access   Under Investigation	551 8,	/31/10	San Jose	Customer Denies Access	Under Investigation	Open
San Jose   Customer Denies Access   Under Investigation	552 8,	/31/10	San Jose	Customer Denies Access	Under Investigation	Open
San Jose	553 8,	/31/10	San Jose	Customer Denies Access	Under Investigation	Open
San Rafael   Customer Denies Access   Under Investigation	554 8	/31/10	San Jose	Customer Denies Access	Under Investigation	Open
Santa Cruz   Customer Denies Access   Under Investigation	555 8,	/31/10	San Jose	Customer Denies Access	Under Investigation	Open
Santa Cruz   Customer Denies Access   Under Investigation	556 8	/31/10	San Rafael	Customer Denies Access	Under Investigation	Open
Santa Cruz   Customer Denies Access   Under Investigation	557 8,	/31/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz   Customer Denies Access   Under Investigation	558 8,	/31/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa Cruz Customer Denies Access Under Investigation  Saratoga Customer Denies Access Under Investigation  Saratoga Customer Denies Access Under Investigation  Saratoga Inquiry Regarding Appliances Affected Under Investigation  Soquel Customer Denies Access Under Investigation  Soquel Customer Denies Access Under Investigation  Soquel Customer Wants Smartmeter Removed Under Investigation  Soquel Customer Wants Smartmeter Removed Under Investigation  Windsor Customer Wants Smartmeter Removed Under Investigation  Sofer 9/1/10  Aptos Customer Denies Access Under Investigation  Sofer 9/1/10  Aptos Customer Wants Smartmeter Removed Under Investigation  Campbell Customer Denies Access Under Investigation  Campbell Customer Denies Access Under Investigation  Campbell Customer Denies Access Under Investigation  Chico Inquiry Regarding Appliances Affected Under Investigation  Chico Inquiry Regarding Appliances Affected Under Investigation  Sofer 9/1/10  Sofer Sofer 9/1/10  Sofer Sofe	559 8,	/31/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
Saratoga   Customer Denies Access   Under Investigation	560 8/	/31/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
Saratoga   Inquiry Regarding Appliances Affected   Under Investigation	561 8,	/31/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
Soquel   Customer Denies Access   Under Investigation	562 8,	/31/10	Saratoga	Customer Denies Access	Under Investigation	Open
Soquel   Customer wants Smartmeter Removed   Under Investigation	563 8,	/31/10	Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
Mindsor   Customer wants Smartmeter Removed   Under Investigation	564 8/	/31/10	Soquel	Customer Denies Access	Under Investigation	Open
Alviso Customer Denies Access Under Investigation  Aptos Customer Wants Smartmeter Removed Under Investigation  Campbell Customer Denies Access Under Investigation  Campbell Customer Denies Access Under Investigation  Chico Inquiry Regarding Appliances Affected Under Investigation  El Cerrito Customer Denies Access Under Investigation  Cos Altos Inquiry Regarding Appliances Affected Under Investigation  Aptos Customer Denies Access Under Investigation  Chico Inquiry Regarding Appliances Affected Under Investigation  El Cerrito Customer Communication Under Investigation  Cos Gatos SmartMeter Customer Communication Under Investigation  Milpitas SmartMeter Customer Communication Under Investigation  Milpitas SmartMeter Customer Denies Access Under Investigation  Dakland Customer Denies Access Under Investigation  Dakland Customer Denies Access Under Investigation  Dakland Customer Wants Smartmeter Removed Under Investigation  San Jose Customer Denies Access Under Investigation  San Jose Customer Wants Smartmeter Removed Under Investigation  San Jose Customer Wants Smartmeter Removed Under Investigation	565 8,	/31/10	Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
Aptos Customer Denies Access Under Investigation Aptos Customer Denies Access Under Investigation Aptos Customer Denies Access Under Investigation Aptos Customer wants Smartmeter Removed Under Investigation Campbell Customer Denies Access Under Investigation Chico Inquiry Regarding Appliances Affected Under Investigation Cos Altos Inquiry Regarding Appliances Affected Under Investigation Cos Altos Inquiry Regarding Appliances Affected Under Investigation Cos Altos Inquiry Regarding Appliances Affected Under Investigation Cos Gatos SmartMeter Customer Communication Under Investigation Cos Gatos Wellington Installer Under Investigation Cos Gatos Wellington Installer Under Investigation Cos Gatos Under Investigation Cos	566 8,	/31/10	Windsor	Customer wants Smartmeter Removed	Under Investigation	Open
Aptos Customer Denies Access Under Investigation  Aptos Customer wants Smartmeter Removed Under Investigation  Dampbell Customer Denies Access Under Investigation  Campbell Customer Denies Access Under Investigation  Chico Inquiry Regarding Appliances Affected Under Investigation  Chico Inquiry Regarding Appliances Affected Under Investigation  For Inquiry Regarding Appliances Affected Under Investigation  Aptos Customer Denies Access Under Investigation  Chico Inquiry Regarding Appliances Affected Under Investigation  Inquiry Regarding Appliances Affected Under Investigation  Sor Gatos Inquiry Regarding Appliances Affected Under Investigation  Sor Gatos Wellington Installer Under Investigation  Milpitas SmartMeter Customer Communication Under Investigation  Milpitas SmartMeter Customer Denies Access Under Investigation  Dakland Customer Denies Access Under Investigation  Dakland Customer Wants Smartmeter Removed Under Investigation  San Jose Customer Denies Access Under Investigation  San Jose Customer Denies Access Under Investigation  San Jose Customer Denies Access Under Investigation  San Jose Customer Wants Smartmeter Removed Under Investigation  San Jose Customer Wants Smartmeter Removed Under Investigation	567 9	9/1/10	Alviso	Customer Denies Access	Under Investigation	Open
Aptos Customer wants Smartmeter Removed Under Investigation    Solution	568 9	9/1/10	Aptos	Customer Denies Access	Under Investigation	Open
5719/1/105729/1/105739/1/105749/1/105759/1/105769/1/105779/1/105789/1/105799/1/105709/1/105719/1/105729/1/105739/1/105749/1/105759/1/105769/1/105779/1/105789/1/105799/1/105799/1/105809/1/105819/1/105819/1/105829/1/10	569 9	0/1/10	Aptos	Customer Denies Access	Under Investigation	Open
572 9/1/10 573 9/1/10 574 9/1/10 575 9/1/10 576 9/1/10 577 9/1/10 578 9/1/10 579 9/1/10 570 9/1/10 571 9/1/10 571 9/1/10 572 9/1/10 573 9/1/10 574 9/1/10 575 9/1/10 576 9/1/10 577 9/1/10 578 9/1/10 579 9/1/10 579 9/1/10 570 Dakland 570 Dakland 571 Dakland 572 Dialor 573 Dakland 574 Customer Denies Access Customer Denies Access Customer Removed Customer Denies Access Customer Denies Acces	570 9	9/1/10	Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
573 9/1/10 574 9/1/10 575 9/1/10 576 9/1/10 577 9/1/10 578 9/1/10 579 9/1/10 579 9/1/10 570 9/1/10 571 9/1/10 571 9/1/10 571 9/1/10 572 9/1/10 573 9/1/10 574 9/1/10 575 9/1/10 576 9/1/10 577 9/1/10 578 9/1/10 578 9/1/10 579 9/1/10 579 9/1/10 570 9/1/10 570 9/1/10 571 9/1/10 571 9/1/10 572 9/1/10 573 9/1/10 574 9/1/10 575 9/1/10 576 9/1/10 577 9/1/10 578 9/1/10 579 9/1/10 579 9/1/10 570 9/1/10	571 9	9/1/10	Campbell	Customer Denies Access	Under Investigation	Open
574 9/1/10 575 9/1/10 576 9/1/10 577 9/1/10 578 9/1/10 579 9/1/10 579 9/1/10 570 9/1/10 570 9/1/10 571 9/1/10 571 9/1/10 572 9/1/10 573 9/1/10 574 9/1/10 575 9/1/10 576 9/1/10 577 9/1/10 578 9/1/10 579 9/1/10 579 9/1/10 570 9/1/10	572 9	9/1/10	Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
Sociation   SmartMeter Customer Communication   Under Investigation	573 9	9/1/10	El Cerrito	Customer Denies Access	Under Investigation	Open
576 9/1/10 577 9/1/10 578 9/1/10 578 9/1/10 579 9/1/10 579 9/1/10 579 9/1/10 579 9/1/10 579 9/1/10 570 9/1/10 570 9/1/10 571 9/1/10 570 9/1/10	574 9	9/1/10	∟os Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
577 9/1/10 578 9/1/10 579 9/1/10 579 9/1/10 579 9/1/10 580 9/1/10 581 9/1/10 582 9/1/10 582 9/1/10 583 SmartMeter Customer Communication 584 SmartMeter Customer Denies Access 585 Under Investigation 586 Customer Denies Access 587 Under Investigation 588 Customer Wants Smartmeter Removed 589 Under Investigation 580 Under Investigation 581 San Jose 582 SmartMeter Customer Denies Access 583 Under Investigation 584 Under Investigation 585 Customer Wants Smartmeter Removed 586 Under Investigation	575 9	9/1/10	_os Gatos	SmartMeter Customer Communication	Under Investigation	Open
5789/1/10DaklandCustomer Denies AccessUnder Investigation5799/1/10DaklandCustomer Denies AccessUnder Investigation5809/1/10DaklandCustomer wants Smartmeter RemovedUnder Investigation5819/1/10San JoseCustomer Denies AccessUnder Investigation5829/1/10San JoseCustomer wants Smartmeter RemovedUnder Investigation	576 9	9/1/10	_os Gatos	Wellington Installer	Under Investigation	Open
579 9/1/10 580 9/1/10 581 9/1/10 582 9/1/10 582 9/1/10 583 San Jose 584 Customer Denies Access Customer Wants Smartmeter Removed Under Investigation Customer Denies Access Under Investigation Customer Denies Access Under Investigation Customer Wants Smartmeter Removed Under Investigation Customer Wants Smartmeter Removed Under Investigation	577 9	0/1/10	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
5809/1/10OaklandCustomer wants Smartmeter RemovedUnder Investigation5819/1/10San JoseCustomer Denies AccessUnder Investigation5829/1/10San JoseCustomer wants Smartmeter RemovedUnder Investigation	1 1		Oakland	Customer Denies Access	Under Investigation	Open
5819/1/10San JoseCustomer Denies AccessUnder Investigation5829/1/10San JoseCustomer wants Smartmeter RemovedUnder Investigation			Oakland		Under Investigation	Open
582 9/1/10 San Jose Customer wants Smartmeter Removed Under Investigation	580 9	9/1/10	Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
STATE STATE OF THE	581 9	9/1/10	San Jose	Customer Denies Access	Under Investigation	Open
583 9/1/10 San Jose Inquiry Regarding Appliances Affected Radio Frequency Concerns	582 9	9/1/10	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
	_	9/1/10	San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
584 9/1/10 San Jose Inquiry Regarding Appliances Affected Under Investigation	584 9	0/1/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
585 9/1/10 San Jose SmartMeter Customer Communication Under Investigation	585 9	9/1/10	San Jose		Under Investigation	Open
586 9/1/10 San Jose Wellington Installer Under Investigation	586 9	9/1/10	San Jose	Wellington Installer	Under Investigation	Open
587 9/1/10 San Rafael Customer Denies Access Under Investigation	587 9	0/1/10	San Rafael		Under Investigation	Open
588 9/1/10 San Rafael SmartMeter Customer Communication Under Investigation	588 9	0/1/10	San Rafael	SmartMeter Customer Communication	Under Investigation	Open

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## Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM Installation Issues Report

October 14, 2010 - For the Period October 2, 2010 through October 8, 2010

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

Santa Cruz	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
	589	9/1/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
	590	9/1/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
	591	9/1/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
	592	9/1/10			Saratoga	Wellington Installer	Under Investigation	Open
Sept	593	9/1/10			Smartville	Wellington Installer	Under Investigation	Open
996   9/1/10   9erkeley   SmartMeter Customer Communication   Under Investigation   Open   9erkeley   SmartMeter Customer Communication   Under Investigation   Open   39/10   Sulder Creek   Customer Denies Access   Under Investigation   Open   O	594	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
	595	9/1/10			√allejo	SmartMeter Customer Communication		Open
Sampbell   Customer Denies Access   Under Investigation   Open	596	9/2/10			Berkeley	SmartMeter Customer Communication	Under Investigation	Open
	597	9/2/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
Campbell   Customer Denies Access   Under Investigation   Open	598	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
Diovis   Singury Regarding Appliances Affected   Damaged Other Household Appliances   Closed   9/2/10   Fairfax   Customer Denies Access   Under Investigation   Open	599	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
Fairfax   Sustainer   Sustai	600	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
Felton Customer Denies Access Under Investigation Open 3rass Valley Wellington Installer Under Investigation Open 3rass Valley Wellington Installer Under Investigation Open 3uerneville Customer Denies Access Under Investigation Open 3uerneville C	601	9/2/10			Clovis	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Strass Valley   Wellington Installer   Under Investigation   Open	602	9/2/10			Fairfax	Customer Denies Access	Under Investigation	Open
Guerneville   Customer Denies Access   Under Investigation   Open	603	9/2/10			Felton	Customer Denies Access	Under Investigation	Open
Cos Altos   Customer Denies Access   Under Investigation   Open	604	9/2/10			Grass Valley	Wellington Installer	Under Investigation	Open
Cos Altos   Customer Denies Access   Under Investigation   Open	605	9/2/10			Guerneville	Customer Denies Access	Under Investigation	Open
Sociation   Customer wants Smartmeter Removed   Under Investigation   Open	606	9/2/10			_os Altos	Customer Denies Access	Under Investigation	Open
Mill Valley   Customer Denies Access   Under Investigation   Open	607	9/2/10			∟os Altos	Customer Denies Access	Under Investigation	Open
Mill Valley SmartMeter Customer Communication Under Investigation Open Novato Customer Denies Access Under Investigation Open Open Open Open Open Open Open Open	608	9/2/10			∟os Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
Novato Customer Denies Access Under Investigation Open Customer Denies Access	609	9/2/10			Mill Valley	Customer Denies Access	Under Investigation	Open
6129/2/106139/2/106149/2/106159/2/106169/2/106179/2/106189/2/106199/2/106109/2/106119/2/106129/2/106139/2/106149/2/106159/2/106169/2/106179/2/106189/2/106199/2/106199/2/106209/2/106219/2/106229/2/106239/2/106249/2/106259/2/106269/2/106279/2/106289/2/106299/2/106209/2/106219/2/106229/2/106239/2/106349/2/106359/2/106479/2/106589/2/106599/2/106609/2/106709/2/106719/2/106729/2/106729/2/106729/2/106739/2/106749/2/106759/2/106769/2/106779/2/106789/2/106799/2/106709/2/106709/2/106719/2/106729/2/106739/2/106749/	610	9/2/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
Penngrove SmartMeter Customer Communication Health Related Issues Closed Petaluma Customer Denies Access Under Investigation Open Richmond Customer Denies Access Under Investigation Open Ralinas SmartMeter Customer Communication Under Investigation Open Ralinas SmartMeter Customer Communication Under Investigation Open Ralinas SmartMeter Customer Denies Access Under Investigation Open Ran Jose Customer Wellington Installer Under Investigation Open Ran Jose Wellington Installer Under Investigation Open Ran Rosa Wellington Installer Under Investigation Open Ranta Rosa Wellington Installer Under Investigation Open Ranta Rosa Wellington Installer Under Investigation Open Ranta Rosa Und	611	9/2/10			Vovato	Customer Denies Access	Under Investigation	Open
Petaluma Customer Denies Access Under Investigation Open Richmond Customer Denies Access Under Investigation	612	9/2/10			Oakland	Customer Denies Access	Under Investigation	Open
Richmond Customer Denies Access Under Investigation Open 616 9/2/10 617 9/2/10 618 9/2/10 618 9/2/10 619 9/2/10 619 9/2/10 620 9/2/10 621 9/2/10 622 9/2/10 623 9/2/10 624 9/2/10 625 9/2/10 626 9/2/10 626 9/2/10 627 9/2/10 627 9/2/10 628 9/2/10 628 9/2/10 630 Customer Denies Access Under Investigation Open 629 9/2/10 631 Customer Denies Access Under Investigation Open 632 9/2/10 633 Under Investigation Open 634 Pizzion Open 655 9/2/10 656 9/2/10 657 9/2/10 658 9/2/10 668 9/2/10 679 9/2/10 689 9/2/10 690 Open 691 Open 692 Open 693 Open 694 Open 695 Open 696 Open 696 Open 697 Open 698 Open 699 Open	613	9/2/10			Penngrove	SmartMeter Customer Communication	Health Related Issues	Closed
Salinas Customer Denies Access Under Investigation Open Salinas SmartMeter Customer Communication Under Investigation Open Salinas SmartMeter Customer Communication Under Investigation Open San Jose Customer Denies Access Under Investigation Open San Jose Customer wants Smartmeter Removed Under Investigation Open San Jose SmartMeter Customer Communication Under Investigation Open San Jose Wellington Installer Under Investigation Open San Jose Wellington Installer Under Investigation Open San Jose Wellington Installer Under Investigation Open Scotts Valley Customer Denies Access Under Investigation Open Scotts Valley Inquiry Regarding Appliances Affected Under Investigation Open	614	9/2/10			Petaluma	Customer Denies Access	Under Investigation	Open
Salinas SmartMeter Customer Communication Under Investigation Open San Jose Customer Denies Access Under Investigation Open San Jose Customer Wellington Under Investigation Open San Jose SmartMeter Customer Communication Under Investigation Open San Jose Wellington Installer Under Investigation Open San Jose Wellington Installer Under Investigation Open Santa Rosa Wellington Installer Under Investigation Open Scotts Valley Customer Denies Access Under Investigation Open Scotts Valley Customer Denies Access Under Investigation Open Scotts Valley Customer Wents Smartmeter Removed Under Investigation Open Scotts Valley Customer Denies Access Under Investigation Open Scotts Valley Inquiry Regarding Appliances Affected Under Investigation Open	615	9/2/10			Richmond	Customer Denies Access	Under Investigation	Open
6189/2/106199/2/106209/2/106219/2/106229/2/106239/2/106249/2/106259/2/106269/2/106279/2/106289/2/106299/2/106299/2/106209/2/106219/2/106229/2/106239/2/106249/2/106259/2/106269/2/106279/2/106289/2/106299/2/106299/3/10  Customer Denies Access  Under Investigation Open  Customer Denies Access Under	616	9/2/10			Salinas	Customer Denies Access	Under Investigation	Open
619 9/2/10 620 9/2/10 621 9/2/10 622 9/2/10 623 9/2/10 624 9/2/10 625 9/2/10 626 9/2/10 627 9/2/10 628 9/2/10 628 9/2/10 629 9/2/10 629 9/2/10 620 9/2/10 621 9/2/10 622 9/2/10 623 9/2/10 624 9/2/10 625 9/2/10 626 9/2/10 627 9/2/10 628 9/2/10 628 9/2/10 629 9/3/10 629 9/3/10 629 9/3/10 630 9/2/10 640 9/2/10 651 9/2/10 652 9/2/10 653 9/2/10 654 9/2/10 655 9/2/10 655 9/2/10 656 9/2/10 657 9/2/10 658 9/2/10 659 9/3/10 659 9/3/10 650 9/3/10	617	9/2/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
620 9/2/10 621 9/2/10 622 9/2/10 623 9/2/10 624 9/2/10 625 9/2/10 626 9/2/10 626 9/2/10 627 9/2/10 628 9/2/10 628 9/2/10 629 9/2/10 620 620 621 621 622 622 623 624 625 625 626 627 627 628 628 628 629 629 629 620 620 620 620 620 620 620 620 620 620	618	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
621 9/2/10 622 9/2/10 623 9/2/10 624 9/2/10 625 9/2/10 626 9/2/10 627 9/2/10 628 9/2/10 628 9/2/10 629 9/2/10 620 620 621 621 622 623 624 625 625 626 626 627 627 628 628 629 629 629 629 629 620 620 620 620 620 620 620 620 620 620	619	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
622 9/2/10 623 9/2/10 624 9/2/10 625 9/2/10 626 9/2/10 627 9/2/10 628 9/2/10 628 9/2/10 629 9/3/10 629 9/3/10 620 621 622 622 623 624 625 625 626 627 627 628 628 628 629 629 629 620 620 620 620 620 620 620 620 620 620	620				San Jose	Customer Denies Access	Under Investigation	Open
623 9/2/10 624 9/2/10 625 9/2/10 626 9/2/10 627 9/2/10 628 9/2/10 628 9/2/10 629 9/3/10 629 9/3/10 620 621 622 623 624 624 625 625 626 627 627 628 628 628 628 628 629 629 629 620 620 620 620 620 620 620 620 620 620	621				San Jose	Customer Denies Access	Under Investigation	Open
624 9/2/10 625 9/2/10 626 9/2/10 627 9/2/10 628 9/2/10 628 9/2/10 629 9/3/10 629 9/3/10 620 620 621 622 623 624 624 625 625 626 627 628 628 628 629 629 629 629 629 620 620 620 620 620 620 620 620 620 620	622	9/2/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
625 9/2/10 626 9/2/10 627 9/2/10 628 9/2/10 628 9/2/10 629 9/3/10 629 9/3/10 620 620 621 622 622 623 624 625 625 625 626 627 627 628 628 628 628 629 629 629 629 629 629 629 620 620 620 620 620 620 620 620 620 620	623	9/2/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
6269/2/10Scotts ValleyCustomer Denies AccessUnder InvestigationOpen6279/2/10Scotts ValleyCustomer wants Smartmeter RemovedUnder InvestigationOpen6289/2/10SebastopolCustomer Denies AccessUnder InvestigationOpen6299/3/10AlbanyInquiry Regarding Appliances AffectedUnder InvestigationOpen	624	9/2/10			San Jose	Wellington Installer	Under Investigation	Open
6279/2/10Scotts ValleyCustomer wants Smartmeter RemovedUnder InvestigationOpen6289/2/10SebastopolCustomer Denies AccessUnder InvestigationOpen6299/3/10AlbanyInquiry Regarding Appliances AffectedUnder InvestigationOpen						Wellington Installer	Under Investigation	
6289/2/10SebastopolCustomer Denies AccessUnder InvestigationOpen6299/3/10AlbanyInquiry Regarding Appliances AffectedUnder InvestigationOpen	626	9/2/10				Customer Denies Access	Under Investigation	Open
629 9/3/10 Albany Inquiry Regarding Appliances Affected Under Investigation Open	627	9/2/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
main, regularing replication and an arrangement of the second of the sec	628	9/2/10			Sebastopol	Customer Denies Access	Under Investigation	Open
630 9/3/10 Boulder Creek Customer Denies Access Under Investigation Open	629	9/3/10			Albany	Inquiry Regarding Appliances Affected	Under Investigation	Open
passes sistem passes prince notice and involved passes of the passes of	630	9/3/10			Boulder Creek	Customer Denies Access	Under Investigation	Open

