

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

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

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

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43	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
44	4/19/10			Brentwood	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			Lemoore	Customer Denies Access	Under Investigation	Open
47	4/30/10			Richmond	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			Los Gatos	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 Springs	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			Los Gatos	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			Los Gatos	Customer Denies Access	Under Investigation	Open
75	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
76	5/17/10			S. San Francisco	Other	Under Investigation	Open
77	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
78	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
79	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
80	5/18/10			Placerville	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			Tracy	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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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			Fresno	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			Los 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			Los Altos	Household items affected by SM installation	Under Investigation	Open
106	5/21/10			Los 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			Vacaville	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			Livermore	Household items affected by SM installation	Under Investigation	Open
121	5/24/10			Milpitas	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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127	5/24/10			Oakland	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			Vallejo	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			Fairfield	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	Household items affected by SM installation	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			Los 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			Vacaville	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	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
209	7/12/10			Santa Rosa	Customer Denies Access	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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211	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
212	7/13/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Closed
213	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
214	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
215	7/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
216	7/15/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
217	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
218	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
219	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
220	7/17/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
221	7/19/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
222	7/19/10			San Francisco	Household items affected by SM installatio	Under Investigation	Open
223	7/19/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
224	7/20/10			San Carlos	Household items affected by SM installatio	Under Investigation	Open
225	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
226	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
227	7/23/10			Paradise	Household items affected by SM installatio	Under Investigation	Open
228	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
229	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
230	7/26/10			Groveland	Household items affected by SM installatio	Under Investigation	Open
231	7/26/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
232	7/27/10			Oakland	Wellington Installer	Under Investigation	Open
233	7/28/10			Oakland	Wellington Installer	Under Investigation	Open
234	7/28/10			Placerville	Wellington Installer	Under Investigation	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			Oakland	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			Oakland	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	Open
250	8/2/10			Pinole	Customer Denies Access	Accuracy of Meter	Closed
251	8/2/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
252	8/3/10			Menlo Park	SmartMeter Customer Communication	Under Investigation	Open