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	Status	Nature of Issue	Core Process	Service City	Account	Customer Name	Call Date	No.
	Open	Under Investigation	Customer Denies Access	Campbell			9/3/10	631
Sairoy   SmartMeter Customer Communication   Under Investigation	Open	Under Investigation	Customer Denies Access	Campbell			9/3/10	632
Silroy   SmartMeter Customer Communication   Under Investigation	Open	Under Investigation	Customer Denies Access	Gilroy		1	9/3/10	633
Sentfield   Customer Denies Access   Under Investigation	Open	Under Investigation	SmartMeter Customer Communication	Gilroy		1	9/3/10	634
Sentifield   Customer Denies Access	Open	Under Investigation	SmartMeter Customer Communication	Gilroy		1	9/3/10	635
Napa   Inquiry Regarding Appliances Affected   Under Investigation	Open	Under Investigation	Customer Denies Access	Kentfield		1	9/3/10	636
	Open	Under Investigation	Customer wants Smartmeter Removed	_os Gatos		1	9/3/10	637
Novato   Qustomer Denies Access   Under Investigation	Open	Under Investigation	Inquiry Regarding Appliances Affected	Napa		1	9/3/10	638
Novato	Open	Under Investigation	Customer Denies Access	Novato		1	9/3/10	639
Novato   Sustomer Denies Access   Under Investigation	Open	Under Investigation	Customer Denies Access	Novato		1	9/3/10	640
Novato   Customer Denies Access   Under Investigation	Open	Under Investigation	Customer Denies Access	Novato		1	9/3/10	641
Novato Customer Denies Access Under Investigation Dakland Customer Denies Access Under Investigation Dakland Customer Denies Access Under Investigation Dakland SmartMeter Customer Communication Dakland Wellington Installer Under Investigation Dakland Wellington Installer Wellington Under Investigation Dakland Wellington Installer Wellington Under Investigation Under Investigation Under Investigation Under Investigation Under Investigation	Open	<u> </u>	Customer Denies Access	Novato		1	9/3/10	642
Dakland   Under Investigation   Dakland   Under Investigation   Dakland   Wellington Installer   Under Investigation   Dakland   Wellington Installer   Under Investigation   Dakland   Wellington Installer   Under Investigation   Dakland   Dakland   Under Investigation   Dakland	Open	Under Investigation	Customer Denies Access	Novato		1	9/3/10	643
Dakland   Under Investigation   Dakland   Wellington Installer   Under Investigation   Dakland   Dakland   Wellington Installer   Under Investigation   Dakland   Wellington Installer   Under Investigation   Dakland   Wellington Installer   Under Investigation   Dakland   Under Investigation   Dakland   Dakland   Under Investigation   Dakland   Under Investigation   Dakland   Dakland   Under Investigation   Dakland   Dakland   Under Investigation   Dakland   Da	Open	Under Investigation	Customer Denies Access	Novato			9/3/10	644
Dakland   SmartMeter Customer Communication   Under Investigation	Open		Customer Denies Access	Dakland		1	9/3/10	645
Dakland   Wellington Installer   Under Investigation   Rohnert Park   SmartMeter Customer Communication   Under Investigation   San Jose   Wellington Installer   Under Investigation   Under Investigation   San Jose   Wellington Installer   Under Investigation   Under Investigation   Santa Cruz   Customer Denies Access   Under Investigation   Under Investigation   Santa Rosa   Customer Denies Access   Under Investigation   Under Investigation   Santa Rosa   SmartMeter Customer Communication   Under Investigation   Santa Rosa   SmartMeter Customer Communication   Under Investigation   Santa Rosa   SmartMeter Customer Communication   Under Investigation	Open	-	SmartMeter Customer Communication	Dakland		1	9/3/10	646
Rohnert Park   SmartMeter Customer Communication   Under Investigation	Open	<u> </u>	Wellington Installer	Dakland		1	9/3/10	647
San Jose   Wellington Installer   Under Investigation	Open	9	-	Rohnert Park		1	9/3/10	648
Santa Cruz   Customer Denies Access   Under Investigation	Open	Under Investigation	Wellington Installer	San Jose		1	9/3/10	649
Santa Rosa   SmartMeter Customer Communication   Under Investigation	Open	Under Investigation	-	Santa Cruz		1	9/3/10	650
653 9/3/10 654 9/3/10 655 9/4/10 656 9/4/10 657 9/4/10 658 9/4/10 659 9/4/10 659 9/4/10 650 9/5/10 650 9/5/10 651 9/5/10 652 9/5/10 653 9/5/10 655 9/5/10 656 9/5/10 657 9/5/10 658 9/5/10 659 9/5/10 659 9/5/10 650 9/5/10 650 9/5/10 651 9/5/10 652 9/5/10 653 9/5/10 654 9/5/10 655 9/5/10 656 9/5/10 657 9/5/10 658 9/5/10 659 9/5/10 659 9/5/10 650 9/5/10 650 9/5/10 651 9/5/10 652 9/5/10 653 9/5/10 654 9/5/10 655 9/5/10 656 9/5/10 657 9/5/10 668 9/5/10 669 9/5/10 669 9/5/10 660 9/5/10 660 9/5/10 661 9/5/10 662 9/5/10 663 9/5/10 664 9/5/10 665 9/7/10 665 9/7/10 666 9/7/10 667 9/7/10 668 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 670 9/7/10 689 9/7/10 689 9/7/10 680 9/7/10 689 9/7/10	Open	Under Investigation	Customer Denies Access	Santa Rosa		1	9/3/10	651
Saratoga   Customer wants Smartmeter Removed   Under Investigation	Open	Under Investigation	SmartMeter Customer Communication	Santa Rosa		1	9/3/10	652
Campbell Customer Denies Access Under Investigation  Novato Customer Denies Access Under Investigation  Salinas Customer Denies Access Under Investigation  Salinas Customer Denies Access Under Investigation  San Rafael Customer Denies Access Under Investigation  San Rafael Customer Denies Access Under Investigation  San Rafael Customer Denies Access Under Investigation  Campbell Customer Denies Access Under Investigation  Campbell Customer Denies Access Under Investigation  Campbell Customer Denies Access Under Investigation  San Rafael Customer Denies Access Under Investigation  San Jose Customer Denies Access Under Investigation  San Jose Inquiry Regarding Appliances Affected Under Investigation  San Jose Inquiry Regarding Appliances Affected Under Investigation  Campbell Under Investigation  Customer Denies Access Under Investigation  Mill Valley Customer Wants Smartmeter Removed Under Investigation	Open	Under Investigation	Customer wants Smartmeter Removed	Saratoga		1	9/3/10	653
Novato   Sustainant   Novato   Sustainant	Open	Under Investigation	Customer Denies Access	Woodacre		1	9/3/10	654
657 9/4/10 658 9/4/10 659 9/4/10 660 9/5/10 661 9/5/10 662 9/6/10 663 9/6/10 664 9/7/10 665 9/7/10 666 9/7/10 667 9/7/10 668 9/7/10 668 9/7/10 668 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 660 9/7/10 661 9/7/10 662 9/7/10 663 9/7/10 664 9/7/10 665 9/7/10 665 9/7/10 666 9/7/10 666 9/7/10 667 9/7/10 668 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 660 9/7/10 660 9/7/10 661 9/7/10 662 9/7/10 663 9/7/10 664 9/7/10 665 9/7/10 665 9/7/10 666 9/7/10 667 9/7/10 668 9/7/10 669 9/7/10 669 9/7/10 670 9/7/10	Open	Under Investigation	Customer Denies Access	Campbell		1	9/4/10	655
658 9/4/10 659 9/4/10 660 9/5/10 661 9/5/10 662 9/6/10 663 9/6/10 664 9/7/10 665 9/7/10 666 9/7/10 666 9/7/10 667 9/7/10 668 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 660 9/7/10 660 9/7/10 661 9/7/10 662 9/7/10 663 9/7/10 664 9/7/10 665 9/7/10 666 9/7/10 667 9/7/10 668 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 660 9/7/10 660 9/7/10 661 9/7/10 662 9/7/10 663 9/7/10 664 9/7/10 665 9/7/10 665 9/7/10 666 9/7/10 667 9/7/10 668 9/7/10 669 9/7/10 669 9/7/10 670 9/7/10	Open	Under Investigation	Customer Denies Access	Novato		1	9/4/10	656
659 9/4/10 660 9/5/10 661 9/5/10 662 9/6/10 663 9/6/10 664 9/7/10 665 9/7/10 666 9/7/10 666 9/7/10 667 9/7/10 668 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 670 9/7/10	Open	Under Investigation	Customer Denies Access	Salinas		1	9/4/10	657
660 9/5/10 661 9/5/10 662 9/6/10 663 9/6/10 664 9/7/10 665 9/7/10 666 9/7/10 667 9/7/10 668 9/7/10 668 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 660 9/7/10 660 9/7/10 660 9/7/10 661 0/7/10 662 0/7/10 663 0/7/10 664 0/7/10 665 0/7/10 666 0/7/10 667 0/7/10 668 9/7/10 668 9/7/10 669 9/7/10 669 9/7/10 660 0/7/10	Open	Under Investigation	Customer Denies Access	San Rafael		1	9/4/10	658
661 9/5/10 662 9/6/10 663 9/6/10 664 9/7/10 665 9/7/10 666 9/7/10 667 9/7/10 668 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 660 9/7/10 660 9/7/10 660 9/7/10 660 9/7/10 661 9/7/10 662 9/7/10 663 9/7/10 664 9/7/10 665 9/7/10 666 9/7/10 667 9/7/10 668 9/7/10 668 9/7/10 669 9/7/10 669 9/7/10 660 9/7/10	Open	Under Investigation	Customer Denies Access	San Rafael		1	9/4/10	659
662 9/6/10 663 9/6/10 664 9/7/10 665 9/7/10 666 9/7/10 667 9/7/10 668 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 660 9/7/10 660 9/7/10 661 9/7/10 662 9/7/10 663 9/7/10 664 9/7/10 665 9/7/10 666 9/7/10 667 9/7/10 668 9/7/10 668 9/7/10 669 9/7/10 669 9/7/10 670 9/7/10	Open	Under Investigation	Customer Denies Access	Campbell		1	9/5/10	660
663 9/6/10 664 9/7/10 665 9/7/10 666 9/7/10 666 9/7/10 667 9/7/10 668 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 660 9/7/10 660 9/7/10 660 9/7/10 661 00 662 00 663 00 663 00 664 00 665 00 665 00 665 00 666 00 666 00 667 00 667 00 668 00 668 00 669 00 669 00 669 00 660 00 66	Open	Under Investigation	Customer Denies Access	San Rafael		1	9/5/10	661
Berkeley Customer wants Smartmeter Removed Under Investigation    Campbell   Inquiry Regarding Appliances Affected   Under Investigation	Open	Under Investigation	Customer Denies Access	San Jose		1	9/6/10	662
665 9/7/10 666 9/7/10 667 9/7/10 668 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 669 9/7/10 670 9/7/10 670 9/7/10 670 9/7/10 680 9/7/10	Open	Under Investigation	Inquiry Regarding Appliances Affected	San Jose		1	9/6/10	663
666 9/7/10 667 9/7/10 668 9/7/10 669 9/7/10 669 9/7/10 670 9/7/10 670 9/7/10 680 Display Campbell Inquiry Regarding Appliances Affected Radio Frequency Concerns Cupertino Inquiry Regarding Appliances Affected Radio Frequency Concerns Cupertino Customer Denies Access Under Investigation Customer Denies Access Under Investigation Concerns Cupertino Inquiry Regarding Appliances Affected Under Investigation Cupertino Inquiry Regarding Appliances Affected Radio Frequency Concerns Cupertino Customer Denies Access Under Investigation Cupertino Customer Denies Access Under Investigation Cupertino Customer Value Cupertino Cupe	Open	Under Investigation	Customer wants Smartmeter Removed	Berkeley			9/7/10	664
Campbell   Inquiry Regarding Appliances Affected   Under Investigation	Open	Under Investigation	Inquiry Regarding Appliances Affected	Campbell		1	9/7/10	665
668 9/7/10 669 9/7/10 Grass Valley Customer Denies Access Under Investigation Grass Valley Potential Wellington Claim Under Investigation 670 9/7/10 Mill Valley Customer wants Smartmeter Removed Under Investigation	Open	Under Investigation	Inquiry Regarding Appliances Affected	Campbell		1	9/7/10	666
6689/7/10GilroyCustomer Denies AccessUnder Investigation6699/7/10Grass ValleyPotential Wellington ClaimUnder Investigation6709/7/10Mill ValleyCustomer wants Smartmeter RemovedUnder Investigation	Closed	Radio Frequency Concerns		Cupertino		1	9/7/10	667
Grass Valley Potential Wellington Claim Under Investigation  670 9/7/10 Mill Valley Customer wants Smartmeter Removed Under Investigation	Open			Gilroy		1	9/7/10	668
670 9/7/10 Mill Valley Customer wants Smartmeter Removed Under Investigation	Open	-		Grass Valley		1	9/7/10	669
	Open	•	-			1	9/7/10	670
6/1   9///10   Mill Valley   Customer wants Smartmeter Removed   Under Investigation	Open	Under Investigation	Customer wants Smartmeter Removed	Mill Valley		1	9/7/10	671
672 9/7/10 Milpitas Customer Denies Access Under Investigation	Open	Under Investigation				1	9/7/10	672

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Morgan Hill   Meter / Module Equipment (Mfg.)   Radio Frequency Concerns	Closed Open Closed Open Open Open Open Open Open Open Open
Dakland   Dakl	Closed Open Open Open Open Open Open Open Open
Dakland Inquiry Regarding Appliances Affected Under Investigation Detaluma Customer Denies Access Under Investigation Detaluma Wellington Installer Under Investigation Dakland Inquiry Regarding Appliances Affected Under Investigation Detaluma Wellington Installer Under Investigation Dakland Inquiry Regarding Appliances Affected Under Investigation Detaluma Wellington Installer Under Investigation Dakland Inquiry Regarding Appliances Access Under Investigation Dakland Inquiry Regarding Appliances Access Under Investigation Data Jose Customer Denies Access Under Investigation Data Jose Inquiry Regarding Appliances Affected Under Investigation Data Lorenzo Customer Denies Access Under Investigation Data Rafael Customer Denies Access Under Investigation Data Rafael Customer Denies Access Under Investigation Data Clara Customer Denies Access Under Investigation Data Clara Customer Denies Access Under Investigation Data Cruz Customer Denies Access Under Investigation	Open Open Open Open Open Open Open Open
6779/7/106789/7/106799/7/106809/7/106819/7/106829/7/106839/7/106849/7/106859/7/106869/7/106879/7/106889/7/106899/7/106809/7/106819/7/106829/7/106839/7/106849/7/106859/7/106869/7/106879/7/106889/7/106899/7/106809/7/106819/7/106829/7/106839/7/106849/7/106859/7/106869/7/106879/7/106889/7/106899/7/106809/7/106819/7/106829/7/106839/7/106849/7/106859/7/106869/7/106879/7/106889/7/106899/7/106809/7/106819/7/106829/7/106839/7/106849/7/106859/7/106869/7/106879/7/106889/7/106899/7/106809/7/106819/7/106829/7/106839/	Open Open Open Open Open Open Open Open
Petaluma   Customer Denies Access   Under Investigation	Open Open Open Open Open Open Closed Open Open Open Open Open Open Open
679 9/7/10 680 9/7/10 681 9/7/10 682 9/7/10 683 9/7/10 684 9/7/10 685 9/7/10 686 9/7/10 686 9/7/10 687 9/7/10 688 9/7/10 688 9/7/10 689 9/7/10 689 9/7/10 689 9/7/10 689 9/7/10 689 9/7/10 680 9/7/10 680 9/7/10 680 9/7/10 681 9/7/10 682 9/7/10 683 9/7/10 684 9/7/10 685 9/7/10 686 9/7/10 687 9/7/10 688 9/7/10 688 9/7/10 689 9/7/10 689 9/7/10 680 9/7/10	Open Open Open Open Closed Open Open Open Open Open Open Open Open
680 9/7/10 681 9/7/10 682 9/7/10 683 9/7/10 684 9/7/10 685 9/7/10 685 9/7/10 686 9/7/10 686 9/7/10 687 9/7/10 688 9/7/10 688 9/7/10 688 9/7/10 689 9/7/10 689 9/7/10 680 9/7/10 680 9/7/10 680 9/7/10 681 9/7/10 682 9/7/10 683 9/7/10 684 9/7/10 685 9/7/10 686 9/7/10 687 9/7/10 688 9/7/10 688 9/7/10 689 9/7/10 689 9/7/10 680 9/7/10	Open Open Open Closed Open Open Open Open Open Open Open Open
681 9/7/10 682 9/7/10 683 9/7/10 684 9/7/10 685 9/7/10 685 9/7/10 686 9/7/10 686 9/7/10 687 9/7/10 688 9/7/10 688 9/7/10 688 9/7/10 689 9/7/10 689 9/7/10 689 9/7/10 680 San Jose Customer Denies Access Under Investigation Customer Denies Access Customer Denies Access Under Investigation Customer Denies Access Customer Denies Access Under Investigation Customer Denies Access Custome	Open Open Closed Open Open Open Open Open Open Open Open
682 9/7/10 683 9/7/10 684 9/7/10 685 9/7/10 685 9/7/10 686 9/7/10 686 9/7/10 687 9/7/10 688 9/7/10 688 9/7/10 689 9/7/10 689 9/7/10 689 9/7/10 680 9/7/10 680 9/7/10 681 Customer Denies Access Customer Denie	Open Closed Open Open Open Open Open Open Open
683 9/7/10 684 9/7/10 685 9/7/10 686 9/7/10 687 9/7/10 688 9/7/10 688 9/7/10 689 9/7/10 689 9/7/10 689 9/7/10 689 9/7/10 680 9/7/10 680 9/7/10 681 Customer Denies Access Under Investigation Customer Denies Access Customer Denies Access Under Investigation Customer Denies Access Customer Denies Acc	Closed Open Open Open Open Open Open Open
684 9/7/10 685 9/7/10 686 9/7/10 687 9/7/10 688 9/7/10 688 9/7/10 689 9/7/10 689 9/7/10 689 9/7/10 689 9/7/10 689 9/7/10 680 9/7/10 680 San Rafael Customer Denies Access Under Investigation 680 San Rafael Customer Denies Access Under Investigation 681 Customer Denies Access Under Investigation 682 San Rafael Customer Denies Access Under Investigation 683 Santa Clara Customer Denies Access Under Investigation 684 Santa Cruz Customer Denies Access Under Investigation 685 Santa Cruz Customer Denies Access Under Investigation 686 Santa Cruz Customer Denies Access Under Investigation 687 Santa Rosa SmartMeter Customer Communication Under Investigation	Open Open Open Open Open Open
685 9/7/10 686 9/7/10 687 9/7/10 688 9/7/10 688 9/7/10 689 9/7/10 689 9/7/10 689 9/7/10 680 9/7/10 680 9/7/10 680 9/7/10 681 Customer Denies Access 682 Under Investigation 683 Under Investigation 684 Customer Denies Access 685 Under Investigation 686 Santa Clara 687 Customer Denies Access 688 Under Investigation 689 9/7/10 680 Santa Cruz 680 Customer Denies Access 680 Under Investigation 680 Santa Cruz 680 SmartMeter Customer Communication 680 Under Investigation 680 Under Investigation 680 Under Investigation	Open Open Open Open
6869/7/10San RafaelCustomer Denies AccessUnder Investigation6879/7/10San RafaelCustomer Denies AccessUnder Investigation6889/7/10Santa ClaraCustomer Denies AccessUnder Investigation6899/7/10Santa CruzCustomer Denies AccessUnder Investigation6909/7/10Santa RosaSmartMeter Customer CommunicationUnder Investigation	Open Open Open
6879/7/10San RafaelCustomer Denies AccessUnder Investigation6889/7/10Santa ClaraCustomer Denies AccessUnder Investigation6899/7/10Santa CruzCustomer Denies AccessUnder Investigation6909/7/10Santa RosaSmartMeter Customer CommunicationUnder Investigation	Open Open
688 9/7/10 689 9/7/10 689 9/7/10 690 9/7/10 Santa Clara Customer Denies Access Under Investigation 690 9/7/10 Santa Rosa SmartMeter Customer Communication Under Investigation	Open
689 9/7/10 Santa Cruz Customer Denies Access Under Investigation 690 9/7/10 Santa Rosa SmartMeter Customer Communication Under Investigation	· ·
690 9/7/10 Santa Rosa SmartMeter Customer Communication Under Investigation	Open
· · · · · · · · · · · · · · · · · · ·	1
691 9/7/10 Saratoga Inquiry Regarding Appliances Affected Under Investigation	Open
	Open
692 9/8/10 Belmont Inquiry Regarding Appliances Affected Under Investigation	Open
693 9/8/10 Berkeley Customer Denies Access Under Investigation	Open
694 9/8/10 Berkeley Customer wants Smartmeter Removed Under Investigation	Open
695 9/8/10 Calistoga Customer Denies Access Under Investigation	Open
696 9/8/10 Caruthers Customer Denies Access Customer does not want a Smartf	leter Closed
Georgetown Customer Denies Access Under Investigation	Open
698 9/8/10 Customer Denies Access Under Investigation	Open
699 9/8/10 Milpitas Customer Denies Access Under Investigation	Open
700 9/8/10 Newark Inquiry Regarding Appliances Affected Radio Frequency Concerns	Closed
701 9/8/10 Customer Denies Access Under Investigation	Open
702 9/8/10 Dakland Inquiry Regarding Appliances Affected Under Investigation	Open
703 9/8/10 Petaluma SmartMeter Customer Communication Under Investigation	Open
704 9/8/10 Pleasant Hill Inquiry Regarding Appliances Affected Under Investigation	Open
705 9/8/10 San Jose Customer Denies Access Under Investigation	Open
706 9/8/10 San Jose Customer Denies Access Under Investigation	Open
707 9/8/10 San Jose Customer Denies Access Under Investigation	Open
708 9/8/10 San Jose Inquiry Regarding Appliances Affected Damaged Television	Closed
709 9/8/10 San Jose Inquiry Regarding Appliances Affected Under Investigation	Open
710 9/8/10 San Rafael Customer Denies Access Under Investigation	Open
711 9/8/10 San Rafael Customer Denies Access Under Investigation	Open
712 9/8/10 San Rafael Customer Denies Access Under Investigation	Open
713 9/8/10 San Rafael Customer wants Smartmeter Removed Under Investigation	Open
714 9/8/10 Santa Cruz Customer Denies Access Under Investigation	Open

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715 716		Customer Name /	Account Service City	Core Process	Nature of Issue	Status
716	9/8/10		Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
1 , , ,	9/8/10		Sunnyvale	Customer Denies Access	Under Investigation	Open
717	9/8/10		Windsor	Customer Denies Access	Under Investigation	Open
718	9/9/10		Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
719	9/9/10		Emeryville	Inquiry Regarding Appliances Affected	Other	Closed
720	9/9/10		Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
721	9/9/10		_os Gatos	Wellington Installer	Under Investigation	Open
722	9/9/10		_os Gatos	Wellington Installer	Under Investigation	Open
723	9/9/10		Oakland	Customer Denies Access	Under Investigation	Open
724	9/9/10		Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
725	9/9/10		Oakland	Power Interruption	Partial Power Outage	Closed
726	9/9/10		Petaluma	Wellington Installer	Under Investigation	Open
727	9/9/10		Richmond	Power Interruption	Flickering Lights	Closed
728	9/9/10		Salinas	Customer Denies Access	Under Investigation	Open
729	9/9/10		San Jose	Customer Denies Access	Under Investigation	Open
730	9/9/10		San Jose	Customer Denies Access	Under Investigation	Open
731	9/9/10		San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
732	9/9/10		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
733	9/9/10		San Rafael	Customer Denies Access	Under Investigation	Open
734	9/9/10		Santa Cruz	Customer Denies Access	Under Investigation	Open
735	9/9/10		Santa Rosa	Customer Denies Access	Under Investigation	Open
736	9/9/10		Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
737	9/9/10		Saratoga	Wellington Installer	Under Investigation	Open
738	9/10/10		Aptos	Customer Denies Access	Under Investigation	Open
739	9/10/10		Emeryville	Wellington Installer	Under Investigation	Open
740	9/10/10		Felton	Customer Denies Access	Under Investigation	Open
741	9/10/10		Grass Valley	Wellington Installer	Under Investigation	Open
742	9/10/10		_arkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
743	9/10/10		_os Altos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
744	9/10/10		∟os Gatos	Customer Denies Access	Under Investigation	Open
745	9/10/10		Napa	Customer Denies Access	Under Investigation	Open
746	9/10/10		Novato	Customer Denies Access	Under Investigation	Open
747	9/10/10		Oakland	Customer Denies Access	Under Investigation	Open
748	9/10/10		Oakland	Customer Denies Access	Under Investigation	Open
749	9/10/10		Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
750	9/10/10		Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
751	9/10/10		Petaluma	Customer Denies Access	Under Investigation	Open
752	9/10/10		Piedmont	Inquiry Regarding Appliances Affected	Under Investigation	Open
753	9/10/10		San Francisco	Wellington Installer	Under Investigation	Open
754	9/10/10		San Jose	Customer Denies Access	Under Investigation	Open
755	9/10/10		San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
756	9/10/10		San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
757	9/10/10			San Pablo	Customer wants Smartmeter Removed	Under Investigation	Open
758	9/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
759	9/10/10			Santa Clara	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
760	9/10/10				Customer Denies Access	Under Investigation	Open
761	9/10/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
762	9/10/10			Santa Rosa	Wellington Installer	Under Investigation	Open
763	9/10/10			Sebastopol	Customer Denies Access	Under Investigation	Open
764	9/10/10			Soquel	Customer Denies Access	Under Investigation	Open
765	9/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
766	9/11/10			Benicia	Inquiry Regarding Appliances Affected	Under Investigation	Open
767	9/11/10			Danville	Customer wants Smartmeter Removed	Under Investigation	Open
768	9/11/10			El Dorado	Wellington Installer	Under Investigation	Open
769	9/11/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
770	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
771	9/11/10			Piedmont	Inquiry Regarding Appliances Affected	Under Investigation	Open
772	9/11/10			Sunnyvale	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
773	9/11/10			Sunnyvale	Power Interruption	Partial Power Outage	Closed
774	9/12/10			Fremont	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
775	9/12/10			_os Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
776	9/12/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
777	9/12/10				SmartMeter Customer Communication	Under Investigation	Open
778	9/13/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
779	9/13/10			Gilroy	Customer Denies Access	Under Investigation	Open
780	9/13/10				Customer Denies Access	Under Investigation	Open
781	9/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
782	9/13/10			Healdsburg	Wellington Installer	Under Investigation	Open
783	9/13/10			∟os Gatos	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
784	9/13/10			_os Gatos	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
785	9/13/10			∟os Gatos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
786	9/13/10			•	Wellington Installer	Under Investigation	Open
787	9/13/10			,	Customer Denies Access	Under Investigation	Open
788	9/13/10				Customer Denies Access	Under Investigation	Open
789	9/13/10			Mill Valley	Customer Denies Access	Under Investigation	Open
790	9/13/10				Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
791	9/13/10			Petaluma	Customer Denies Access	Under Investigation	Open
792	9/13/10				Customer Denies Access	Under Investigation	Open
793	9/13/10				Customer wants Smartmeter Removed	Under Investigation	Open
794	9/13/10				Customer Denies Access	Under Investigation	Open
795	9/13/10				Customer Denies Access	Under Investigation	Open
796	9/13/10				Customer Denies Access	Under Investigation	Open
797	9/13/10				Customer Denies Access	Under Investigation	Open
798	9/13/10	J		San Jose	Customer Denies Access	Under Investigation	Open

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San Jose   Inquiry Regarding Appliances Affected   Radio Frequency Concerns   Scilose   San Jose   Inquiry Regarding Appliances Affected   Under Investigation   Oper   San Jose   Inquiry Regarding Appliances Affected   Under Investigation   Oper   San Jose   Inquiry Regarding Appliances Affected   Under Investigation   Oper   San Jose   Inquiry Regarding Appliances Affected   Under Investigation   Oper   San Rafael   Customer Oenies Access   Under Investigation   Oper   San Rafael   Customer Variants Smartmeter Removed   Under Investigation   Oper   San Rafael   Oper   San Rafael   Under Investigation   Oper   San Patrio   San Rafael   Under Investigation   Oper   San Patrio   San Rafael   Under Investigation   Oper   San Patrio   San Patrio   Under Investigation   Oper   San Patrio   San Patrio   Under Investigation   Oper   San Patrio   San Patrio   Under Investigation   Oper   San Patrio   Oper   San Patrio   Oper   San Patrio   Oper   San Patrio   Oper	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
San Jose	799	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
1913/10   San Jose   Inquiry Regarding Applances Affected   Under Investigation   Oper	800	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
San Rafael	801	9/13/10			San Jose		Under Investigation	Open
San Rafael   Customer Danies Access   Under Investigation   Oper	802	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Rafael   Inquiry Regarding Appliances Affected   Under Investigation   Oper	803	9/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
Ban Rafael   Inquiry Regarding Appliances Affected   Under Investigation   Oper	804	9/13/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
	805	9/13/10			San Rafael	Inquiry Regarding Appliances Affected		Open
808   9/13/10	806	9/13/10			Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
Schico   Inquiry Regarding Appliances Affected   Under Investigation   Oper	807	9/13/10			Watsonville	Customer Denies Access	Under Investigation	Open
Silroy	808	9/13/10			Windsor	SmartMeter Customer Communication	Under Investigation	Open
811	809	9/14/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
Mill Valley	810	9/14/10			Gilroy	Customer Denies Access	Under Investigation	Open
813   9/14/10   Mill Valley	811	9/14/10			_os Gatos	Customer Denies Access	Under Investigation	Open
814   9714/10   Mill Valley   Customer Denies Access   Under Investigation   Oper	812	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
Mill Valley   Customer Denies Access   Under Investigation   Oper	813	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
Mill Valley   Customer Denies Access   Under Investigation   Open	814	9/14/10				Customer Denies Access	Under Investigation	Open
Mill Valley   Customer Denies Access   Under Investigation   Oper	815	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
Milpitas   Wellington Installer   Under Investigation   Oper	816	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
Novato   SmartMeter Customer Communication   Under Investigation   Open	817				Mill Valley	Customer Denies Access	Under Investigation	Open
Novato   Wellington Installer   Under Investigation   Open	818	9/14/10			Milpitas		Under Investigation	Open
821 9/14/10 822 9/14/10 823 9/14/10 824 9/14/10 825 9/14/10 826 9/14/10 827 9/14/10 828 9/14/10 829 9/14/10 829 9/14/10 820 9/14/10 821 9/14/10 822 9/14/10 823 9/14/10 824 9/14/10 825 9/14/10 826 9/14/10 827 9/14/10 828 9/14/10 829 9/14/10 829 9/14/10 829 9/14/10 829 9/14/10 829 9/14/10 829 9/14/10 829 9/14/10 829 9/14/10 820 829 9/14/10 821 829 829 829 829 829 829 829 829 829 829	819	9/14/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
8229/14/10DaklandInquiry Regarding Appliances AffectedOtherClose8239/14/10Saint HelenaInquiry Regarding Appliances AffectedUnder InvestigationOper8249/14/10San JoseCustomer Denies AccessUnder InvestigationOper8259/14/10San JoseCustomer Denies AccessUnder InvestigationOper8269/14/10San JoseCustomer Denies AccessUnder InvestigationOper8279/14/10San JoseCustomer Denies AccessUnder InvestigationOper8289/14/10San JoseCustomer Denies AccessUnder InvestigationOper8299/14/10San JoseCustomer Denies AccessUnder InvestigationOper8309/14/10San JoseCustomer Denies AccessUnder InvestigationOper8319/14/10San JoseCustomer Denies AccessUnder InvestigationOper8329/14/10San JoseCustomer Wants Smartmeter RemovedUnder InvestigationOper8339/14/10San JoseInquiry Regarding Appliances AffectedUnder InvestigationOper8349/14/10San JoseWellington InstallerUnder InvestigationOper8369/14/10San RafaelInquiry Regarding Appliances AffectedUnder InvestigationOper8379/14/10San RafaelInquiry Regarding Appliances AffectedUnder InvestigationOper8389/14/10San RafaelInquiry Regardi	820	9/14/10			Novato	Wellington Installer	Under Investigation	Open
Saint Helena Inquiry Regarding Appliances Affected Under Investigation Open San Jose Customer Denies Access Under Investigation Open San Jose Customer Wants Smartmeter Removed Under Investigation Open San Jose Inquiry Regarding Appliances Affected Other Close San Jose Inquiry Regarding Appliances Affected Under Investigation Open San Jose Wellington Installer Under Investigation Open San Rafael Inquiry Regarding Appliances Affected Under Investigation Open San Rafael Inquiry Regarding Appliances Affected Under Investigation Open San Rafael Inquiry Regarding Appliances Affected Under Investigation Open San Rafael Inquiry Regarding Appliances Affected Under Investigation Open San Rafael Wellington Installer Under Investigation		9/14/10			Oakland		Under Investigation	Open
San Jose Customer Denies Access Under Investigation Open 825 9/14/10 826 9/14/10 827 9/14/10 828 9/14/10 829 9/14/10 829 9/14/10 830 9/14/10 831 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 855 9/14/10 856 9/14/10 857 9/14/10 858 9/14/10 858 9/14/10 858 9/14/10 859 9/14/10 850 9/14/					Oakland		Other	Closed
825 9/14/10 826 9/14/10 827 9/14/10 828 9/14/10 829 9/14/10 829 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 855 9/14/10 856 9/14/10 857 9/14/10 858 9/14/10 858 9/14/10 859 9/14/10 859 9/14/10 859 9/14/10 850 9/	823				Saint Helena	Inquiry Regarding Appliances Affected	Under Investigation	Open
826 9/14/10 827 9/14/10 828 9/14/10 829 9/14/10 830 9/14/10 831 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10		9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
827 9/14/10 828 9/14/10 829 9/14/10 830 9/14/10 831 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10	825	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
828 9/14/10 829 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 855 9/14/10 856 9/14/10 857 9/14/10 858 9/14/10 858 9/14/10 859 9/	826	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
829 9/14/10 830 9/14/10 831 9/14/10 831 9/14/10 832 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10					San Jose	Customer Denies Access	Under Investigation	Open
830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 855 9/14/10 856 9/14/10 857 9/14/10 858 9/14/10 858 9/14/10 859 9/	828				San Jose	Customer Denies Access	Under Investigation	Open
831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 839 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 855 9/14/10 856 9/14/10 857 9/14/10 857 9/14/10 858 9/14/10 859 0		9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 839 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10	830				San Jose	Customer Denies Access	Under Investigation	Open
833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 839 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10					San Jose			Open
834 9/14/10 837 9/14/10 838 9/14/10 839 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10					San Jose	Customer wants Smartmeter Removed		Open
835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10		9/14/10			San Jose		Other	Closed
836 9/14/10 837 9/14/10 838 9/14/10 838 9/14/10 839 9/14/10 830 9/14/10 830 9/14/10 831 9/14/10 832 9/14/10 833 9/14/10 834 9/14/10 835 9/14/10 836 9/14/10 837 9/14/10		9/14/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
837 9/14/10 San Rafael Inquiry Regarding Appliances Affected Under Investigation Open 838 9/14/10 San Rafael Wellington Installer Under Investigation Open					San Jose		Under Investigation	Open
838 9/14/10 San Rafael Wellington Installer Under Investigation Open							Under Investigation	Open
The state of the s							Under Investigation	Open
839 0/14/10 Sonto Paso Customer wants Smartmater Removed Under Investigation Chan					San Rafael		Under Investigation	Open
· ·	839	9/14/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
840 9/14/10 Santa Rosa Wellington Installer Under Investigation Open	840	9/14/10			Santa Rosa	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
841	9/14/10			Santa Rosa	Wellington Installer	Under Investigation	Open
842	9/14/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
843	9/14/10			Watsonville	Customer Denies Access	Under Investigation	Open
844	9/15/10			Aromas	Customer Denies Access	Under Investigation	Open
845	9/15/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
846	9/15/10			Campbell	Wellington Installer	Under Investigation	Open
847	9/15/10			Fulton	Inquiry Regarding Appliances Affected	Under Investigation	Open
848	9/15/10			Kentfield	Customer Denies Access	Under Investigation	Open
849	9/15/10			Mill Valley	Customer Denies Access	Under Investigation	Open
850	9/15/10			Muir Beach	Customer Denies Access	Under Investigation	Open
851	9/15/10			Napa	Customer Denies Access	Under Investigation	Open
852	9/15/10			Novato	Customer Denies Access	Under Investigation	Open
853	9/15/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
854	9/15/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
855	9/15/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
856	9/15/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
857	9/15/10			Oakland	Customer Denies Access	Under Investigation	Open
858	9/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
859	9/15/10			Oakland	Power Interruption	Under Investigation	Open
860	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
861	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
862	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
863	9/15/10			Petaluma	Inquiry Regarding Appliances Affected	Under Investigation	Open
864	9/15/10			Plymouth	Customer Denies Access	Customer does not want a SmartMeter	Closed
865	9/15/10			Richmond	Customer Denies Access	Under Investigation	Open
866	9/15/10			Salinas	Wellington Installer	Under Investigation	Open
867	9/15/10			Salinas	Wellington Installer	Under Investigation	Open
868	9/15/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
869	9/15/10			San Jose	Customer Denies Access	Under Investigation	Open
870	9/15/10			San Jose	Customer Denies Access	Under Investigation	Open
871	9/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
872	9/15/10			San Jose	Wellington Installer	Other	Closed
873	9/15/10			San Rafael	Customer Denies Access	Under Investigation	Open
874	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
875	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
876	9/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
877	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
878	9/15/10			Tiburon	Customer Denies Access	Under Investigation	Open
879	9/16/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
880	9/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
881	9/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
882	9/16/10			Campbell	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	9/16/10	Coarsegold	Customer Denies Access	Under Investigation	Open
884	9/16/10	Felton	Customer Denies Access	Under Investigation	Open
885	9/16/10	Felton	Customer Denies Access	Under Investigation	Open
886	9/16/10	Forestville	SmartMeter Customer Communication	Under Investigation	Open
887	9/16/10	Gilroy	Customer Denies Access	Under Investigation	Open
888	9/16/10	Guerneville	Customer Denies Access	Under Investigation	Open
889	9/16/10	Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
890	9/16/10	_os Gatos	Customer Denies Access	Under Investigation	Open
891	9/16/10	_os Gatos	Customer Denies Access	Under Investigation	Open
892	9/16/10	Mill Valley	Customer Denies Access	Under Investigation	Open
893	9/16/10	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
894	9/16/10	Novato	Customer Denies Access	Under Investigation	Open
895	9/16/10	Novato	Customer Denies Access	Under Investigation	Open
896	9/16/10	Oakland	Customer Denies Access	Accuracy of Meter	Closed
897	9/16/10	Oakland	Customer Denies Access	Under Investigation	Open
898	9/16/10	Oakland	Customer Denies Access	Under Investigation	Open
899	9/16/10	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
900	9/16/10	Oakland	SmartMeter Customer Communication	Under Investigation	Open
901	9/16/10	Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
902	9/16/10	Salinas	Customer Denies Access	Under Investigation	Open
903	9/16/10	San Anselmo	Customer wants Smartmeter Removed	Under Investigation	Open
904	9/16/10	San Jose	Customer Denies Access	Under Investigation	Open
905	9/16/10	San Jose	Customer Denies Access	Under Investigation	Open
906	9/16/10	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
907	9/16/10	San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
908	9/16/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
909	9/16/10	Santa Rosa	Customer Denies Access	Under Investigation	Open
910	9/16/10	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
911	9/16/10	Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
912	9/16/10	Sausalito	Customer Denies Access	Under Investigation	Open
913	9/16/10	Windsor	Customer Denies Access	Under Investigation	Open
914	9/16/10	Windsor	Customer Denies Access	Under Investigation	Open
915	9/16/10	Windsor	Customer wants Smartmeter Removed	Under Investigation	Open
916	9/17/10	Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
917	9/17/10	Cazadero	Customer Denies Access	Under Investigation	Open
918	9/17/10	Cazadero	Customer Denies Access	Under Investigation	Open
919	9/17/10	Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
920	9/17/10	Milpitas	Customer Denies Access	Under Investigation	Open
921	9/17/10	Oakland	Inquiry Regarding Appliances Affected	Other	Closed
922	9/17/10	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
923	9/17/10	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
924	9/17/10	Occidental	SmartMeter Customer Communication	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
925	9/17/10			Petaluma	Wellington Installer	Under Investigation	Open
926	9/17/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
927	9/17/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
928	9/17/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
929	9/17/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
930	9/17/10			San Rafael	Wellington Installer	Under Investigation	Open
931	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
932	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
933	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
934	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
935	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
936	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
937	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
938	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
939	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
940	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
941	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
942	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
943	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
944	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
945	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
946	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
947	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
948	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
949	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
950	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
951	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
952	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
953	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
954	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
955	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
956	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
957	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
958	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
959	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
960	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
961	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
962	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
963	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
964	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
965	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
966	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
967	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
968	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
969	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
970	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
971	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
972	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
973	9/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
974	9/17/10			Santa Rosa	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
975	9/17/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
976	9/18/10			Gilroy	Customer Denies Access	Under Investigation	Open
977	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
978	9/18/10			Mountain View	Inquiry Regarding Appliances Affected	Other	Closed
979	9/18/10			Oakland	Scheduling Problems	Under Investigation	Open
980	9/18/10			Petaluma	Customer Denies Access	Under Investigation	Open
981	9/18/10			Salinas	Wellington Installer	Under Investigation	Open
982	9/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
983	9/18/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
984	9/18/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
985	9/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
986	9/18/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
987	9/19/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
988	9/19/10			Oakland	Power Interruption	Partial Power Outage	Closed
989	9/19/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Television	Closed
990	9/20/10			Benicia	Customer Denies Access	Under Investigation	Open
991	9/20/10			Castro Valley	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
992	9/20/10			Castro Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
993	9/20/10			Fairfax	Customer Denies Access	Under Investigation	Open
994	9/20/10			Forestville	Inquiry Regarding Appliances Affected	Other	Closed
995	9/20/10			Grass Valley	Wellington Installer	Under Investigation	Open
996	9/20/10			Milpitas	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
997	9/20/10			Vapa	Customer Denies Access	Under Investigation	Open
998	9/20/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
999	9/20/10			Oakland	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1000	9/20/10			Oakland	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1001	9/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
1002	9/20/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1003	9/20/10			San Francisco	Customer Denies Access	Medical Concerns	Closed
1004	9/20/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
1005	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
1006	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
1007	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
1008	9/20/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
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No.	Call Date	Customer Name Acco	ount Service City	Core Process	Nature of Issue	Status
1009	9/20/10		San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1010	9/20/10		San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1011	9/20/10		San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1012	9/20/10		San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1013	9/20/10		San Jose	SmartMeter Customer Communication	Under Investigation	Open
1014	9/20/10		San Mateo	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1015	9/20/10		Santa Rosa	Customer Denies Access	Under Investigation	Open
1016	9/20/10		Saratoga	Customer Denies Access	Under Investigation	Open
1017	9/20/10		Sonoma	Customer Denies Access	Under Investigation	Open
1018	9/20/10		Sunnyvale	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1019	9/21/10		Ben Lomond	Inquiry Regarding Appliances Affected	Under Investigation	Open
1020	9/21/10		Campbell	Customer Denies Access	Under Investigation	Open
1021	9/21/10		Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1022	9/21/10		Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1023	9/21/10		_os Altos	SmartMeter Customer Communication	Under Investigation	Open
1024	9/21/10		_os Gatos	Customer Denies Access	Under Investigation	Open
1025	9/21/10		_os Gatos	Customer Denies Access	Under Investigation	Open
1026	9/21/10		Mill Valley	Customer Denies Access	Under Investigation	Open
1027	9/21/10		Mill Valley	Customer Denies Access	Under Investigation	Open
1028	9/21/10		Oakland	Customer Denies Access	Under Investigation	Open
1029	9/21/10		Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1030	9/21/10		Oakland	SmartMeter Customer Communication	Under Investigation	Open
1031	9/21/10		Oakland	Wellington Installer	Under Investigation	Open
1032	9/21/10		Oakland	Wellington Installer	Under Investigation	Open
1033	9/21/10		Salinas	Customer Denies Access	Under Investigation	Open
1034	9/21/10		Salinas	Customer Denies Access	Under Investigation	Open
1035	9/21/10		Salinas	Customer Denies Access	Under Investigation	Open
1036	9/21/10		Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1037	9/21/10		San Jose	Customer Denies Access	Under Investigation	Open
1038	9/21/10		San Jose	Customer Denies Access	Under Investigation	Open
1039	9/21/10		San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1040	9/21/10		San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1041	9/21/10		San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1042	9/21/10		San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1043	9/21/10		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1044	9/21/10		Santa Clara	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1045	9/21/10		Santa Cruz	Customer Denies Access	Under Investigation	Open
1046	9/21/10		Santa Rosa	Wellington Installer	Under Investigation	Open
1047	9/21/10		Sunnyvale	Customer Denies Access	Under Investigation	Open
1048	9/21/10		Vallejo	Customer Denies Access	Under Investigation	Open
1049	9/22/10		Bakersfield	Network Equipment	Other	Closed
1050	9/22/10		Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
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1051	Call Date Customer Name	Account Service City	Core Process	Nature of Issue	Status
1001	9/22/10	Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1052	9/22/10	Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1053	9/22/10	Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1054	9/22/10	Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1055	9/22/10	Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
1056	9/22/10	Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1057	9/22/10	Gonzales	Customer wants Smartmeter Removed	Under Investigation	Open
1058	9/22/10	Guerneville	Customer Denies Access	Under Investigation	Open
1059	9/22/10	₋os Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1060	9/22/10	Magalia	Wellington Installer	Under Investigation	Open
1061	9/22/10	Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
1062	9/22/10	Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1063	9/22/10	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1064	9/22/10	Oakland	Wellington Installer	Under Investigation	Open
1065	9/22/10	Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1066	9/22/10	Salinas	Wellington Installer	Under Investigation	Open
1067	9/22/10	San Anselmo	Wellington Installer	Under Investigation	Open
1068	9/22/10	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1069	9/22/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1070	9/22/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1071	9/22/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1072	9/22/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1073	9/22/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1074	9/22/10	San Jose	Wellington Installer	Under Investigation	Open
1075	9/22/10	San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1076	9/22/10	Santa Rosa	Customer Denies Access	Under Investigation	Open
1077	9/22/10	√allejo	Customer Denies Access	Under Investigation	Open
1078	9/22/10	Watsonville	Customer wants Smartmeter Removed	Under Investigation	Open
1079	9/23/10	Campbell	Wellington Installer	Under Investigation	Open
1080	9/23/10	El Granada	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1081	9/23/10	Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1082	9/23/10	Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1083	9/23/10	Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1084	9/23/10	_afayette	Customer Denies Access	Under Investigation	Open
1085	9/23/10	_os Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1086	9/23/10	_os Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1087	9/23/10	_os Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1088	9/23/10	_os Gatos	Wellington Installer	Under Investigation	Open
1089	9/23/10	₋os Gatos	Wellington Installer	Under Investigation	Open
1090	9/23/10	Mountain View	Inquiry Regarding Appliances Affected	Other	Closed
1091	9/23/10	Oakland	Customer Denies Access	Under Investigation	Open
1092	9/23/10	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
1093	9/23/10				Inquiry Regarding Appliances Affected	Under Investigation	Open
1094	9/23/10				Wellington Installer	Under Investigation	Open
1095	9/23/10			Richmond	Inquiry Regarding Appliances Affected	Under Investigation	Open
1096	9/23/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
1097	9/23/10			San Francisco	Customer Denies Access	Unhappy with SM Program	Closed
1098	9/23/10			San Jose	Customer Denies Access	Under Investigation	Open
1099	9/23/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1100	9/23/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1101	9/23/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1102	9/23/10			San Mateo	Inquiry Regarding Appliances Affected	Other	Closed
1103	9/23/10			San Rafael	Customer Denies Access	Under Investigation	Open
1104	9/23/10			San Rafael	Customer Denies Access	Under Investigation	Open
1105	9/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
1106	9/23/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1107	9/23/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
1108	9/23/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1109	9/23/10			Soquel	Customer Denies Access	Under Investigation	Open
1110	9/23/10			Watsonville	Customer wants Smartmeter Removed	Under Investigation	Open
1111	9/23/10			Windsor	Customer Denies Access	Under Investigation	Open
1112	9/23/10				Wellington Installer	Under Investigation	Open
1113	9/24/10			Campbell	Customer wants Smartmeter Removed	Under Investigation	Open
1114	9/24/10			Campbell	Customer wants Smartmeter Removed	Under Investigation	Open
1115	9/24/10			Fresno	Customer Denies Access	Under Investigation	Open
1116	9/24/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1117	9/24/10			Gilroy	Power Interruption	Complete Power Outage	Closed
1118	9/24/10			Marshall	Customer Denies Access	Under Investigation	Open
1119	9/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1120	9/24/10			Oakland	Customer Denies Access	Under Investigation	Open
1121	9/24/10				Potential Wellington Claim	Under Investigation	Open
1122	9/24/10				SmartMeter Customer Communication	Under Investigation	Open
1123	9/24/10			Richmond	Power Interruption	Under Investigation	Open
1124	9/24/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1125	9/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1126	9/24/10			San Jose	Customer Denies Access	Under Investigation	Open
1127	9/24/10			San Jose	Customer Denies Access	Unhappy with SM Program	Closed
1128	9/24/10				Inquiry Regarding Appliances Affected	Other	Closed
1129	9/24/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1130	9/24/10				Customer Denies Access	Under Investigation	Open
1131	9/24/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1132	9/24/10			San Rafael	Wellington Installer	Under Investigation	Open
1133	9/24/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1134	9/24/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1135	9/24/10			Saratoga	Customer Denies Access	Under Investigation	Open
1136	9/24/10			Watsonville	Inquiry Regarding Appliances Affected	Under Investigation	Open
1137	9/25/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1138	9/25/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
1139	9/25/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1140	9/26/10			Concord	SmartMeter Customer Communication	Under Investigation	Open
1141	9/26/10	1		Milpitas	Power Interruption	Radio Frequency Concerns	Closed
1142	9/26/10			Vewark	Inquiry Regarding Appliances Affected	Under Investigation	Open
1143	9/26/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1144	9/26/10	1		Penngrove	Inquiry Regarding Appliances Affected	Under Investigation	Open
1145	9/26/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1146	9/26/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1147	9/26/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1148	9/27/10			Atherton	Customer Denies Access	Unhappy with SM Program	Closed
1149	9/27/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1150	9/27/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1151	9/27/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1152	9/27/10	1		Campbell	Wellington Installer	Under Investigation	Open
1153	9/27/10	1		Campbell	Wellington Installer	Under Investigation	Open
1154	9/27/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
1155	9/27/10			Daly City	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1156	9/27/10	1		Fairfax	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1157	9/27/10			Fremont	Inquiry Regarding Appliances Affected	Other	Closed
1158	9/27/10			Gonzales	Wellington Installer	Under Investigation	Open
1159	9/27/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
1160	9/27/10			_os Altos	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1161	9/27/10			_os Gatos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1162	9/27/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1163	9/27/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1164	9/27/10	1		Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1165	9/27/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1166	9/27/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
1167	9/27/10			Oakland	Wellington Installer	Under Investigation	Open
1168	9/27/10			Penn Valley	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1169	9/27/10			Penn Valley	Wellington Installer	Under Investigation	Open
1170	9/27/10			Portola Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1171	9/27/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1172	9/27/10	1		San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1173	9/27/10	1		San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1174	9/27/10	1		San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1175	9/27/10	1		San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1176	9/27/10	1		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
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1177 9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1178 9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1179 9/27/10	1		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1180 9/27/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open
1181 9/27/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open
1182 9/27/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open
1183 9/27/10	1		Santa Rosa	Wellington Installer	Under Investigation	Open
1184 9/27/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
1185 9/27/10	1		Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1186 9/27/10	1		√allejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
1187 9/27/10	1		√allejo	Wellington Installer	Under Investigation	Open
1188 9/27/10	1		Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
1189 9/27/10	1		Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
1190 9/28/10	1		Atherton	Power Interruption	Under Investigation	Open
1191 9/28/10	1		Cameron Park	SmartMeter Customer Communication	Other	Closed
1192 9/28/10	1		Fresno	SmartMeter Customer Communication	Other	Closed
1193 9/28/10	1		Kerman	SmartMeter Customer Communication	Other	Closed
1194 9/28/10	1		_os Gatos	Inquiry Regarding Appliances Affected	Other	Closed
1195 9/28/10	1		_os Gatos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1196 9/28/10	1		_os Gatos	Wellington Installer	Other	Closed
1197 9/28/10	1		Mill Valley	Other	Under Investigation	Open
1198 9/28/10	1		Nevada City	Wellington Installer	Under Investigation	Open
1199 9/28/10	1		Oakland	Inquiry Regarding Appliances Affected	Other	Closed
1200 9/28/10	1		Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1201 9/28/10	1		Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1202 9/28/10	1		Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1203 9/28/10	1		Penn Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1204 9/28/10	1		Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
1205 9/28/10	1		San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
1206 9/28/10	1		San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1207 9/28/10	1		San Jose	Customer Denies Access	Radio Frequency Concerns	Closed
1208 9/28/10	1		San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1209 9/28/10	1		San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1210 9/28/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1211 9/28/10	1		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1212 9/28/10	1		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1213 9/28/10	1		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1214 9/28/10	1		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1215 9/28/10	1		San Jose	Wellington Installer	Other	Closed
1216 9/28/10	1		San Jose	Wellington Installer	Under Investigation	Open
1217 9/28/10	1		San Jose	Wellington Installer	Under Investigation	Open
1218 9/28/10	1		San Jose	Wellington Installer	Under Investigation	Open
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1219	9/28/10	San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1220	9/28/10	Santa Rosa	Customer Denies Access	Under Investigation	Open
1221	9/28/10	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1222	9/28/10	Saratoga	Wellington Installer	Under Investigation	Open
1223	9/28/10	Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1224	9/29/10	Alviso	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1225	9/29/10	Burlingame	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1226	9/29/10	Calistoga	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1227	9/29/10	Castroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1228	9/29/10	Fremont	Customer Denies Access	Under Investigation	Open
1229	9/29/10	Fremont	Customer Denies Access	Under Investigation	Open
1230	9/29/10	Gilroy	Wellington Installer	Under Investigation	Open
1231	9/29/10	Grass Valley	Wellington Installer	Under Investigation	Open
1232	9/29/10	_os Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1233	9/29/10	_os Gatos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1234	9/29/10	Madera	Customer Denies Access	Under Investigation	Open
1235	9/29/10	Menlo Park	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1236	9/29/10	Mill Valley	Customer Denies Access	Under Investigation	Open
1237	9/29/10	Mill Valley	Wellington Installer	Under Investigation	Open
1238	9/29/10	Nevada City	Inquiry Regarding Appliances Affected	Other	Closed
1239	9/29/10	Nevada City	Wellington Installer	Other	Closed
1240	9/29/10	Dakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1241	9/29/10	Piedmont	SmartMeter Customer Communication	Customer does not want a SmartMeter	Closed
1242	9/29/10	Salinas	Customer Denies Access	Under Investigation	Open
1243	9/29/10	Salinas	Customer Denies Access	Unhappy with SM Program	Closed
1244	9/29/10	Salinas	Customer wants Smartmeter Removed	No reason provided	Closed
1245	9/29/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1246	9/29/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1247	9/29/10	San Jose	Customer Denies Access	Medical Concerns	Closed
1248	9/29/10	San Jose	Customer Denies Access	Under Investigation	Open
1249	9/29/10	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1250	9/29/10	San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1251	9/29/10	San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1252	9/29/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1253	9/29/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1254	9/29/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1255	9/29/10	San Jose	Power Interruption	Under Investigation	Open
1256	9/29/10	San Jose	Wellington Installer	Under Investigation	Open
1257	9/29/10	San Jose	Wellington Installer	Under Investigation	Open
1258	9/29/10	San Jose	Wellington Installer	Under Investigation	Open
1259	9/29/10	San Jose	Wellington Installer	Under Investigation	Open
1260	9/29/10	Santa Rosa	Inquiry Regarding Appliances Affected	Damaged Television	Closed
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# Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM Installation Issues Report