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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			Los Gatos	Wellington Installer	Under Investigation	Open
285	8/12/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
286	8/12/10			Oakland	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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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
295	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			Los 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			Los 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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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
337	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
338	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
339	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
340	8/18/10			Oakland	Wellington Installer	Under Investigation	Open
341	8/18/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
342	8/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
343	8/18/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
344	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
345	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
346	8/18/10			Sonoma	Wellington Installer	Under Investigation	Open
347	8/19/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
348	8/19/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
349	8/19/10			Aptos	Customer Denies Access	Under Investigation	Open
350	8/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
351	8/19/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Closed
352	8/19/10			Los Gatos	Customer Denies Access	Under Investigation	Open
353	8/19/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
354	8/19/10			Oakland	Customer Denies Access	Under Investigation	Open
355	8/19/10			Oakland	Customer Denies Access	Under Investigation	Open
356	8/19/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
357	8/19/10			Penngrove	Wellington Installer	Under Investigation	Open
358	8/19/10			Richmond	Customer Denies Access	Under Investigation	Open
359	8/19/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
360	8/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
361	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
362	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
363	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
364	8/19/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
365	8/19/10			San Jose	SmartMeter Customer Communication	Other	Closed
366	8/19/10			San Jose	SmartMeter Customer Communication	Other	Closed
367	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
368	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
369	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
370	8/19/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
371	8/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
372	8/19/10			Sonoma	Wellington Installer	Under Investigation	Open
373	8/20/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
374	8/20/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
375	8/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
376	8/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
377	8/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
378	8/20/10			Boulder Creek	Customer Denies Access	Customer Denies Wellington Access	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
379	8/20/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Closed
380	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
381	8/20/10			Livermore	Customer Denies Access	Under Investigation	Open
382	8/20/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
383	8/20/10			Los Gatos	Customer Denies Access	Unhappy with SM Program	Closed
384	8/20/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
385	8/20/10			Oakland	Customer Denies Access	Under Investigation	Open
386	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			Los 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			Los Altos	Household items affected by SM installatio	Under Investigation	Open
402	8/23/10			Los 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			Oakland	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	Customer wants Smartmeter Removed	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			Los 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			Los Gatos	Customer Denies Access	Under Investigation	Open
440	8/25/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
441	8/25/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
442	8/25/10			Milpitas	Wellington Installer	Under Investigation	Open
443	8/25/10			Novato	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			Felton	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			Los 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 installatio	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			Novato	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 installatio	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 installatio	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 installatio	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			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
511	8/30/10			Larkspur	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			Vallejo	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			Los 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			Novato	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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547	8/31/10			Oakland	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
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
551	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
552	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
553	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
554	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
555	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
556	8/31/10			San Rafael	Customer Denies Access	Under Investigation	Open
557	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
558	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
559	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
560	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
561	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
562	8/31/10			Saratoga	Customer Denies Access	Under Investigation	Open
563	8/31/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
564	8/31/10			Soquel	Customer Denies Access	Under Investigation	Open
565	8/31/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
566	8/31/10			Windsor	Customer wants Smartmeter Removed	Under Investigation	Open
567	9/1/10			Alviso	Customer Denies Access	Under Investigation	Open
568	9/1/10			Aptos	Customer Denies Access	Under Investigation	Open
569	9/1/10			Aptos	Customer Denies Access	Under Investigation	Open
570	9/1/10			Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
571	9/1/10			Campbell	Customer Denies Access	Under Investigation	Open
572	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
573	9/1/10			El Cerrito	Customer Denies Access	Under Investigation	Open
574	9/1/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
575	9/1/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
576	9/1/10			Los Gatos	Wellington Installer	Under Investigation	Open
577	9/1/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
578	9/1/10			Oakland	Customer Denies Access	Under Investigation	Open
579	9/1/10			Oakland	Customer Denies Access	Under Investigation	Open
580	9/1/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
581	9/1/10			San Jose	Customer Denies Access	Under Investigation	Open
582	9/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
583	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	Open
585	9/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
586	9/1/10			San Jose	Wellington Installer	Under Investigation	Open
587	9/1/10			San Rafael	Customer Denies Access	Under Investigation	Open
588	9/1/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open