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Santa Rosa   Inquiry Regarding Appliances Affected   Radio Frequency Concerns   OP	No.	Call Date Customer Name Acc	count Service City	Core Process	Nature of Issue	Status
Saratoga   Meter / Module Equipment (Mg.)   Under Investigation   O	1261	9/29/10	Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
Saratoga   Meter / Module Equipment (Mg.)   Under Investigation   O	1262	9/29/10	Santa Rosa	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
Dupertino   Dupertino   Dupertino   Dupertino   Dupertino   Radio Frequency Concerns   Cl	1263	9/29/10	Saratoga		Under Investigation	Open
roster City Inquiry Regarding Appliances Affected Cither City on Banos Inquiry Regarding Appliances Affected Cither City on Banos Mellington Installer City Other Cit	1264	9/29/10	Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
Foster City	1265	9/30/10	Cupertino	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
	1266	9/30/10	Foster City	Inquiry Regarding Appliances Affected		Closed
Mill Valley   Customer wants Smartmeter Removed   Customer does not want a SmartMeter   City	1267	9/30/10	₋os Banos	Inquiry Regarding Appliances Affected	Other	Closed
Mill Valley   Wellington Installer   Under Investigation   O	1268	9/30/10	₋os Banos	Wellington Installer	Other	Closed
1272   9/30/10   3akland	1269	9/30/10	Mill Valley	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
Dakland Inquiry Regarding Appliances Affected Under Investigation Oakland Mellington Installer Under Investigation Oakland Oakland Mellington Installer Under Investigation Oakland Inquiry Regarding Appliances Affected Damaged Other Household Appliances Oakland Inquiry Regarding Appliances Affected Damaged Other Household Appliances Inquiry Regarding Appliances Affected Onder Investigation Oakland Oa	1270	9/30/10	Mill Valley	Wellington Installer	Under Investigation	Open
Dakland   Inquiry Regarding Appliances Affected   Under Investigation   Oakland   Inquiry Regarding Appliances Affected   Under Investigation   Oakland   Inquiry Regarding Appliances Affected   Under Investigation   Oakland   Oakland   Wellington Installer   Under Investigation   Oakland   Oakland   Wellington Installer   Under Investigation   Oakland   Oak	1271	9/30/10	Milpitas	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
Dakland   Inquiry Regarding Appliances Affected   Under Investigation   Oakland   Wellington Installer   Under Investigation   Oakland   Oakland   Wellington Installer   Under Investigation   Oakland	1272	9/30/10	Oakland		Under Investigation	Open
1276   9/30/10   1276   9/30/10   1276   9/30/10   1276   9/30/10   1276   9/30/10   1276   9/30/10   1276   9/30/10   1277   9/30/10   1278   9/30/10   1279   1279	1273	9/30/10	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1276   9/30/10	1274	9/30/10	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1276   9/30/10     Petaluma   Wellington Installer   Under Investigation   O   Petaluma   Wellington Installer   Under Investigation   O   O   O   O   O   O   O   O   O	1275	9/30/10	Oakland	Wellington Installer	Under Investigation	Open
Petaluma   Wellington Installer   Under Investigation   O	1276	9/30/10	Oakland			Open
1279   9/30/10   1280   9/30/10   1280   9/30/10   1280   9/30/10   1280   9/30/10   1281   9/30/10   1282   9/30/10   1282   9/30/10   1283   9/30/10   1284   9/30/10   1284   9/30/10   1284   9/30/10   1284   9/30/10   1284   9/30/10   1284   9/30/10   1284   9/30/10   1284   9/30/10   1284   9/30/10   1284   9/30/10   1284   9/30/10   1284   9/30/10   1284   9/30/10   1284   9/30/10   1284   9/30/10   1284   9/30/10   1284   9/30/10   1285   9/30/10   1284   9/30/10   1285   9/30/10   1286   9/30/10   1286   9/30/10   1286   9/30/10   1286   9/30/10   1286   9/30/10   1286   9/30/10   1286   9/30/10   1286   9/30/10   1286   9/30/10   1286   9/30/10   1286   9/30/10   1286   9/30/10   1286   9/30/10   1286   9/30/10   1286   9/30/10   1286   9/30/10   1286   10/1/10   1286	1277	9/30/10	Petaluma	_		Open
Rough & Ready   Wellington Installer   Under Investigation   O	1278	9/30/10	Pleasant Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
1281   9/30/10   1282   9/30/10   1283   9/30/10   1284   9/30/10   1284   9/30/10   1285   9/30/10   1285   9/30/10   1286   9/30/10   1286   9/30/10   1287   1287   1287   1287   1287   1287   1287   1287   1287   1287   1287   1287   1287   1287   1288   1	1279	9/30/10	Rough & Ready	Wellington Installer	-	Open
1282 9/30/10   San Jose   Inquiry Regarding Appliances Affected   Under Investigation   O	1280	9/30/10	San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1283 9/30/10 1284 9/30/10 1285 9/30/10 1286 9/30/10 1287 9/30/10 1288 9/30/10 1288 9/30/10 1288 9/30/10 1289 9/30/10 1289 10/1/10 1289 10/1/10 1290 10/1/10 1291 10/1/10 1292 10/1/10 1293 10/1/10 1294 10/1/10 1295 10/1/10 1296 10/1/10 1297 10/1/10 1298 10/1/10 1299 10/1/10 1299 10/1/10 1290 10/1/10 1291 10/1/10 1291 10/1/10 1292 10/1/10 1293 10/1/10 1294 10/1/10 1295 10/1/10 1296 10/1/10 1297 10/1/10 1298 10/1/10 1299 10/1/10 1290 10/1/10 1290 10/1/10 1291 10/1/10 1291 10/1/10 1292 10/1/10 1293 10/1/10 1294 10/1/10 1295 10/1/10 1296 10/1/10 1297 10/1/10 1298 10/1/10 1299 10/1/10 1299 10/1/10 1290 10/1/10 1291 10/1/10 1291 10/1/10 1292 10/1/10 1293 10/1/10 1294 10/1/10 1295 10/1/10 1296 10/1/10 1297 10/1/10 1298 10/1/10 1299 10/1/10 1299 10/1/10 1290 10/1/10 1291 10/1/10 1291 10/1/10 1292 10/1/10 1293 10/1/10 1294 10/1/10 1295 10/1/10 1296 10/1/10 1297 10/1/10 1298 10/1/10 1299 10/1/10 1298 10/1/10 1299 10/1/10 1290 10/1/10 1291	1281	9/30/10	San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1283   9/30/10   1284   9/30/10   1285   9/30/10   1285   9/30/10   1286   9/30/10   1286   9/30/10   1286   9/30/10   1286   9/30/10   1287   10/1/10   1288   10/1/10   1288   10/1/10   1289   10/1/10   1280	1282	9/30/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1285   9/30/10   1286   9/30/10   Windsor   Customer wants Smartmeter Removed   Customer does not want a SmartMeter   Cit   1286   9/30/10   1287   10/1/10   1287   10/1/10   1288   10/1/10   1288   10/1/10   1288   10/1/10   1288   10/1/10   1289   10/1/10   1289   10/1/10   1289   10/1/10   1280   10/1/10   10	1283	9/30/10	San Jose		Under Investigation	Open
1286   9/30/10   10/1/10	1284	9/30/10	Santa Clara	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1287   10/1/10   1288   10/1/10   1289   10/1/10   1289   10/1/10   1290   10/1/10   1291   10/1/10   1291   10/1/10   1292   10/1/10   1293   10/1/10   1294   10/1/10   1295   10/1/10   1295   10/1/10   1296   10/1/10   1296   10/1/10   1296   10/1/10   1296   10/1/10   1297   10/1/10   1298   10/1/10   1298   10/1/10   1298   10/1/10   1298   10/1/10   1298   10/1/10   1298   10/1/10   1298   10/1/10   1298   10/1/10   1299   10/1/10   1299   10/1/10   1299   10/1/10   1299   10/1/10   1299   10/1/10   1299   10/1/10   1299   10/1/10   1298   10/1/10   1298   10/1/10   1298   10/1/10   1298   10/1/10   1298   10/1/10   1298   10/1/10   1298   10/1/10   1299   10/1/10   1299   10/1/10   1299   10/1/10   1299   10/1/10   1299   10/1/10   1299   10/1/10   1299   10/1/10   1299   10/1/10   1299   10/1/10   1291   10/1/10   1298   10/1/10   1299	1285	9/30/10	Windsor		Customer does not want a SmartMeter	Closed
1287   10/1/10   1288   10/1/10   1289   10/1/10   10/1/10   1289   10/1/10   10	1286	9/30/10	Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1289 10/1/10 1290 10/1/10 1291 10/1/10 1292 10/1/10 1293 10/1/10 1293 10/1/10 1294 10/1/10 1295 10/1/10 1296 10/1/10 1297 10/1/10 1298 10/1/10 1298 10/1/10 1298 10/1/10 1299 10/1/10 1299 10/1/10 1290 10/1/10 1290 10/1/10 1291 10/1/10 1292 10/1/10 1293 10/1/10 1294 10/1/10 1295 10/1/10 1296 10/1/10 1297 10/1/10 1298 10/1/10 1298 10/1/10 1299 10/1/10 1299 10/1/10 1290	1287	10/1/10	Bakersfield			Closed
1289   10/1/10	1288	10/1/10	Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1290   10/1/10	1289	10/1/10		Inquiry Regarding Appliances Affected		Open
1292 10/1/10 1293 10/1/10 1294 10/1/10 1295 10/1/10 1296 10/1/10 1297 10/1/10 1298 10/1/10 1298 10/1/10 1298 10/1/10 1299 10/1/10 1298 10/1/10 1299 10/1/10 1290 10/1/10 1290 10/1/10 1291 10/1/10 1292 10/1/10 1293 10/1/10 1294 10/1/10 1295 10/1/10 1296 10/1/10 1297 10/1/10 1298 10/1/10 1298 10/1/10 1298 10/1/10 1299 10/1/10 1290 10/1/10 1290 10/1/10 1290 10/1/10 1291 10/1/10 1292 10/1/10 1293 10/1/10 1294 10/1/10 1295 10/1/10 1296 10/1/10 1297 10/1/10 1298 10/1/10 1299 10/1/10 1290 10/1/10 1290 10/1/10 1290 10/1/10 1290 10/1/10 1291 10/1/10 1291 10/1/10 1292 10/1/10 1293 10/1/10 1294 10/1/10 1295 10/1/10 1296 10/1/10 1297 10/1/10 1298 10/1/10 1299 10/1/10 1290	1290	10/1/10	Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
129210/1/10DaklandInquiry Regarding Appliances AffectedUnder InvestigationO129310/1/10Pebble BeachSmartMeter Customer CommunicationUnder InvestigationO129410/1/10PetalumaWellington InstallerUnder InvestigationO129510/1/10Radio Frequency ConcernsCI129610/1/10San JoseInquiry Regarding Appliances AffectedOtherCI129710/1/10San JoseInquiry Regarding Appliances AffectedRadio Frequency ConcernsCI129810/1/10San JoseInquiry Regarding Appliances AffectedRadio Frequency ConcernsCI129910/1/10San RafaelMeter / Module Equipment (Mfg.)Under InvestigationO130010/1/10Santa RosaWellington InstallerUnder InvestigationO	1291	10/1/10	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
129310/1/10Pebble BeachSmartMeter Customer CommunicationUnder InvestigationO129410/1/10PetalumaWellington InstallerUnder InvestigationO129510/1/10RichmondInquiry Regarding Appliances AffectedRadio Frequency ConcernsCI129610/1/10San JoseInquiry Regarding Appliances AffectedOtherCI129710/1/10San JoseInquiry Regarding Appliances AffectedRadio Frequency ConcernsCI129810/1/10San JoseInquiry Regarding Appliances AffectedRadio Frequency ConcernsCI129910/1/10San RafaelMeter / Module Equipment (Mfg.)Under InvestigationO130010/1/10Santa RosaWellington InstallerUnder InvestigationO	1292	10/1/10	Oakland		Under Investigation	Open
1295 10/1/10 1296 10/1/10 1297 10/1/10 1298 10/1/10 1298 10/1/10 1299 10/1/10 1299 10/1/10 1299 10/1/10 1299 10/1/10 1290 10/1/10 1290 10/1/10 1290 10/1/10 1291 10/1/10 1292 10/1/10 1293 10/1/10 1294 10/1/10 1295 10/1/10 1296 10/1/10 1297 10/1/10 1298 10/1/10 1299 10/1/10 1299 10/1/10 1290	1293	10/1/10	Pebble Beach		Under Investigation	Open
129510/1/10RichmondInquiry Regarding Appliances AffectedRadio Frequency ConcernsCl129610/1/10San JoseInquiry Regarding Appliances AffectedOtherCl129710/1/10San JoseInquiry Regarding Appliances AffectedRadio Frequency ConcernsCl129810/1/10San JoseInquiry Regarding Appliances AffectedRadio Frequency ConcernsCl129910/1/10San RafaelMeter / Module Equipment (Mfg.)Under InvestigationO130010/1/10Santa RosaWellington InstallerUnder InvestigationO	1294	10/1/10	Petaluma	Wellington Installer	Under Investigation	Open
129610/1/10San JoseInquiry Regarding Appliances AffectedOtherCl129710/1/10San JoseInquiry Regarding Appliances AffectedRadio Frequency ConcernsCl129810/1/10San JoseInquiry Regarding Appliances AffectedRadio Frequency ConcernsCl129910/1/10San RafaelMeter / Module Equipment (Mfg.)Under InvestigationO130010/1/10Santa RosaWellington InstallerUnder InvestigationO	1295	10/1/10	Richmond	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
129710/1/10San JoseInquiry Regarding Appliances AffectedRadio Frequency ConcernsCl129810/1/10San JoseInquiry Regarding Appliances AffectedRadio Frequency ConcernsCl129910/1/10San RafaelMeter / Module Equipment (Mfg.)Under InvestigationO130010/1/10Santa RosaWellington InstallerUnder InvestigationO	1296	10/1/10	San Jose		· · ·	Closed
129810/1/10San JoseInquiry Regarding Appliances AffectedRadio Frequency ConcernsCl129910/1/10San RafaelMeter / Module Equipment (Mfg.)Under InvestigationO130010/1/10Santa RosaWellington InstallerUnder InvestigationO	1297		San Jose		Radio Frequency Concerns	Closed
129910/1/10San RafaelMeter / Module Equipment (Mfg.)Under InvestigationO130010/1/10Santa RosaWellington InstallerUnder InvestigationO	1298	10/1/10	San Jose			Closed
1300 10/1/10 Santa Rosa Wellington Installer Under Investigation O	1299				, ,	Open
	1300					Open
	1301		Sonoma	Inquiry Regarding Appliances Affected	-	Closed
	1302	10/1/10			Under Investigation	Open

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No. Call Date Customer Name Accou	nt Service City	Core Process	Nature of Issue	Status
1303 10/2/10	Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
1304 10/2/10	Campbell	SmartMeter Customer Communication	Under Investigation	Open
1305 10/2/10	Gilrov	Customer Denies Access	Customer does not want a SmartMeter	Closed
1306 10/2/10	Marysville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1307 10/2/10	Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1308 10/2/10	Oakland <sup>*</sup>	Customer Denies Access	Customer does not want a SmartMeter	Closed
1309 10/2/10	Oroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1310 10/2/10	Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed
1311 10/2/10	Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1312 10/2/10	Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1313 10/2/10	Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
1314 10/2/10	Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1315 10/2/10	Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1316 10/2/10	San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1317 10/2/10	San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1318 10/2/10	San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1319 10/2/10	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1320 10/2/10	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1321 10/2/10	Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1322 10/2/10	Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1323 10/3/10	Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1324 10/3/10	Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1325 10/3/10	Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1326 10/3/10	Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1327 10/3/10	Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1328 10/3/10	Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1329 10/3/10	Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1330 10/3/10	Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1331 10/3/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1332 10/4/10	Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
1333 10/4/10	Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
1334 10/4/10	Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
1335 10/4/10	Brentwood	Power Interruption	Partial Power Outage	Closed
1336 10/4/10	Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1337 10/4/10	Campbell	Power Interruption	Hi/Low Voltage	Closed
1338 10/4/10	Campbell	Power Interruption	Under Investigation	Open
1339 10/4/10	Castro Valley	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1340 10/4/10	Cotati	Customer Denies Access	Customer does not want a SmartMeter	Closed
1341 10/4/10	Fairfax	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
1342 10/4/10	Foresthill	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1343 10/4/10	Fortuna	Customer Denies Access	Customer does not want a SmartMeter	Closed
1344 10/4/10	Foster City	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
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No. Call Date Customer Name Account	Service City	Core Process	Nature of Issue	Status
1345 10/4/10	Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
1346 10/4/10	Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1347 10/4/10	Gilroy	Power Interruption	Breaker keeps tripping	Closed
1348 10/4/10	Gilroy	SmartMeter Customer Communication	Under Investigation	Open
1349 10/4/10	Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Closed
1350 10/4/10	Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Closed
1351 10/4/10	Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Closed
1352 10/4/10	Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Closed
1353 10/4/10	Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Closed
1354 10/4/10	_ivermore	Wellington Installer	Under Investigation	Open
1355 10/4/10	_os Gatos	Inquiry Regarding Appliances Affected	Other	Closed
1356 10/4/10	_os Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1357 10/4/10	Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1358 10/4/10	Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1359 10/4/10	Mill Valley	Customer Denies Access	Medical Concerns	Closed
1360 10/4/10	Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1361 10/4/10	Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1362 10/4/10	Milpitas	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1363 10/4/10	Milpitas	Wellington Installer	Under Investigation	Open
1364 10/4/10	Mountain View	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1365 10/4/10	Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1366 10/4/10	Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1367 10/4/10	Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1368 10/4/10	Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1369 10/4/10	Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1370 10/4/10	Novato	Customer Denies Access	Under Investigation	Open
1371 10/4/10	Novato	Customer Denies Access	Under Investigation	Open
1372 10/4/10	Dakland	Customer Denies Access	Under Investigation	Open
1373 10/4/10	Dakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1374 10/4/10	Dakland	Power Interruption	Under Investigation	Open
1375 10/4/10	Dakland	Wellington Installer	Under Investigation	Open
1376 10/4/10	Dakley	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1377 10/4/10	Oroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1378 10/4/10	Paradise	Customer Denies Access	Customer does not want a SmartMeter	Closed
1379 10/4/10	Paradise	Inquiry Regarding Appliances Affected	Other	Closed
1380 10/4/10	Penn Valley	Wellington Installer	Under Investigation	Open
1381 10/4/10	Penngrove	Customer Denies Access	Customer does not want a SmartMeter	Closed
1382 10/4/10	Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1383 10/4/10	Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1384 10/4/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1385 10/4/10	Petaluma	Network Equipment Installation	Other	Closed
1386 10/4/10	Richmond	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
	3011110114	many regarding replications resolved		, <b>01000</b>

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No. Call Date Customer Name	Account Serv	ce City Cor	e Process	Nature of Issue	Status
1387 10/4/10	Rohnert	Park Customer Denies	Access	Customer does not want a SmartMeter	Closed
1388 10/4/10	Salinas	Customer Denies	Access	Customer does not want a SmartMeter	Closed
1389 10/4/10	Salinas	Customer Denies	Access	Customer does not want a SmartMeter	Closed
1390 10/4/10	Salinas	Customer Denies	Access	Customer does not want a SmartMeter	Closed
1391 10/4/10	Salinas	Customer Denies	Access	Customer does not want a SmartMeter	Closed
1392 10/4/10	Salinas	Customer Denies	Access	Customer does not want a SmartMeter	Closed
1393 10/4/10	San Fran	cisco Inquiry Regarding	Appliances Affected	Under Investigation	Open
1394 10/4/10	San Fran			Under Investigation	Open
1395 10/4/10	San Jose	Customer Denies	Access	Customer does not want a SmartMeter	Closed
1396 10/4/10	San Jose	Customer Denies		Customer does not want a SmartMeter	Closed
1397 10/4/10	San Jose	Customer Denies	Access	Medical Concerns	Closed
1398 10/4/10	San Jose	Customer wants S	martmeter Removed	Medical/RF Concerns	Closed
1399 10/4/10	San Jose	Inquiry Regarding	Appliances Affected	Damaged Other Household Appliances	Closed
1400 10/4/10	San Jose		Appliances Affected	Radio Frequency Concerns	Closed
1401 10/4/10	San Jose			Radio Frequency Concerns	Closed
1402 10/4/10	San Jose	Inquiry Regarding	Appliances Affected	Radio Frequency Concerns	Closed
1403 10/4/10	San Jose			Radio Frequency Concerns	Closed
1404 10/4/10	San Jose			Radio Frequency Concerns	Closed
1405 10/4/10	San Jose			Radio Frequency Concerns	Closed
1406 10/4/10	San Jose	Inquiry Regarding	Appliances Affected	Under Investigation	Open
1407 10/4/10	San Jose	Inquiry Regarding	Appliances Affected	Under Investigation	Open
1408 10/4/10	San Jose	Inquiry Regarding	Appliances Affected	Under Investigation	Open
1409 10/4/10	San Jose	Power Interruption		Partial Power Outage	Closed
1410 10/4/10	San Jose	SmartMeter Custo	mer Communication	Under Investigation	Open
1411 10/4/10	San Jose	Wellington Installe	r	Under Investigation	Open
1412 10/4/10	San Jose	Wellington Installe	r	Under Investigation	Open
1413 10/4/10	San Rafa	el Customer Denies	Access	Customer does not want a SmartMeter	Closed
1414 10/4/10	San Rafa	el Customer Denies	Access	Customer does not want a SmartMeter	Closed
1415 10/4/10	San Rafa	el Customer Denies	Access	Customer does not want a SmartMeter	Closed
1416 10/4/10	Santa Ro	sa Customer Denies	Access	Customer does not want a SmartMeter	Closed
1417 10/4/10	Santa Ro	sa Customer Denies	Access	Customer does not want a SmartMeter	Closed
1418 10/4/10	Santa Ro	sa Customer Denies	Access	Customer does not want a SmartMeter	Closed
1419 10/4/10	Santa Ro	sa Customer Denies	Access	Under Investigation	Open
1420 10/4/10	Santa Ro	sa Inquiry Regarding	Appliances Affected	Damaged Other Household Appliances	Closed
1421 10/4/10	Santa Ro	sa Power Interruption		Breaker keeps tripping	Closed
1422 10/4/10	Scotts Va	lley Customer Denies	Access	Under Investigation	Open
1423 10/4/10	Sebastor	ol SmartMeter Custo	mer Communication	Q on SM communication materials	Closed
1424 10/4/10	Sonoma	Customer Denies .	Access	Customer does not want a SmartMeter	Closed
1425 10/4/10	Sonoma	Customer Denies .	Access	Customer does not want a SmartMeter	Closed
1426 10/4/10	Stockton	Inquiry Regarding	Appliances Affected	Damaged Other Household Appliances	Closed
1427 10/4/10	Windsor	Customer Denies	Access	Customer does not want a SmartMeter	Closed
1428 10/4/10	Windsor	Customer Denies	Access	Under Investigation	Open
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1429	10/4/10			Windsor	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1430	10/4/10			Windsor	Power Interruption	Partial Power Outage	Closed
1431	10/4/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1432	10/5/10			Antioch	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1433	10/5/10			Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
1434	10/5/10			Atascadero	Customer Denies Access	Unhappy with SM Program	Closed
1435	10/5/10			Berkeley	Customer Denies Access	Customer Denies Wellington Access	Closed
1436	10/5/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1437	10/5/10			Boulder Creek	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1438	10/5/10			Brentwood	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1439	10/5/10			Campbell	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1440	10/5/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Closed
1441	10/5/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
1442	10/5/10			Chico	Wellington Installer	Under Investigation	Open
1443	10/5/10			Clovis	Customer Denies Access	Customer does not want a SmartMeter	Closed
1444	10/5/10			El Cerrito	SmartMeter Customer Communication	Under Investigation	Open
1445	10/5/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Closed
1446	10/5/10			Fairfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
1447	10/5/10			Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Closed
1448	10/5/10			Grass Valley	Wellington Installer	Under Investigation	Open
1449	10/5/10			Grass Valley	Wellington Installer	Under Investigation	Open
1450	10/5/10			Groveland	Inquiry Regarding Appliances Affected	Other	Closed
1451	10/5/10			Guerneville	Customer Denies Access	Unhappy with SM Program	Closed
1452	10/5/10			∟ive Oak	Customer Denies Access	Medical Concerns	Closed
1453	10/5/10			_os Altos	Customer Denies Access	Unhappy with SM Program	Closed
1454	10/5/10			Magalia	Customer Denies Access	Customer does not want a SmartMeter	Closed
1455	10/5/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
1456	10/5/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1457	10/5/10			Mill Valley	Customer Denies Access	Medical Concerns	Closed
1458	10/5/10			Milpitas	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1459	10/5/10			Newark	Customer Denies Access	Customer does not want a SmartMeter	Closed
1460	10/5/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1461	10/5/10			Oakland	Customer Denies Access	Under Investigation	Open
1462	10/5/10			Oakland	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1463	10/5/10			Oakland	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1464	10/5/10			Oakland	Meter Clearance	Meter/Module clearance issues	Closed
1465	10/5/10			Oakland	Wellington Installer	Under Investigation	Open
1466	10/5/10			Piedmont	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1467	10/5/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
1468	10/5/10			Pleasanton	Customer Denies Access	Unhappy with SM Program	Closed
1469	10/5/10			Reedley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1470	10/5/10		l	Reedley	Customer Denies Access	Customer does not want a SmartMeter	Closed
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1471	10/5/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1472	10/5/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
1473	10/5/10			Rohnert Park	Customer Denies Access	Accuracy of Meter	Closed
1474	10/5/10			Rohnert Park	Customer Denies Access	Medical Concerns	Closed
1475	10/5/10			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
1476	10/5/10			Salinas	Customer Denies Access	Medical Concerns	Closed
1477	10/5/10			Salinas	Customer Denies Access	Under Investigation	Open
1478	10/5/10			Salinas	Customer Denies Access	Unhappy with SM Program	Closed
1479	10/5/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
1480	10/5/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
1481	10/5/10			Salinas	Wellington Installer	Under Investigation	Open
1482	10/5/10			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
1483	10/5/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
1484	10/5/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1485	10/5/10			San Jose	Customer Denies Access	Under Investigation	Open
1486	10/5/10			San Jose	Customer Denies Access	Under Investigation	Open
1487	10/5/10			San Jose	Customer Denies Access	Unhappy with SM Program	Closed
1488	10/5/10			San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1489	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1490	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1491	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1492	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1493	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1494	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1495	10/5/10			San Jose	Meter / Module Equipment (Mfg.)	Other	Closed
1496	10/5/10			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1497	10/5/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1498	10/5/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1499	10/5/10			San Jose	Wellington Installer	Under Investigation	Open
1500	10/5/10			San Martin	Customer Denies Access	Customer does not want a SmartMeter	Closed
1501	10/5/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1502	10/5/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1503	10/5/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1504	10/5/10			San Rafael	Customer Denies Access	Under Investigation	Open
1505	10/5/10			Santa Clara	Customer Denies Access	Customer Denies Wellington Access	Closed
1506	10/5/10			Santa Rosa	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1507	10/5/10			Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
1508	10/5/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1509	10/5/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1510	10/5/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1511	10/5/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1512	10/5/10		l	Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
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1913   10/5/10   Sunnyvale   Inquiry Regarding Appliances Affected   Under Investigation   Open   Vallejo   Customer Denies Access   Customer Denies Wellington Access   Closed   Vallejo   Customer Denies Access   Customer Denies Wellington Access   Closed   Vallejo   Customer Denies Access   Customer Denies Wellington Access   Closed   Vallejo   Customer Denies Access   Customer does not want a SmarttMeter   Closed   Vallejo   Customer Denies Access   Customer does not want a SmarttMeter   Closed   Vallejo   Customer Denies Access   Customer does not want a SmarttMeter   Closed   Vallejo   Customer Denies Access   Customer does not want a SmarttMeter   Closed   Vallejo   Customer Denies Access   Customer does not want a SmarttMeter   Closed   Vallejo   Customer Denies Access   Customer does not want a SmarttMeter   Closed   Vallejo	No.   Call Date   Customer Name	Account Service City	Core Process	Nature of Issue	Status
Vallego   Customer Denies Access   Customer Denies Mellington Access   Closed	1513 10/5/10	Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
Valle P   Customer Denies Access   Customer Denies Wellington Access   Closed	1514 10/5/10		Customer Denies Access	Customer Denies Wellington Access	Closed
Valle D   Customer Denies Access   Customer does not want a SmartMeter   Closed	1515 10/5/10		Customer Denies Access		Closed
Vallejo   Customer Denies Access   Customer does not want a SmartfMeter   Closed	1516 10/5/10	√allejo	Customer Denies Access		Closed
10/6/10   10/6	1517 10/5/10		Customer Denies Access	Customer does not want a SmartMeter	Closed
Moodside   Qustomer wants Smartmeter Removed   Under Investigation   Open	1518 10/5/10	Windsor	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
40/6/10   Aptos   Customer Denies Access   Customer does not want a SmartMeter   Closed   Aptos   Customer Denies Access   Customer does not want a SmartMeter   Closed   Aptos   Customer Denies Access   Customer does not want a SmartMeter   Closed   Atlascadero   Customer Denies Access   Customer does not want a SmartMeter   Closed   Customer Denies Access   Customer does not want a SmartMeter   Closed   Customer Denies Access   Customer does not want a SmartMeter   Closed   Customer Denies Access   Customer does not want a SmartMeter   Closed   Customer Denies Access   Accuracy of Meter   Closed   Customer Denies Access   Accuracy of Meter   Closed   Customer Denies Access   Accuracy of Meter   Closed   Customer Denies Access   Custom	1519 10/5/10	Woodside		Under Investigation	Open
Abascadero Customer Denies Access Customer does not want a SmartMeter Closed Atascadero Customer Denies Access Customer does not want a SmartMeter Closed Atascadero Customer Denies Access Customer does not want a SmartMeter Closed Deallege Customer Denies Access Unhappy with SM Program Closed Deallege Customer Denies Access Unhappy with SM Program Closed Deallege Customer Denies Access Unhappy with SM Program Closed Deallege Customer Denies Access Unhappy with SM Program Closed Deallege Customer Denies Access Unhappy with SM Program Closed Deallege Customer Denies Access Unhappy with SM Program Closed Deallege Customer Denies Access Unhappy with SM Program Closed Deallege Customer Denies Access Unhappy with SM Program Closed Deallege Customer Denies Access Unhappy with SM Program Closed Deallege Customer Denies Access Accuracy of Meter Closed Dianged Concerns Closed Dianged Concerns Closed Dianged Cher Household Appliances Closed Dealleged Cher Household Appliances Cher Dealleged Cher Household Appliances Cher Dealleged Cher Household Appliances Cher Dealleged Cher Cher Dealleged Cher Household Appliances Cher Dealleged Cher Household	1520 10/6/10	Aptos			20-21-0-0-22-0-0-20-0-0-0-0-0-0-0-0-0-0-
Atascadero Customer Denies Access Customer does not want a SmartMeter Closed 10/6/10   Atascadero Customer Denies Access Customer does not want a SmartMeter Closed 10/6/10   Dhallenge Customer Denies Access Under Investigation Open Cupertino Inquiry Regarding Appliances Affected Under Investigation Open Cupertino Customer Denies Access Medical Concerns Closed Silroy Customer Denies Access Medical Concerns Closed Open Closed Silroy Customer Denies Access Medical Concerns Closed Grass Valley Inquiry Regarding Appliances Affected Damaged Other Household Appliances Closed Grass Valley Under Investigation Under Investigation Open Half Moon Bay Customer wants Smartmeter Removed Under Investigation Open Half Moon Bay Customer Denies Access Accuracy of Meter Closed Uvermore Customer Denies Access Accuracy of Meter Closed Uvermore Customer Denies Access Customer does not want a SmartMeter Closed Uvermore Customer Denies Access Customer does not want a SmartMeter Closed Merced Customer Denies Access Customer does not want a SmartMeter Closed Merced Customer Denies Access Customer does not want a SmartMeter Closed Mill Valley Customer Denies Access Customer does not want a SmartMeter Closed Mill Valley Customer Denies Access Customer does not want a SmartMeter Closed Mill Valley Customer Denies Access Customer does not want a SmartMeter Closed Mill Valley Customer Denies Access Customer does not want a SmartMeter Closed Mill Valley Customer Denies Acce	1521 10/6/10	Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
Dhallenge   Customer Denies Access   Unhappy with SM Program   Closed	1522 10/6/10	Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
1525   10/6/10   10/6//10   10/6//10   10/6//10   10/6///////////////////////////////////	1523 10/6/10	Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
1526   10/6/10	1524 10/6/10	Challenge	Customer Denies Access	Unhappy with SM Program	Closed
1527   10/6/10   15/27   10/6/10   15/27   10/6/10   15/27   10/6/10   15/29   10/	1525 10/6/10	Chowchilla	Inquiry Regarding Appliances Affected	Under Investigation	Open
1528   10/6/10   1530	16/6/10	Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
1529   10/6/10   3len Ellen   Customer Denies Access   Accuracy of Meter   Closed   1530   10/6/10   3len Ellen   Customer Denies Access   Medical Concerns   Closed   1531   10/6/10   3rass Valley   Inquiry Regarding Appliances Affected   Damaged Other Household Appliances   Closed   1532   10/6/10   3rass Valley   SmartMeter Customer Communication   Customer needed help reading SmartMet   Closed   1533   10/6/10   3rass Valley   Wellington Installer   Under Investigation   Open   1534   10/6/10   10/6/10   14lf Moon Bay   Customer Denies Access   Accuracy of Meter   Closed   1536   10/6/10   10/6	1527 10/6/10	Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1530	1528 10/6/10	Gilroy	Customer Denies Access	Medical Concerns	Closed
1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1540 10/6/10 1551 10/6/10 1552 10/6/10 1553 10/6/10 1554 10/6/10 1555 10/6/10 1555 10/6/10 1556 10/6/10 1557 10/6/10 1558 10/6/10 1558 10/6/10 1558 10/6/10 1558 10/6/10 1558 10/6/10 1558 10/6/10 1558 10/6/10 1558 10/6/10 1550	1529 10/6/10	Glen Ellen	Customer Denies Access	Accuracy of Meter	Closed
1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1535 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538	1530 10/6/10	Glen Ellen	Customer Denies Access	Medical Concerns	Closed
1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1535 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1535 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1530	10/0/10	Grass Valley	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1530 10/6/	1532 10/6/10	Grass Valley	SmartMeter Customer Communication	Customer needed help reading SmartMet	Closed
Livermore Customer Denies Access Accuracy of Meter Closed Livermore Customer Denies Access Accuracy of Meter Closed Livermore Customer Denies Access Accuracy of Meter Closed Livermore Customer Denies Access Customer does not want a SmartMeter Closed Magalia Inquiry Regarding Appliances Affected Under Investigation Open Martinez Inquiry Regarding Appliances Affected Other Closed Merced Customer Denies Access Customer does not want a SmartMeter Closed Merced Customer Denies Access Customer does not want a SmartMeter Closed Merced Customer Denies Access Customer does not want a SmartMeter Closed Mill Valley Customer Denies Access Customer does not want a SmartMeter Closed Mill Valley Customer Denies Access Under Investigation Open Milpitas Power Interruption Under Investigation Open Milpitas Power Interruption Under Investigation Open Milpitas Power Interruption Under Investigation Open Movato Customer Denies Access Customer does not want a SmartMeter Closed Novato Customer Denies Access Customer does not want a SmartMeter Closed Novato Customer Denies Access Customer does not want a SmartMeter Closed Novato Customer Denies Access Customer does not want a SmartMeter Closed Novato Customer Denies Access Customer does not want a SmartMeter Closed Novato Wellington Installer Under Investigation Open Dakland Wellington Installer Under Investigation Open Dakland Wellington Installer Under Investigation Open Dakland Outstomer Denies Access Customer does not want a SmartMeter Closed Petaluma Customer Denies Access Customer does not want a SmartMeter Closed	10/0/10	Grass Valley	Wellington Installer	Under Investigation	Open
1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1540 10/6/10 1541 10/6/10 1554 10/6/10 1554 10/6/10 1555 10/6/10 1556 10/6/10 1557 10/6/10 1558 10/6/10 1558 10/6/10 1558 10/6/10 1559 10/6/10 1559 10/6/10 1550	19/9/19	Half Moon Bay	Customer wants Smartmeter Removed	Under Investigation	Open
1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1533 10/6/10 1531 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1533 10/6/10 1533 10/6/10 1531 10/6/10 1533 10/6/10 1533 10/6/10 1531 10/6/10 1533 10/6/10 1531 10/6/10 1531 10/6/10 1533 10/6/10 1531 10/6/10	10/0/10	_ivermore	Customer Denies Access	Accuracy of Meter	Closed
1538 10/6/10 1539 10/6/10 1539 10/6/10 1540 10/6/10 1541 10/6/10 1541 10/6/10 1542 10/6/10 1543 10/6/10 1544 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1547 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1548 10/6/10 1550 10/6/10 1551 10/6/10 1552 10/6/10 1552 10/6/10 1553 10/6/10	1 47 57 1 5	_ivermore	Customer Denies Access	Accuracy of Meter	Closed
1539 10/6/10 1540 10/6/10 1541 10/6/10 1542 10/6/10 1543 10/6/10 1544 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1548 10/6/10 1548 10/6/10 1549 10/6/10 1550	10,0,10	_ivermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1540 10/6/10 1541 10/6/10 1542 10/6/10 1543 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1549 10/6/10 1549 10/6/10 1540 10/6/10 1540 10/6/10 1541 10/6/10 1542 10/6/10 1543 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1549 10/6/10 1549 10/6/10 1549 10/6/10 1540 10/6/10 1540 10/6/10 1541 10/6/10 1542 10/6/10 1543 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1549 10/6/10 1549 10/6/10 1549 10/6/10 1549 10/6/10 1549 10/6/10 1540 10/6/10 1550 10/6/10 1550 10/6/10 1551 10/6/10 1552 10/6/10 1553 10/6/10 1553 10/6/10 1553 10/6/10 1553 10/6/10 1554 10/6/10 1555 10/6/10 1555 10/6/10 1556 10/6/10 1557 10/6/10 1558 10/6/10 1558 10/6/10 1558 10/6/10 1559 10/6/10 1550 10/6/10 1550 10/6/10 1550 10/6/10 1551 10/6/10 1553 10/6/10 1553 10/6/10	10/0/10	Magalia	Inquiry Regarding Appliances Affected	Under Investigation	Open
1541 10/6/10 1542 10/6/10 1543 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1549 10/6/10 1549 10/6/10 1540 10/6/10 1540 10/6/10 1540 10/6/10 1541 10/6/10 1542 10/6/10 1543 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1549 10/6/10 1549 10/6/10 1549 10/6/10 1540 10/6/10 1540 10/6/10 1541 10/6/10 1542 10/6/10 1543 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1549 10/6/10 1549 10/6/10 1549 10/6/10 1550 10/6/10 1550 10/6/10 1551 10/6/10 1552 10/6/10 1553 10/6/10 1553 10/6/10 1553 10/6/10 1553 10/6/10	10/0/10	Martinez	Inquiry Regarding Appliances Affected	Other	Closed
1542 10/6/10 1543 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1549 10/6/10 1550 10/6/10 1551 10/6/10 1552 10/6/10 1553 10/6/10 1553 10/6/10 1553 10/6/10 1553 10/6/10 1553 10/6/10	10/0/10	Merced	Customer Denies Access	Customer does not want a SmartMeter	Closed
1543 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1548 10/6/10 1549 10/6/10 1550 10/6/10 1551 10/6/10 1552 10/6/10 1553 10/6/10 1553 10/6/10	10/0/10	Merced	Customer Denies Access	Customer does not want a SmartMeter	Closed
Mill Valley   Customer Denies Access   Medical Concerns   Closed	16/0/10	Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1545   10/6/10   Mill Valley   Customer Denies Access   Under Investigation   Open	10,0,10	Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1546   10/6/10   Milpitas   Power Interruption   Under Investigation   Open	10/0/10	Mill Valley	Customer Denies Access	Medical Concerns	Closed
1547 10/6/10 1548 10/6/10 1549 10/6/10 1550 10/6/10 1551 10/6/10 1552 10/6/10 1553 10/6/10 1553 10/6/10 1554 10/6/10 1555 10/6/10 1555 10/6/10 1556 10/6/10 1557 10/6/10 1558 10/6/10 1558 10/6/10 1558 10/6/10 1559 10/6/10 1550 10/6/10 1550 10/6/10 1550 10/6/10 1551 10/6/10 1552 10/6/10 1553 10/6/10 1553 10/6/10	10,0,10	Mill Valley	Customer Denies Access	Under Investigation	Open
1548 10/6/10 1549 10/6/10 1550 10/6/10 1551 10/6/10 1552 10/6/10 1553 10/6/10 1553 10/6/10 1558 10/6/10 1568 10/6/10 1578 10/6/10 1579 10/6/10 1579 10/6/10 1579 10/6/10 1579 10/6/10 1579 10/6/10 1579 10/6/10 1799	1010110	Milpitas	Power Interruption	Under Investigation	Open
1549   10/6/10   Novato   Customer Denies Access   Customer does not want a SmartMeter   Closed	10/0/10	Novato	Customer Denies Access	Accuracy of Meter	Closed
1550 10/6/10 1551 10/6/10 1552 10/6/10 1553 10/6/10 1553 10/6/10 1554 10/6/10 1555 10/6/10 1555 10/6/10 1556 10/6/10 1557 10/6/10 1558 10/6/10 1558 10/6/10 1558 10/6/10 1559 10/6/10 1550 10/6/10	3,-4,-4, -	Novato	Customer Denies Access		
1551 10/6/10 Dakland Wellington Installer Under Investigation Open 1552 10/6/10 Oregon House Customer Denies Access Unhappy with SM Program Closed 1553 10/6/10 Petaluma Customer Denies Access Customer does not want a SmartMeter Closed	10/0/10	Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1552 10/6/10 Oregon House Customer Denies Access Unhappy with SM Program Closed 1553 10/6/10 Petaluma Customer Denies Access Customer does not want a SmartMeter Closed	16/6/10	Novato	Wellington Installer	Under Investigation	Open
1553 10/6/10 Petaluma Customer Denies Access Customer does not want a SmartMeter Closed	10/0/10	Oakland	Wellington Installer		Open
Citaluma Odstonici Benies 7,00039	10,0,10	Oregon House	Customer Denies Access		Closed
1554 10/6/10 Petaluma Customer Denies Access Customer does not want a SmartMeter Closed	10/0/10	Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
	1554 10/6/10	Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed