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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
593	9/1/10			Smartville	Wellington Installer	Under Investigation	Open
594	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
595	9/1/10			Vallejo	SmartMeter Customer Communication	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
598	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
599	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
600	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
601	9/2/10			Clovis	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
602	9/2/10			Fairfax	Customer Denies Access	Under Investigation	Open
603	9/2/10			Felton	Customer Denies Access	Under Investigation	Open
604	9/2/10			Grass Valley	Wellington Installer	Under Investigation	Open
605	9/2/10			Guerneville	Customer Denies Access	Under Investigation	Open
606	9/2/10			Los Altos	Customer Denies Access	Under Investigation	Open
607	9/2/10			Los Altos	Customer Denies Access	Under Investigation	Open
608	9/2/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
609	9/2/10			Mill Valley	Customer Denies Access	Under Investigation	Open
610	9/2/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
611	9/2/10			Novato	Customer Denies Access	Under Investigation	Open
612	9/2/10			Oakland	Customer Denies Access	Under Investigation	Open
613	9/2/10			Penngrove	SmartMeter Customer Communication	Health Related Issues	Closed
614	9/2/10			Petaluma	Customer Denies Access	Under Investigation	Open
615	9/2/10			Richmond	Customer Denies Access	Under Investigation	Open
616	9/2/10			Salinas	Customer Denies Access	Under Investigation	Open
617	9/2/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
618	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
619	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
620	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
621	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
622	9/2/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
623	9/2/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
624	9/2/10			San Jose	Wellington Installer	Under Investigation	Open
625	9/2/10			Santa Rosa	Wellington Installer	Under Investigation	Open
626	9/2/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
627	9/2/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
628	9/2/10			Sebastopol	Customer Denies Access	Under Investigation	Open
629	9/3/10			Albany	Inquiry Regarding Appliances Affected	Under Investigation	Open
630	9/3/10			Boulder Creek	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
631	9/3/10			Campbell	Customer Denies Access	Under Investigation	Open
632	9/3/10			Campbell	Customer Denies Access	Under Investigation	Open
633	9/3/10			Gilroy	Customer Denies Access	Under Investigation	Open
634	9/3/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open
635	9/3/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open
636	9/3/10			Kentfield	Customer Denies Access	Under Investigation	Open
637	9/3/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
638	9/3/10			Napa	Inquiry Regarding Appliances Affected	Under Investigation	Open
639	9/3/10			Novato	Customer Denies Access	Under Investigation	Open
640	9/3/10			Novato	Customer Denies Access	Under Investigation	Open
641	9/3/10			Novato	Customer Denies Access	Under Investigation	Open
642	9/3/10			Novato	Customer Denies Access	Under Investigation	Open
643	9/3/10			Novato	Customer Denies Access	Under Investigation	Open
644	9/3/10			Novato	Customer Denies Access	Under Investigation	Open
645	9/3/10			Oakland	Customer Denies Access	Under Investigation	Open
646	9/3/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
647	9/3/10			Oakland	Wellington Installer	Under Investigation	Open
648	9/3/10			Rohnert Park	SmartMeter Customer Communication	Under Investigation	Open
649	9/3/10			San Jose	Wellington Installer	Under Investigation	Open
650	9/3/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
651	9/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
652	9/3/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
653	9/3/10			Saratoga	Customer wants Smartmeter Removed	Under Investigation	Open
654	9/3/10			Woodacre	Customer Denies Access	Under Investigation	Open
655	9/4/10			Campbell	Customer Denies Access	Under Investigation	Open
656	9/4/10			Novato	Customer Denies Access	Under Investigation	Open
657	9/4/10			Salinas	Customer Denies Access	Under Investigation	Open
658	9/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
659	9/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
660	9/5/10			Campbell	Customer Denies Access	Under Investigation	Open
661	9/5/10			San Rafael	Customer Denies Access	Under Investigation	Open
662	9/6/10			San Jose	Customer Denies Access	Under Investigation	Open
663	9/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
664	9/7/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
665	9/7/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
666	9/7/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
667	9/7/10			Cupertino	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
668	9/7/10			Gilroy	Customer Denies Access	Under Investigation	Open
669	9/7/10			Grass Valley	Potential Wellington Claim	Under Investigation	Open
670	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
671	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
672	9/7/10			Milpitas	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
673	9/7/10			Morgan Hill	Meter / Module Equipment (Mfg.)	Radio Frequency Concerns	Closed
674	9/7/10			Oakland	Customer Denies Access	Under Investigation	Open
675	9/7/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
676	9/7/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
677	9/7/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
678	9/7/10			Petaluma	Customer Denies Access	Under Investigation	Open
679	9/7/10			Petaluma	Wellington Installer	Under Investigation	Open
680	9/7/10			San Jose	Customer Denies Access	Under Investigation	Open
681	9/7/10			San Jose	Customer Denies Access	Under Investigation	Open
682	9/7/10			San Jose	Customer Denies Access	Under Investigation	Open
683	9/7/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
684	9/7/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
685	9/7/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
686	9/7/10			San Rafael	Customer Denies Access	Under Investigation	Open
687	9/7/10			San Rafael	Customer Denies Access	Under Investigation	Open
688	9/7/10			Santa Clara	Customer Denies Access	Under Investigation	Open
689	9/7/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
690	9/7/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
691	9/7/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	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 SmartMeter	Closed
697	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
698	9/8/10			Larkspur	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			Oakland	Customer Denies Access	Under Investigation	Open
702	9/8/10			Oakland	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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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
715	9/8/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
716	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			Los Gatos	Wellington Installer	Under Investigation	Open
722	9/9/10			Los 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			Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
743	9/10/10			Los Altos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
744	9/10/10			Los 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			Santa Cruz	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			Los 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			San Jose	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			Gilroy	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			Los Gatos	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
784	9/13/10			Los Gatos	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
785	9/13/10			Los Gatos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
786	9/13/10			Magalia	Wellington Installer	Under Investigation	Open
787	9/13/10			Mill Valley	Customer Denies Access	Under Investigation	Open
788	9/13/10			Mill Valley	Customer Denies Access	Under Investigation	Open
789	9/13/10			Mill Valley	Customer Denies Access	Under Investigation	Open
790	9/13/10			Newark	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
791	9/13/10			Petaluma	Customer Denies Access	Under Investigation	Open
792	9/13/10			Petaluma	Customer Denies Access	Under Investigation	Open
793	9/13/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
794	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
795	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
796	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
797	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
798	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
799	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
800	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
801	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
802	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
803	9/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
804	9/13/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
805	9/13/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
806	9/13/10			Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
807	9/13/10			Watsonville	Customer Denies Access	Under Investigation	Open
808	9/13/10			Windsor	SmartMeter Customer Communication	Under Investigation	Open
809	9/14/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
810	9/14/10			Gilroy	Customer Denies Access	Under Investigation	Open
811	9/14/10			Los Gatos	Customer Denies Access	Under Investigation	Open
812	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
813	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
814	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
815	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
816	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
817	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
818	9/14/10			Milpitas	Wellington Installer	Under Investigation	Open
819	9/14/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
820	9/14/10			Novato	Wellington Installer	Under Investigation	Open
821	9/14/10			Oakland	Customer Denies Access	Under Investigation	Open
822	9/14/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
823	9/14/10			Saint Helena	Inquiry Regarding Appliances Affected	Under Investigation	Open
824	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
825	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
826	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
827	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
828	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
829	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
830	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
831	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
832	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
833	9/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
834	9/14/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
835	9/14/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
836	9/14/10			San Jose	Wellington Installer	Under Investigation	Open
837	9/14/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
838	9/14/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
839	9/14/10			San Rafael	Wellington Installer	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