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No.   Call Date   Customer Name   Ad	ccount Service City	Core Process	Nature of Issue	Status
1555 10/6/10	Petaluma	Customer Denies Access	Under Investigation	Open
1556 10/6/10	Petaluma	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1557 10/6/10	Petaluma	Power Interruption	Flickering Lights	Closed
1558 10/6/10	Piedmont	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1559 10/6/10	Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
1560 10/6/10	Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1561 10/6/10	Richmond	Inquiry Regarding Appliances Affected	Other	Closed
1562 10/6/10	Rohnert Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
1563 10/6/10	Salinas	Customer Denies Access	Accuracy of Meter	Closed
1564 10/6/10	Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1565 10/6/10	Salinas	Customer Denies Access	Medical Concerns	Closed
1566 10/6/10	Salinas	Customer Denies Access	Medical Concerns	Closed
1567 10/6/10	San Francisco	Customer Denies Access	Medical Concerns	Closed
1568 10/6/10	San Francisco	Customer Denies Access	Unhappy with SM Program	Closed
1569 10/6/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1570 10/6/10	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1571 10/6/10	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1572 10/6/10	San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1573 10/6/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1574 10/6/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1575 10/6/10	San Jose	Wellington Installer	Under Investigation	Open
1576 10/6/10	San Martin	Customer Denies Access	Under Investigation	Open
1577 10/6/10	San Mateo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1578 10/6/10	San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1579 10/6/10	Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1580 10/6/10	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1581 10/6/10	Santa Rosa	Customer Denies Access	Medical Concerns	Closed
1582 10/6/10	Santa Rosa	Customer Denies Access	Unhappy with SM Program	Closed
1583 10/6/10	Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
1584 10/6/10	Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
1585 10/6/10	Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
1586 10/6/10	Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
1587 10/6/10	Sebastopol	Customer Denies Access	Medical Concerns	Closed
1588 10/6/10	Sonoma	Customer Denies Access	Accuracy of Meter	Closed
1589 10/6/10	√allejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1590 10/6/10	√allejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1591 10/6/10	Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1592 10/7/10	Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1593 10/7/10	Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1594 10/7/10	Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
1595 10/7/10	Clayton	Customer Denies Access	Customer Denies Wellington Access	Closed
1596 10/7/10	East Palo Alto	Customer Denies Access	Customer does not want a SmartMeter	Closed

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1597 10/7/10	Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
1598 10/7/10	Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
1599 10/7/10	Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1600 10/7/10	Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1601 10/7/10	Glen Ellen	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1602 10/7/10	Hornitos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1603 10/7/10	_ivermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1604 10/7/10	Madera	Customer Denies Access	Customer Denies Wellington Access	Closed
1605 10/7/10	Marysville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1606 10/7/10	Marysville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1607 10/7/10	Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1608 10/7/10	Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1609 10/7/10	Mill Valley	Wellington Installer	Under Investigation	Open
1610 10/7/10	Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1611 10/7/10	Milpitas	Power Interruption	Under Investigation	Open
1612 10/7/10	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
1613 10/7/10	Napa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1614 10/7/10	Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1615 10/7/10	Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1616 10/7/10	Novato	Customer Denies Access	Unhappy with SM Program	Closed
1617 10/7/10	Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1618 10/7/10	Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1619 10/7/10	Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1620 10/7/10	Oakland	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1621 10/7/10	Oroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1622 10/7/10	Paradise	Inquiry Regarding Appliances Affected	Under Investigation	Open
1623 10/7/10	Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1624 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1625 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1626 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1627 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1628 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1629 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1630 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1631 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1632 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1633 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1634 10/7/10	Placerville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1635 10/7/10	Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
1636 10/7/10	Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
1637 10/7/10	Saint Helena	Customer Denies Access	Customer does not want a SmartMeter	Closed
1638 10/7/10	Saint Helena	Customer Denies Access	Unhappy with SM Program	Closed
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No.   Call Date   Customer Name   Acco	ount Service City	Core Process	Nature of Issue	Status
1639 10/7/10	Salinas	Customer Denies Access	Medical Concerns	Closed
1640 10/7/10	Salinas	Customer Denies Access	Medical Concerns	Closed
1641 10/7/10	Salinas	Power Interruption	Breaker keeps tripping	Closed
1642 10/7/10	Salinas	Wellington Installer	Under Investigation	Open
1643 10/7/10	San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1644 10/7/10	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1645 10/7/10	San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1646 10/7/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1647 10/7/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1648 10/7/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1649 10/7/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1650 10/7/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1651 10/7/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1652 10/7/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1653 10/7/10	San Jose	Customer Denies Access	Under Investigation	Open
1654 10/7/10	San Jose	Wellington Installer	Under Investigation	Open
1655 10/7/10	San Jose	Wellington Installer	Under Investigation	Open
1656 10/7/10	San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1657 10/7/10	San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1658 10/7/10	San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1659 10/7/10	Sanger	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
1660 10/7/10	Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Closed
1661 10/7/10	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1662 10/7/10	Santa Rosa	Customer Denies Access	Unhappy with SM Program	Closed
1663 10/7/10	Santa Rosa	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1664 10/7/10	Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1665 10/7/10	Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1666 10/7/10	Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1667 10/7/10	Sonoma	Customer Denies Access	Unhappy with SM Program	Closed
1668 10/7/10	Squaw Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1669 10/7/10	Sunnyvale	Customer Denies Access	Unhappy with SM Program	Closed
1670 10/7/10	√allejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1671 10/7/10	√allejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1672 10/7/10	√allejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1673 10/7/10	√allejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1674 10/7/10	√allejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1675 10/7/10	√alleio	Customer Denies Access	Customer does not want a SmartMeter	Closed
1676 10/7/10	√allejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1677 10/7/10	Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
1678 10/8/10	Alameda	Inquiry Regarding Appliances Affected	Under Investigation	Open
1679 10/8/10	Auburn	Customer Denies Access	Customer does not want a SmartMeter	Closed
1680 10/8/10	Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Closed
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No. Call Date Customer Name Account	Service City	Core Process	Nature of Issue	Status
1681 10/8/10	Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
1682 10/8/10	Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1683 10/8/10	Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1684 10/8/10	Browns Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1685 10/8/10	Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1686 10/8/10	Castro Valley	SmartMeter Customer Communication	Under Investigation	Open
1687 10/8/10	Gilroy	Customer Denies Access	Accuracy of Meter	Closed
1688 10/8/10	Grass Valley	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1689 10/8/10	Grass Valley	Wellington Installer	Under Investigation	Open
1690 10/8/10	Guerneville	Inquiry Regarding Appliances Affected	Other	Closed
1691 10/8/10	_ivermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1692 10/8/10	_os Altos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1693 10/8/10	Magalia	Inquiry Regarding Appliances Affected	Under Investigation	Open
1694 10/8/10	Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
1695 10/8/10	Vicolaus	Customer Denies Access	Customer does not want a SmartMeter	Closed
1696 10/8/10	Nicolaus	Customer Denies Access	Customer does not want a SmartMeter	Closed
1697 10/8/10	Vicolaus	Customer Denies Access	Customer does not want a SmartMeter	Closed
1698 10/8/10	Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1699 10/8/10	Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1700 10/8/10	Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1701 10/8/10	Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1702 10/8/10	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1703 10/8/10	Oakland	Power Interruption	Partial Power Outage	Closed
1704 10/8/10	Orosi	Customer Denies Access	Customer does not want a SmartMeter	Closed
1705 10/8/10	Oroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1706 10/8/10	Piedmont	Other	Other	Closed
1707 10/8/10	Piedmont	Other	Other	Closed
1708 10/8/10	Pinole	Customer Denies Access	Customer does not want a SmartMeter	Closed
1709 10/8/10	Placerville	Customer Denies Access	Customer Denies Wellington Access	Closed
1710 10/8/10	Placerville	Customer Denies Access	Customer Denies Wellington Access	Closed
1711 10/8/10	Pleasant Hill	Power Interruption	Breaker keeps tripping	Closed
1712 10/8/10	Pleasanton	Inquiry Regarding Appliances Affected	Under Investigation	Open
1713 10/8/10	Redwood Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1714 10/8/10	Riverdale	Customer Denies Access	Customer Denies Wellington Access	Closed
1715 10/8/10	Rodeo	SmartMeter Customer Communication	Under Investigation	Open
1716 10/8/10	Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
1717 10/8/10	Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
1718 10/8/10	Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1719 10/8/10	San Francisco	Customer Denies Access	Medical Concerns	Closed
1720 10/8/10	San Francisco	Customer Denies Access	Medical Concerns	Closed
1721 10/8/10	San Jose	Customer Denies Access	Accuracy of Meter	Closed
1722 10/8/10	San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
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New Since the Last Report	a contraction

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1723	10/8/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1724	10/8/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1725	10/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1726	10/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1727	10/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1728	10/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1729	10/8/10			San Jose	Wellington Installer	Under Investigation	Open
1730	10/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1731	10/8/10			San Rafael	Customer Denies Access	Unhappy with SM Program	Closed
1732	10/8/10			San Rafael	Power Interruption	Under Investigation	Open
1733	10/8/10			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
1734	10/8/10			Santa Rosa	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1735	10/8/10			Saratoga	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1736	10/8/10			Sebastopol	Customer Denies Access	Medical Concerns	Closed
1737	10/8/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1738	10/8/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1739	10/8/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1740	10/8/10			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
1741	10/8/10			Sutter Creek	SmartMeter Customer Communication	Under Investigation	Open
1742	10/8/10			Tracy	Customer Denies Access	Customer Denies Wellington Access	Closed
1743	10/8/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1744	10/8/10			Tracy	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed

1,302	Open Issues on Last Report
211	Open Issues Closed Since the Last Report
442	New Issues Since the Last Report
335	New Issues Closed Since the Last Report
107	New Issues Open

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

## Pacific Gas and Electric Company SmartMeterTM Issues and Complaints Report SmartMeterTM Installation Issues Report

October 14, 2010 - For the Period October 2, 2010 through October 8, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	1/4/10	{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open
2	1/15/10	, ,		Napa	Scheduling Problems	Under Investigation	Open
3	2/8/10			Sonoma	Customer Denies Access	Under Investigation	Open
4	2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
5	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
6	2/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
7	2/17/10			√allejo	Wellington Installer	Under Investigation	Open
8	2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
9	2/22/10			Occidental	Customer Denies Access	Under Investigation	Open
10	2/22/10			√allejo	Network Equipment Installation	Under Investigation	Open
11	2/23/10			Sebastopol	Customer Denies Access	Under Investigation	Open
12	2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
13	3/1/10			resno	Wellington Installer	Under Investigation	Open
14	3/1/10			√allejo	Wellington Installer	Under Investigation	Open
15	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
16	3/7/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
17	3/7/10			Sebastopol	Customer Denies Access	Under Investigation	Open
18	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
19	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
20	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
21	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
22	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
23	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
24	3/10/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
25	3/10/10			Sonoma	Customer Denies Access	Under Investigation	Open
26	3/10/10			√allejo	Customer Denies Access	Under Investigation	Open
27	3/12/10			Jnion City	Meter/Module	Under Investigation	Open
28	3/12/10			√allejo	Customer Denies Access	Under Investigation	Open
29	3/12/10			√allejo	Wellington Installer	Under Investigation	Open
30	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
31	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
32	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
33	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
34	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
35	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
36	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
37	3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
38	3/22/10			Tracy	Customer Denies Access	Under Investigation	Open
39	3/23/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
40	4/5/10			√acaville	Other	Under Investigation	Open
41	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
42	4/15/10			Vladera	Other	Under Investigation	Open

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43	4/16/10
44	4/19/10
45	4/21/10
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90	5/20/10
91	5/20/10
92	5/20/10
93	5/20/10

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San Jose	Scheduling Problems	Under Investigation	Open
Brentwood	Household items affected by SM installation	Under Investigation	Open
Madera	Household items affected by SM installation	Under Investigation	Open
_emoore	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
_os 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	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
Chico	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Alameda	SmartMeter Customer Communication	Other	Closed
Alamo	Scheduling Problems	Under Investigation	Open
os Gatos	Customer Denies Access	Under Investigation	Open
os 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	Customer does not want a SmartMeter	Closed
Yuba City	Power Interruption	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
Pollock Pines	Customer Denies Access	Under Investigation	Open
San Jose	Potential Wellington Claim	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
Guerneville	Customer Denies Access	Under Investigation	Open
Los Banos	Customer wants Smartmeter Removed	No reason provided	Closed
Madera Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
		Customer does not want a omartiveter	UIUSEU

94	5/20/10
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135	5/25/10
136	5/26/10
137	5/26/10
138	5/27/10
139	5/27/10
140	5/30/10
140	5/30/10
142	6/4/10
143	6/7/10
144	6/7/10

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Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
os Altos	Household items affected by SM installation	Under Investigation	Open
os Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
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
√acaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Concord	Household items affected by SM installation	Under Investigation	Open
Emeryville	Customer Denies Access	Accuracy of Meter	Closed
Grass Vallev	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	Medical Concerns	Closed
Oakland Oakland	Customer Denies Access	Medical Concerns	Closed
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Oakland Oakland	Customer Denies Access	Under Investigation	Open
Oakland Oakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Oakland Oakland	Customer Denies Access	Under Investigation	Open
Oakland Oakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pleasant Hill	Customer wants Smartmeter Removed	No reason provided	Closed
Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fairfield	Power Interruption	Under Investigation	Open
Clovis	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Sacramento	Household items affected by SM installation	-	Open
Santa Cruz	-	Under Investigation Under Investigation	· ·
	Customer Denies Access	-	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Arvin	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open

145	6/8/10
146	6/8/10
147	6/8/10
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153	6/10/10
154	6/10/10
155	6/11/10
156	6/11/10
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188	6/28/10
189	6/28/10
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191	6/30/10
192	6/30/10
193	7/1/10
194	7/1/10
195	7/1/10

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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
Baratoga	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	-		•
El Dorado Hills	-	Radio Frequency Concerns	Closed
	Customer Denies Access	Under Investigation	Open
Fairfield		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	-	Under Investigation	Open
Shingle Springs	Household items affected by SM installation	Under Investigation	Open
Dinuba		Unhappy with SM Program	Closed
San Jose	Household items affected by SM installation	Under Investigation	Open
San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
Camp Meeker	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Under Investigation	Open
Richmond	Service Planning (misc)	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Vilpitas	Power Interruption	Under Investigation	Open
Newcastle	Household items affected by SM installation	under investigation	Open
San Jose	Power Interruption	Under Investigation	Open
Fair Oaks	Network Equipment Installation	Concerns with equipment/pole location	Closed
San Jose	Customer Denies Access	Under Investigation	Open
Bridgeville	Network Equipment Installation	Under Investigation	Open
Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Davis	Household items affected by SM installation	Under Investigation	Open
Sanger	Customer wants Smartmeter Removed	No reason provided	Closed
San Jose	Household items affected by SM installatio		Open
San Jose	Household items affected by SM installatio		Open
Santa Clara	Household items affected by SM installatio		Open
os Gatos		Under Investigation	Open
San Jose		Under Investigation	Open
Tracy	Household items affected by SM installatio	_	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose		Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Pall JUSE	omanivierer customer communication	Onder investigation	Open

196	7/2/10
197	7/6/10
198	7/6/10
199	7/6/10

San Jose	Household items affected by SM installatio	Under Investigation	Open
Oroville	Customer Denies Access	Under Investigation	Open
Paradise	SmartMeter Customer Communication	Under Investigation	Open
Stockton	SmartMeter Customer Communication	Under Investigation	Open

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

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
1/4/10	{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open
1/15/10	,	(	Napa	Scheduling Problems	Under Investigation	Open
2/8/10	1		Sonoma	Customer Denies Access	Under Investigation	Open
2/10/10	1		Carmel	Network Equipment Installation	Under Investigation	Open
2/10/10	1		Cupertino	Scheduling Problems	Under Investigation	Open
2/16/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open
2/17/10	1		Vallejo	Wellington Installer	Under Investigation	Open
2/18/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
2/22/10	1		Occidental	Customer Denies Access	Under Investigation	Open
2/22/10	1		Vallejo	Network Equipment Installation	Under Investigation	Open
2/23/10	1		Sebastopol	Customer Denies Access	Under Investigation	Open
2/26/10			Sebastopol	Customer Denies Access	Under Investigation	Open
3/1/10	1		Fresno	Wellington Installer	Under Investigation	Open
3/1/10	•		Vallejo	Wellington Installer	Under Investigation	Open
3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
3/7/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open
3/7/10	1		Sebastopol	Customer Denies Access	Under Investigation	Open
3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
3/8/10	1		Cotati	Household items affected by SM installation	Under Investigation	Open
3/8/10	1		San Ramon	Household items affected by SM installation	Under Investigation	Open
3/10/10			San Jose	Wellington Installer	Under Investigation	Open
3/10/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open
3/10/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open
3/10/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open
3/10/10	1		Sonoma	Customer Denies Access	Under Investigation	Open
3/10/10	1		Vallejo	Customer Denies Access	Under Investigation	Open
3/12/10			Union City	Meter/Module	Under Investigation	Open
3/12/10			Vallejo	Customer Denies Access	Under Investigation	Open
3/12/10	1		Vallejo	Wellington Installer	Under Investigation	Open
3/15/10	1		Placerville	Customer Denies Access	Under Investigation	Open
3/15/10	1		Pleasanton	Wellington Installer	Under Investigation	Open
3/16/10	1		Angels Camp	Customer Denies Access	Under Investigation	Open
3/16/10	1		Sunnyvale	Customer Denies Access	Under Investigation	Open
3/17/10			Napa	Customer Denies Access	Under Investigation	Open
3/19/10	1		American Canyon	Customer Denies Access	Under Investigation	Open
3/19/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open
3/22/10	1		San Jose	Scheduling Problems	Under Investigation	Open
3/22/10	1		Tracy	Customer Denies Access	Under Investigation	Open
3/23/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open
4/5/10			Vacaville	Other	Under Investigation	Open
4/14/10	1		Kingsburg	Power Interruption	Under Investigation	Open
4/15/10	1		Madera	Other	Under Investigation	Open

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43	4/16/10
44	4/19/10
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93	5/20/10

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San Jose	Scheduling Problems	Under Investigation	Open
Brentwood	Household items affected by SM installation	Under Investigation	Open
Madera	Household items affected by SM installation	Under Investigation	Open
_emoore	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
_os 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	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
Chico	Customer Denies Access	Under Investigation	Open
os Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Alameda	SmartMeter Customer Communication	Other	Closed
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		· ·
San Jose	Customer wants Smartmeter Removed	Under Investigation Under Investigation	Open Open
	Customer Denies Access	Customer does not want a SmartMeter	Closed
Tracy			
Yuba City Chico	Power Interruption  Customer Denies Access	Under Investigation Under Investigation	Open
Pollock Pines	Customer Denies Access  Customer Denies Access	Under Investigation Under Investigation	Open
			Open
San Jose	Potential Wellington Claim	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
Guerneville	Customer Denies Access	Under Investigation	Open
Los Banos	Customer wants Smartmeter Removed	No reason provided	Closed
Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed

04	5/20/10
94	5/20/10
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96	5/20/10
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137	5/26/10
138	5/27/10
139	5/27/10
140	5/30/10
141	5/30/10
142	6/4/10
143	6/7/10
144	6/7/10

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Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
os Altos	Household items affected by SM installation	Under Investigation	Open
os Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
√acaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Concord	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
Livermore	Household items affected by SM installation	Under Investigation	Open
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Dakland	Customer Denies Access	Medical Concerns	Closed
Dakland	Customer Denies Access	Medical Concerns	Closed
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Oakland Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pleasant Hill	Customer Wants Smartmeter Removed	No reason provided	Closed
Pleasanton	Customer Warits Smartmeter Removed  Customer Denies Access	Customer does not want a SmartMeter	Closed
Fairfield	Power Interruption		-
Clovis	SmartMeter Customer Communication	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Unhappy with UTC/CGI notification Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Banta Cruz	Customer Denies Access	Under Investigation	Open
Sacramento	Household items affected by SM installation	Under Investigation	Open
Sacramento Santa Cruz	Customer Denies Access	Under Investigation Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	-
	-		Open
Arvin	Household items affected by SM installation  Household items affected by SM installation	Under Investigation	Open
San Jose	nousehold items affected by Sivi Installation	Under Investigation	Open

145	6/8/10
146	6/8/10
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192	6/30/10
193	7/1/10
194	7/1/10
195	7/1/10

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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
√allejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
	Household items affected by SM installation		· ·
Saratoga Shingle Springs	Household items affected by SM installation	Under Investigation	Open Closed
	-	Radio Frequency Concerns	
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	Unhappy with SM Program	Closed
San Jose	Household items affected by SM installation	Under Investigation	Open
San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
Camp Meeker	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Under Investigation	Open
Richmond	Service Planning (misc)	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Vilpitas	Power Interruption	Under Investigation	Open
Newcastle	Household items affected by SM installation	under investigation	Open
San Jose	Power Interruption	Under Investigation	Open
Fair Oaks	Network Equipment Installation	Concerns with equipment/pole location	Closed
San Jose	Customer Denies Access	Under Investigation	Open
Bridgeville	Network Equipment Installation	Under Investigation	Open
Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Davis	Household items affected by SM installation	Under Investigation	Open
Sanger	Customer wants Smartmeter Removed	No reason provided	Closed
San Jose	Household items affected by SM installation		Open
San Jose	Household items affected by SM installation		Open
Santa Clara	Household items affected by SM installation		Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Tracy	Household items affected by SM installation	_	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Pall JUSE	omartivieter oustomer communication	Officer Affectigation	Open

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197	7/6/10
198	7/6/10
199	7/6/10

San Jose	Household items affected by SM installa	tio Under Investigation	Open
Oroville	Customer Denies Access	Under Investigation	Open
Paradise	SmartMeter Customer Communication	Under Investigation	Open
Stockton	SmartMeter Customer Communication	Under Investigation	Open

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

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

Customer Name	Account	Service City	Core Process	Nature of Issue	Status
[Redacted]	{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
		√allejo	Wellington Installer	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Under Investigation	Open
		Occidental	Customer Denies Access	Under Investigation	Open
		√allejo	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
		√allejo	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
		√allejo	Customer Denies Access	Under Investigation	Open
		Union City	Meter/Module	Under Investigation	Open
		√allejo	Customer Denies Access	Under Investigation	Open
		√allejo	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
		Madera	Other	Under Investigation	Open

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43	4/16/10
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San Jose	Scheduling Problems	Under Investigation	Open
Brentwood	Household items affected by SM installation	Under Investigation	Open
Madera	Household items affected by SM installation	Under Investigation	Open
Lemoore	Customer Denies Access	Under Investigation	Open
Richmond	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
os 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	_	· ·
San Jose	Customer Denies Access	Under Investigation	Open
		Under Investigation	Open
San Jose	Customer Denies Access Customer Denies Access	Under Investigation	Open
San Jose		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
Chico	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Alameda	SmartMeter Customer Communication	Other	Closed
Alamo	Scheduling Problems	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
_os 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
_os 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
Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
Ггасу	Customer Denies Access	Under Investigation	Open
Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
Guerneville	Customer Denies Access	Under Investigation	Open
_os Banos	Customer wants Smartmeter Removed	No reason provided	Closed
Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed

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141	5/30/10
142	6/4/10
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Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
os Altos	Household items affected by SM installation	Under Investigation	Open
os Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
/acaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Concord	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
Livermore	Household items affected by SM installation	Under Investigation	Open
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Dakland	Customer Denies Access	Medical Concerns	Closed
Dakland	Customer Denies Access	Medical Concerns	Closed
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pleasant Hill	Customer wants Smartmeter Removed	No reason provided	Closed
Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fairfield	Power Interruption	Under Investigation	Open
Clovis	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
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
San Jose	Household items affected by SM installation	Under Investigation	Open
Juli 0000	- ioaconola itemo ancolea by owninstallation	Ondor investigation	_ Open

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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
√allejo	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	Radio Frequency Concerns	Closed
El Dorado Hills	Customer Denies Access	Under Investigation	Open
-airfield	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	Unhappy with SM Program	Closed
San Jose	Household items affected by SM installation	Under Investigation	Open
San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
Camp Meeker	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Under Investigation	Open
Richmond	Service Planning (misc)	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Milpitas	Power Interruption	Under Investigation	Open
Newcastle	Household items affected by SM installation	under investigation	Open
San Jose	Power Interruption	Under Investigation	Open
Fair Oaks	Network Equipment Installation	Concerns with equipment/pole location	Closed
San Jose	Customer Denies Access	Under Investigation	Open
Bridgeville	Network Equipment Installation	Under Investigation	Open
Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Davis	Household items affected by SM installation	Under Investigation	Open
Sanger	Customer wants Smartmeter Removed	No reason provided	Closed
San Jose	Household items affected by SM installatio		Open
San Jose	Household items affected by SM installatio		Open
Santa Clara	Household items affected by SM installatio		Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose		Under Investigation	Open
Tracy	Household items affected by SM installatio	_	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
	Cucionici wanto cinartineter Removed		

Under Investigation

SmartMeter Customer Communication

San Jose

Open

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197	7/6/10
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199	7/6/10

San Jose	Household items affected by SM installatio	Under Investigation	Open
Oroville	Customer Denies Access	Under Investigation	Open
Paradise	SmartMeter Customer Communication	Under Investigation	Open
Stockton	SmartMeter Customer Communication	Under Investigation	Open

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

ccount	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	Oper
	Santa Rosa	Customer Denies Access	Under Investigation	Open
	Sebastopol	Customer Denies Access	Under Investigation	Oper
	Sonoma	Customer Denies Access	Under Investigation	Oper
	Cotati	Household items affected by SM installation	Under Investigation	Oper
	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	Oper
	Sonoma	Customer Denies Access	Under Investigation	Open
	Vallejo	Customer Denies Access	Under Investigation	Oper
	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
	√acaville	Other	Under Investigation	Open
	Kingsburg	Power Interruption	Under Investigation	Open
	Madera	Other	Under Investigation	Open

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43	4/16/10
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92	5/20/10
93	5/20/10

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San Jose	Scheduling Problems	Under Investigation	Open
Brentwood	Household items affected by SM installation	Under Investigation	Open
Madera	Household items affected by SM installation	Under Investigation	Open
_emoore	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
os 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	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
Chico	Customer Denies Access	Under Investigation	Open
os Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Alameda	SmartMeter Customer Communication	Other	Closed
Alamo	Scheduling Problems	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access		<u> </u>
S. San Francisco	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
		Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Los Gatos Placerville	Customer Denies Access	Under Investigation	Open
	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	Customer does not want a SmartMeter	Closed
Yuba City	Power Interruption	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
Pollock Pines	Customer Denies Access	Under Investigation	Open
San Jose	Potential Wellington Claim	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Tracy -	Customer Denies Access	Under Investigation	Open
Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
Guerneville	Customer Denies Access	Under Investigation	Open
Los Banos	Customer wants Smartmeter Removed	No reason provided	Closed
Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed

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139	5/27/10
140	5/30/10
141	5/30/10
142	6/4/10
143	6/7/10
144	6/7/10

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Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
Tracy	Customer Denies Access	Customer does not want a SmartMeter	Cløsed
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
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
_os Altos	Household items affected by SM installation	Under Investigation	Open
_os Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
√acaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Concord	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
Livermore	Household items affected by SM installation	Under Investigation	Open
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Medical Concerns	Closed
Dakland Dakland	Customer Denies Access	Medical Concerns	Closed
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Oakland Oakland	Customer Denies Access	-	· ·
Oakland Oakland	Customer Denies Access  Customer Denies Access	Under Investigation	Open
		Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland Diadmont	Customer Denies Access	Under Investigation	Open
Pleasent Lill	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pleasant Hill	Customer wants Smartmeter Removed	No reason provided	Closed
Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
-airfield	Power Interruption	Under Investigation	Open
Clovis	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
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
San Jose	Household items affected by SM installation	Under Investigation	Open

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193	7/1/10
194	7/1/10
195	7/1/10

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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
√allejo	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	Radio Frequency Concerns	Closed
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	Unhappy with SM Program	Closed
San Jose	Household items affected by SM installation	Under Investigation	Open
San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
Camp Meeker	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Under Investigation	Open
Richmond	Service Planning (misc)	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Milpitas	Power Interruption	Under Investigation	Open
Newcastle	Household items affected by SM installation	under investigation	Open
San Jose	Power Interruption	Under Investigation	Open
Fair Oaks	Network Equipment Installation	Concerns with equipment/pole location	Closed
San Jose	Customer Denies Access	Under Investigation	Open
Bridgeville	Network Equipment Installation	Under Investigation	Open
Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Davis	Household items affected by SM installation	Under Investigation	Open
Sanger	Customer wants Smartmeter Removed	No reason provided	Closed
San Jose	Household items affected by SM installation		Open
San Jose	Household items affected by SM installation		Open
Santa Clara	Household items affected by SM installation		Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
	Household items affected by SM installation	_	Open
Tracy	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	· ·
San Jose	SmartMeter Customer Communication	Under Investigation	Open Open
San Jose	omartivieter Customer Communication	Under investigation	Ореп

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San Jose	Household items affected by SM installatio	Under Investigation	Open
Oroville	Customer Denies Access	Under Investigation	Open
Paradise	SmartMeter Customer Communication	Under Investigation	Open
Stockton	SmartMeter Customer Communication	Under Investigation	Open

## mation and is being submitted under CPUC Code Section 583.

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
Madera	Other	Under Investigation	Open

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San Jose Scheduling Problems Under Investigation Brentwood Household items affected by SM installation Under Investigation Madera Household items affected by SM installation Under Investigation Lemoore Customer Denies Access Under Investigation Richmond Other Under Investigation San Jose Customer Denies Access Under Investigation San Jose Meter/Module Under Investigation Los Gatos Customer Denies Access Under Investigation San Jose Other Under Investigation San Jose Other Under Investigation Chico Household items affected by SM installation Under Investigation San Jose Customer Denies Access Under Investigation	Open Open Open Open Open Open Open Open
Madera       Household items affected by SM installation       Under Investigation         Lemoore       Customer Denies Access       Under Investigation         Richmond       Other       Under Investigation         San Jose       Customer Denies Access       Under Investigation         San Jose       Meter/Module       Under Investigation         Los Gatos       Customer Denies Access       Under Investigation         San Jose       Other       Under Investigation         Shingle Springs       Customer Denies Access       Under Investigation         Chico       Household items affected by SM installation       Under Investigation         San Jose       Customer Denies Access       Under Investigation         San Jose       Customer Denies Acc	Open Open Open Open Open Open Open Open
Lemoore Customer Denies Access Under Investigation Richmond Other Under Investigation San Jose Customer Denies Access Under Investigation San Jose Meter/Module Under Investigation Los Gatos Customer Denies Access Under Investigation San Jose Other Under Investigation Shingle Springs Customer Denies Access Under Investigation Chico Household items affected by SM installation Under Investigation San Jose Customer Denies Access Under Investigation San Jose Under Investigation	Open Open Open Open Open Open Open Open
Richmond Other Under Investigation  Ban Jose Customer Denies Access Under Investigation  Ban Jose Meter/Module Under Investigation  Los Gatos Customer Denies Access Under Investigation  Ban Jose Other Under Investigation  Bhingle Springs Customer Denies Access Under Investigation  Chico Household items affected by SM installation Under Investigation  Ban Jose Customer Denies Access Under Investigation	Open Open Open Open Open Open Open
San Jose Customer Denies Access Under Investigation  Los Gatos Customer Denies Access Under Investigation  San Jose Other Under Investigation  Shingle Springs Customer Denies Access Under Investigation  Chico Household items affected by SM installation Under Investigation  San Jose Customer Denies Access Under Investigation  San Jose Under Investigation  San Jose Under Investigation  San Jose Under Investigation  San Jose Under Investigation	Open Open Open Open Open
San Jose Meter/Module Under Investigation Los Gatos Customer Denies Access Under Investigation San Jose Other Under Investigation Shingle Springs Customer Denies Access Under Investigation Chico Household items affected by SM installation Under Investigation San Jose Customer Denies Access Under Investigation San Jose Under Investigation	Open Open Open
Customer Denies Access Under Investigation  San Jose Other Under Investigation  Shingle Springs Customer Denies Access Under Investigation  Chico Household items affected by SM installation  Juder Investigation  San Jose Customer Denies Access Under Investigation  San Jose Under Investigation  San Jose Under Investigation  San Jose Under Investigation	Open Open
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Shingle Springs	Open
Chico Household items affected by SM installation Under Investigation  San Jose Customer Denies Access Under Investigation  San Jose Wellington Installer Under Investigation  San Jose Customer Denies Access Under Investigation  San Jose Customer Denies Access Under Investigation  San Jose Customer Denies Access Under Investigation	Open
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Antioch Meter/Module Under Investigation	Open
San Jose Meter/Module Under Investigation	Open
Chico Customer Denies Access Under Investigation	Open
Los Gatos Customer Denies Access Under Investigation	Open
San Jose Customer wants Smartmeter Removed Under Investigation	Open
Alameda SmartMeter Customer Communication Other	Closed
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 Customer does not want a	SmartMeter Closed
Yuba City Power Interruption Under Investigation	Open
Chico Customer Denies Access Under Investigation	Open
Pollock Pines Customer Denies Access Under Investigation	Open
San Jose Potential Wellington Claim Under Investigation	Open
San Jose Wellington Installer Under Investigation	Open
Tracy Customer Denies Access Under Investigation	Open
Fresno Customer Denies Access Customer does not want a	
Guerneville Customer Denies Access Under Investigation	SmartMeter Closed
os Banos Customer wants Smartmeter Removed No reason provided	SmartMeter Closed Open
Madera Customer Denies Access Customer does not want a	

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Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
os Altos	Household items affected by SM installation	Under Investigation	Open
os Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
/acaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Concord	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
Livermore	Household items affected by SM installation	Under Investigation	Open
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Dakland	Customer Denies Access	Medical Concerns	Closed
Oakland	Customer Denies Access	Medical Concerns	Closed
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Oakland Oakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pleasant Hill	Customer wants Smartmeter Removed	No reason provided	Closed
Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fairfield	Power Interruption	Under Investigation	Open
Clovis	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
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
San Jose	Household items affected by SM installation	Under Investigation	Open
24.1 0000	i loaderiola itemo anedica by owi installation	onac, investigation	Ореп

145	6/8/10
146	6/8/10
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190	6/29/10
191	6/30/10
192	6/30/10
193	7/1/10
194	7/1/10
195	7/1/10

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Fresno	Power Interruption	Under Investigation	Open
		Under Investigation	Open
•	Potential Wellington Claim	Under Investigation	Open
	Household items affected by SM installation	Under Investigation	Open
	-	Under Investigation	Open
	-	Under Investigation	Open
		Under Investigation	Open
	SmartMeter Customer Communication	Under Investigation	Open
•	Meter/Module Equipment	Under Investigation	Open
	Household items affected by SM installation	Under Investigation	Open
-	-	Under Investigation	Open
•		Under Investigation	Open
	-	Radio Frequency Concerns	Closed
	-	Under Investigation	Open
		Under Investigation	Open
	-	Under Investigation	Open
	-	Under Investigation	Open
	Customer bernes Access  Customer wants Smartmeter Removed	_	Open
		Under Investigation	
	Household items affected by SM installation  Household items affected by SM installation	Under Investigation Under Investigation	Open
	-		Open
		Unhappy with SM Program	Closed
	Household items affected by SM installation	Under Investigation	Open
	Customer wants Smartmeter Removed	Under Investigation	Open
	Customer Denies Access	Under Investigation	Open
	Customer Denies Access	Under Investigation	Open
		Under Investigation	Open
	Household items affected by SM installation	Under Investigation	Open
		Under Investigation	Open
•	•	Under Investigation	Open
	Household items affected by SM installation	under investigation	Open
	Power Interruption	Under Investigation	Open
		Concerns with equipment/pole location	Closed
		Under Investigation	Open
_		Under Investigation	Open
	,	Under Investigation	Open
	-	Under Investigation	Open
	Household items affected by SM installation	Under Investigation	Open
• •		No reason provided	Closed
	Household items affected by SM installatio		Open
	Household items affected by SM installatio		Open
	Household items affected by SM installatio		Open
	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Tracy	Household items affected by SM installatio	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open

196	7/2/10
197	7/6/10
198	7/6/10
199	7/6/10

San Jose	Household items affected by SM installatio	Under Investigation	Open
Oroville	Customer Denies Access	Under Investigation	Open
Paradise	SmartMeter Customer Communication	Under Investigation	Open
Stockton	SmartMeter Customer Communication	Under Investigation	Open

## eing submitted under CPUC Code Section 583.

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
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	Under Investigation	Open

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43	4/16/10
44	4/19/10
45	4/21/10
46	4/27/10
47	4/30/10
48	5/7/10
49	5/7/10
50	5/10/10
51	5/10/10
52	5/10/10
53	5/10/10
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85	5/19/10
86	5/19/10
87	5/19/10
88	5/19/10
89	5/19/10
90	5/20/10
91	5/20/10
92	5/20/10
93	5/20/10
	3/20/10

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San Jose	Scheduling Problems	Under Investigation	Open
Brentwood	Household items affected by SM installation	Under Investigation	Open
Madera	Household items affected by SM installation	Under Investigation	Open
_emoore	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
os 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	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
		Under Investigation	· ·
San Jose	Customer Denies Access	9	Open
Antioch	Meter/Module Meter/Module	Under Investigation	Open
San Jose		Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Alameda	SmartMeter Customer Communication	Other	Closed
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
_os 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	Customer does not want a SmartMeter	Closed
Yuba City	Power Interruption	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
Pollock Pines	Customer Denies Access	Under Investigation	Open
San Jose	Potential Wellington Claim	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Tracy	Customer Denies Access	Under Investigation	Open
Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
Guerneville	Customer Denies Access	Under Investigation	Open
₋os Banos	Customer wants Smartmeter Removed	No reason provided	Closed
Vladera	Customer Denies Access	Customer does not want a SmartMeter	Closed

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94	5/20/10
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137	5/26/10
138	5/27/10
139	5/27/10
140	5/30/10
141	5/30/10
142	6/4/10
143	6/7/10
144	6/7/10

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Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
Ггасу	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
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
os Altos	Household items affected by SM installation	Under Investigation	Open
os Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Dakland Oily	Customer Denies Access	Customer does not want a SmartMeter	Closed
Vacaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Concord	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
Livermore	Household items affected by SM installation	Under Investigation	Open
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Medical Concerns	Closed
Dakland Dakland	Customer Denies Access	Medical Concerns	Closed
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Oakland Oakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access		<del></del>
Pleasant Hill	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed Closed
Pleasanton	Customer Denies Access	No reason provided  Customer does not want a SmartMeter	Closed
			_
Fairfield Clovis	Power Interruption SmartMeter Customer Communication	Under Investigation	Open
	SmartMeter Customer Communication SmartMeter Customer Communication	Unhappy with UTC/CGI notification Under Investigation	Closed
San Jose Oakland	Customer Denies Access	Under Investigation	Open Open
		Under Investigation Under Investigation	<u> </u>
Santa Cruz	Customer Denies Access	<u> </u>	Open
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
San Jose	Household items affected by SM installation	Under Investigation	Open

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187	6/28/10
188	6/28/10
189	6/28/10
190	6/29/10
191	6/30/10
192	6/30/10
193	7/1/10
194	7/1/10
195	7/1/10

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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
Baratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
√allejo	Household items affected by SM installation		Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	
		Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
Shingle Springs		Radio Frequency Concerns	Closed
El Dorado Hills	Customer Denies Access	Under Investigation	Open
Fairfield	2	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	-	Under Investigation	Open
Shingle Springs	Household items affected by SM installation	Under Investigation	Open
Dinuba		Unhappy with SM Program	Closed
San Jose	Household items affected by SM installation	Under Investigation	Open
San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
Camp Meeker	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Under Investigation	Open
Richmond	Service Planning (misc)	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Milpitas	Power Interruption	Under Investigation	Open
Newcastle	Household items affected by SM installation	under investigation	Open
San Jose	Power Interruption	Under Investigation	Open
Fair Oaks	Network Equipment Installation	Concerns with equipment/pole location	Closed
San Jose		Under Investigation	Open
Bridgeville		Under Investigation	Open
Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Davis	Household items affected by SM installation	Under Investigation	Open
Sanger	•	No reason provided	Closed
San Jose	Household items affected by SM installatio		Open
San Jose	Household items affected by SM installation		Open
Santa Clara	Household items affected by SM installation		Open
Los Gatos		Under Investigation	Open
San Jose		Under Investigation Under Investigation	Open
		_	· ·
Tracy	Household items affected by SM installatio		Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose		Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open

196	7/2/10
197	7/6/10
198	7/6/10
199	7/6/10

San Jose	Household items affected by SM installa	tio Under Investigation	Open
Oroville	Customer Denies Access	Under Investigation	Open
Paradise	SmartMeter Customer Communication	Under Investigation	Open
Stockton	SmartMeter Customer Communication	Under Investigation	Open

## Section 583.

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

Nature of Issue	Status
Under Investigation	Open

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40	4/40/40
43	4/16/10
44	4/19/10
45	4/21/10
46	4/27/10
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90	5/20/10
90	5/20/10
91	5/20/10
92	5/20/10
93	3/20/10

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San Jose	Scheduling Problems	Under Investigation	Open
Brentwood	Household items affected by SM installation	Under Investigation	Open
Madera	Household items affected by SM installation	Under Investigation	Open
Lemoore	Customer Denies Access	Under Investigation	Open
Richmond	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
os 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	<u> </u>	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	
	<u> </u>	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Meter/Module	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
_os Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Alameda	SmartMeter Customer Communication	Other	Closed
Alamo	Scheduling Problems	Under Investigation	Open
∟os Gatos	Customer Denies Access	Under Investigation	Open
∟os 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
_os 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
Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
Ггасу	Customer Denies Access	Under Investigation	Open
Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
Guerneville	Customer Denies Access	Under Investigation	Open
Los Banos	Customer wants Smartmeter Removed	No reason provided	Closed
Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
		Customer does not want a smartweter	CIUSEU

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139	5/27/10
140	5/30/10
141	5/30/10
142	6/4/10
143	6/7/10
144	6/7/10

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Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
Ггасу	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
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
os Altos	Household items affected by SM installation	Under Investigation	Open
os Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
/acaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Concord	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
Livermore	Household items affected by SM installation	Under Investigation	Open
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Dakland	Customer Denies Access	Medical Concerns	Closed
Oakland	Customer Denies Access	Medical Concerns	Closed
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pleasant Hill	Customer wants Smartmeter Removed	No reason provided	Closed
Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fairfield	Power Interruption	Under Investigation	Open
Clovis	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
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
San Jose	Household items affected by SM installation	Under Investigation	Open
24.1 0000	1.000011010 Remo directed by GW Installation	onac, investigation	_ Open

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145	6/8/10
146	6/8/10
147	6/8/10
148	6/9/10
149	6/9/10
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190	6/29/10
191	6/30/10
192	6/30/10
193	7/1/10
194	7/1/10
195	7/1/10

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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
√allejo	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		Closed
El Dorado Hills	Customer Denies Access	Radio Frequency Concerns	Open
Fairfield		Under Investigation	· .
	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	Unhappy with SM Program	Closed
San Jose	Household items affected by SM installation	Under Investigation	Open
San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
Camp Meeker	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Under Investigation	Open
Richmond	Service Planning (misc)	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Vilpitas	Power Interruption	Under Investigation	Open
Vewcastle	Household items affected by SM installation	under investigation	Open
San Jose	Power Interruption	Under Investigation	Open
Fair Oaks	Network Equipment Installation	Concerns with equipment/pole location	Closed
San Jose	Customer Denies Access	Under Investigation	Open
Bridgeville	Network Equipment Installation	Under Investigation	Open
Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Davis	Household items affected by SM installation	Under Investigation	Open
Sanger	Customer wants Smartmeter Removed	No reason provided	Closed
San Jose	Household items affected by SM installatio		Open
San Jose	Household items affected by SM installatio		Open
Santa Clara	Household items affected by SM installatio		Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Tracy	Household items affected by SM installatio	_	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose San Jose	SmartMeter Customer Communication	Under Investigation	Open
Daii JUSE	Smartivieter Customer Communication	Onder investigation	Open

196	7/2/10
197	7/6/10
198	7/6/10
199	7/6/10

San Jose	Household items affected by SM installatio	Under Investigation	Open
Oroville	Customer Denies Access	Under Investigation	Open
Paradise	SmartMeter Customer Communication	Under Investigation	Open
Stockton	SmartMeter Customer Communication	Under Investigation	Open

Status
Open

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43	4/16/10
44	4/19/10
45	4/21/10
46	4/27/10
47	4/30/10
48	5/7/10
49	5/7/10
50	5/10/10
51	5/10/10
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93	5/20/10

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Brentwood Household items affected by SM installation Madera Household items affected by SM installation Lemoore Customer Denies Access Richmond Other San Jose Customer Denies Access San Jose Meter/Module Los Gatos Customer Denies Access San Jose Other Shingle Springs Customer Denies Access Chico Household items affected by SM installation San Jose Customer Denies Access	Under Investigation	Open Open Open Open Open Open Open Open
Madera Household items affected by SM installation Lemoore Customer Denies Access Richmond Other San Jose Customer Denies Access San Jose Meter/Module Los Gatos Customer Denies Access San Jose Customer Denies Access Customer Denies Access Chico Household items affected by SM installation San Jose Customer Denies Access	Under Investigation	Open Open Open Open Open Open Open Open
Lemoore Customer Denies Access Richmond Other  San Jose Customer Denies Access San Jose Meter/Module Los Gatos Customer Denies Access San Jose Other Shingle Springs Customer Denies Access Chico Household items affected by SM installation San Jose Customer Denies Access	Under Investigation	Open Open Open Open Open Open Open Open
Richmond Other  San Jose Customer Denies Access  San Jose Meter/Module Los Gatos Customer Denies Access  San Jose Customer Denies Access  Customer Denies Access  Customer Denies Access  Chico Household items affected by SM installation  San Jose Customer Denies Access	Under Investigation	Open Open Open Open Open Open Open Open
San Jose Customer Denies Access  San Jose Meter/Module Los Gatos Customer Denies Access San Jose Other Shingle Springs Customer Denies Access Chico Household items affected by SM installation San Jose Customer Denies Access	Under Investigation	Open Open Open Open Open Open Open Open
San Jose Meter/Module Los Gatos Customer Denies Access San Jose Other Shingle Springs Customer Denies Access Chico Household items affected by SM installation San Jose Customer Denies Access	Under Investigation	Open Open Open Open Open Open Open Open
Los Gatos Customer Denies Access  San Jose Other  Shingle Springs Customer Denies Access  Chico Household items affected by SM installation  San Jose Customer Denies Access	Under Investigation	Open Open Open Open Open Open Open Open
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	Other	Closed
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	Under Investigation	Open
San Jose Customer Denies Access	Under Investigation	Open
,	Under Investigation	Open
	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
,	Customer does not want a SmartMeter	Closed
Yuba City Power Interruption L	Under Investigation	Open
Chico Customer Denies Access	Under Investigation	Open
Pollock Pines Customer Denies Access	Under Investigation	Open
	Under Investigation	Open
San Jose Wellington Installer	Under Investigation	Open
Tracy Customer Denies Access	Under Investigation	Open
Fresno Customer Denies Access	Customer does not want a SmartMeter	Closed
Guerneville Customer Denies Access	Under Investigation	Open
Los Banos Customer wants Smartmeter Removed	No reason provided	Closed
	Customer does not want a SmartMeter	Closed

94	5/20/10
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139	5/27/10
140	5/30/10
141	5/30/10
142	6/4/10
143	6/7/10
144	6/7/10

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Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Cløsed
Ггасу	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
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
os Altos	Household items affected by SM installation	Under Investigation	Open
_os Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
√acaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Concord	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
Livermore	Household items affected by SM installation	Under Investigation	Open
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Dakland	Customer Denies Access	Medical Concerns	Closed
Dakland	Customer Denies Access	Medical Concerns	Closed
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pleasant Hill	Customer wants Smartmeter Removed	No reason provided	Closed
Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fairfield	Power Interruption	Under Investigation	Open
Clovis	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
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
San Jose	Household items affected by SM installation	Under Investigation	Open
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191	6/30/10
192	6/30/10
193	7/1/10
194	7/1/10
195	7/1/10

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Fresno	Power Interruption	Under Investigation	Open
Vilpitas	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
√allejo	Household items affected by SM installation	Under Investigation	Open
Berkelev	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
Shingle Springs	-	Radio Frequency Concerns	Closed
El Dorado Hills	Customer Denies Access	Under Investigation	Open
Fairfield		Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
Pleasant Hill	Customer Denies Access		Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	
San Jose		Under Investigation	Open
	-	Under Investigation	Open
Shingle Springs	Household items affected by SM installation Customer Denies Access	Under Investigation	Open
Dinuba		Unhappy with SM Program	Closed
San Jose	Household items affected by SM installation	Under Investigation	Open
San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
Camp Meeker	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton		Under Investigation	Open
Richmond	Service Planning (misc)	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
•		Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Vilpitas	Power Interruption	Under Investigation	Open
Newcastle	Household items affected by SM installation	under investigation	Open
San Jose	Power Interruption	Under Investigation	Open
Fair Oaks	Network Equipment Installation	Concerns with equipment/pole location	Closed
San Jose	Customer Denies Access	Under Investigation	Open
Bridgeville	Network Equipment Installation	Under Investigation	Open
Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Davis	Household items affected by SM installation	Under Investigation	Open
Sanger	Customer wants Smartmeter Removed	No reason provided	Closed
San Jose	Household items affected by SM installatio	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Santa Clara	Household items affected by SM installatio	Under Investigation	Open
_os Gatos		Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Ггасу	Household items affected by SM installatio	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
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196	7/2/10
197	7/6/10
198	7/6/10
199	7/6/10

San Jose	Household items affected by SM installa	tio Under Investigation	Open
Oroville	Customer Denies Access	Under Investigation	Open
Paradise	SmartMeter Customer Communication	Under Investigation	Open
Stockton	SmartMeter Customer Communication	Under Investigation	Open

San Francisco SmartMeter Customer Communication Under Investigation Open

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Dakland Customer Denies Access Under Investigation Open

San Jose Scheduling Problems Under Investigation Open

Vacaville Customer Denies Access Under Investigation Open

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Chico Customer Denies Access Under Investigation Open

Santa Cruz Customer wants Smartmeter Removed Radio Frequency Concerns Closed

Santa Rosa Customer Denies Access

Customer does not want a SmartMeter

Closed

Sunnyvale Household items affected by SM installation Under Investigation Open

Amador City SmartMeter Customer Communication Under Investigation Open

El Dorado Hills Customer Denies Access

Customer does not want a SmartMeter

Closed

Dakland Household items affected by SM installation Under Investigation Open

San Jose Customer Denies Access Under Investigation Open

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Berkeley Household items affected by SM installation Under Investigation Open

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Los Altos SmartMeter Customer Communication

Under Investigation

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217 7/15/10

San Jose

Customer Denies Access

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roville aradise tockton Saratoga Customer Denies Access Under Investigation Open

219 7/15/10

Saratoga Customer Denies Access Under Investigation Open

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221 7/19/10

Campbell SmartMeter Customer Communication Under Investigation

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San Carlos

Household items affected by SM installatio Under Investigation

Open

Bolinas Network Equipment Installation Under Investigation Open

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Michigan Bluff Customer wants Smartmeter Removed Under Investigation Open

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Paradise	Household items affected by SM installatio Under Investigation	Open

San Jose Customer Denies Access Under Investigation Open

Sacramento Customer Denies Access Under Investigation Open

Groveland

Household items affected by SM installatio Under Investigation

Open

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San Jose Household items affected by SM installatio Under Investigation Open

 Dakland
 Wellington Installer
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Pacific Gas and Electric Company
SmartMeterTM Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeterTM Devices\*
October 14, 2010 -- For the Period October 2, 2010 through October 8, 2010

Color Key						
	Closed Since the Last Report					
	New Since the Last Report					
	No SmartMeterTM Device Installed					

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	5/21/10	{Redacted}	{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			RICHMOND	Open	Under Investigation
6	10/4/2010		SAN JOSE	Closed	Bill is Accurate. Customer's service initiated 4/26/91. Electric SmartMeter installed on 4/22/10. Customer disputes high electric bills since SmartMeter installation. Investigation of customer's usage shows that during the 3 billing periods prior to SmartMeter installation (Jan-Mar 2010) the ADU increased 21%, 30% and 65% over prior year. After installation, ADU continued to increase (61% and 96%) over prior year for two billing periods (June-July 2010), followed by changes of 4%, -4% and -16% as compared to prior year for three billing periods (Aug-Oct 2010). ADU data shows that usage increased prior to SmartMeter installation and usage decreased after the first two billing periods subsequent to installation. An energy audit was offered but customer was not interested. The CARE program was offered to customer and the customer has been enrolled in the CARE program. Customer has also been referred to the Energy Partners program for energy efficiency and conservation improvements.	
7	10/6/2010			FRESNO	Closed	Billing Error. The customer is an apartment complex; complex has ten master-metered accounts. The main customer of record disputed high electric bills post SmartMeter installation for 10 accounts. Each account includes between 4 and 8 separate apartments. The SmartMeter for account 1628855494 was tested on 10/12/10 and passed. Customer was advised that the reason for the high bills was a billing error made in July 2009 and not a SmartMeter issue (SmartMeter installed 2/17/09 for the above account). The baseline allotment for each of the 10 accounts was configured for a single baseline allotment instead of 4 to 8 for each apartment. The configuration was corrected and credits issued for each account, e.g., a credit of \$7,785.32 was issued for the account mentioned above. A similar credit was issued for the remaining affected accounts.

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

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

Pacific Gas and Electric Company
SmartMeterTM Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeterTM Devices\*
October 14, 2010 -- For the Period October 2, 2010 through October 8, 2010

Color Key					
	Closed Since the Last Report				
	New Since the Last Report				
	No SmartMeterTM Device Installed				

	Complaint					
No.	Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1		{Redacted}	{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			RICHMOND	Open	Under Investigation
6	10/4/2010		SAN JOSE	Closed	Bill is Accurate. Customer's service initiated 4/26/91. Electric SmartMeter installed on 4/22/10. Customer disputes high electric bills since SmartMeter installation. Investigation of customer's usage shows that during the 3 billing periods prior to SmartMeter installation (Jan-Mar 2010) the ADU increased 21%, 30% and 65% over prior year. After installation, ADU continued to increase (61% and 96%) over prior year for two billing periods (June-July 2010), followed by changes of 4%, -4% and -16% as compared to prior year for three billing periods (Aug-Oct 2010). ADU data shows that usage increased prior to SmartMeter installation and usage decreased after the first two billing periods subsequent to installation. An energy audit was offered but customer was not interested. The CARE program was offered to customer and the customer has been enrolled in the CARE program. Customer has also been referred to the Energy Partners program for energy efficiency and conservation improvements.	
7	10/6/2010			FRESNO	Closed	Billing Error. The customer is an apartment complex; complex has ten master-metered accounts. The main customer of record disputed high electric bills post SmartMeter installation for 10 accounts. Each account includes between 4 and 8 separate apartments. The SmartMeter for account 1628855494 was tested on 10/12/10 and passed. Customer was advised that the reason for the high bills was a billing error made in July 2009 and not a SmartMeter issue (SmartMeter installed 2/17/09 for the above account). The baseline allotment for each of the 10 accounts was configured for a single baseline allotment instead of 4 to 8 for each apartment. The configuration was corrected and credits issued for each account, e.g., a credit of \$7,785.32 was issued for the account mentioned above. A similar credit was issued for the remaining affected accounts.

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

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