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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			Los Gatos	Customer Denies Access	Under Investigation	Open
891	9/16/10			Los 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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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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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			Napa	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	Account	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			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
1024	9/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
1025	9/21/10			Los 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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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1051	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			Los 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			Vallejo	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			Lafayette	Customer Denies Access	Under Investigation	Open
1085	9/23/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1086	9/23/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1087	9/23/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1088	9/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
1089	9/23/10			Los 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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1093	9/23/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1094	9/23/10			Oakland	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			Windsor	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			Oakland	Potential Wellington Claim	Under Investigation	Open
1122	9/24/10			Oakley	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			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1129	9/24/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1130	9/24/10			San Rafael	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			Milpitas	Power Interruption	Radio Frequency Concerns	Closed
1142	9/26/10			Newark	Inquiry Regarding Appliances Affected	Under Investigation	Open
1143	9/26/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1144	9/26/10			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			Campbell	Wellington Installer	Under Investigation	Open
1153	9/27/10			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			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			Los Altos	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1161	9/27/10			Los 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			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			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1173	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1174	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1175	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1176	9/27/10			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			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1180	9/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1181	9/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1182	9/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1183	9/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1184	9/27/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
1185	9/27/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1186	9/27/10			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
1187	9/27/10			Vallejo	Wellington Installer	Under Investigation	Open
1188	9/27/10			Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
1189	9/27/10			Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
1190	9/28/10			Atherton	Power Interruption	Under Investigation	Open
1191	9/28/10			Cameron Park	SmartMeter Customer Communication	Other	Closed
1192	9/28/10			Fresno	SmartMeter Customer Communication	Other	Closed
1193	9/28/10			Kerman	SmartMeter Customer Communication	Other	Closed
1194	9/28/10			Los Gatos	Inquiry Regarding Appliances Affected	Other	Closed
1195	9/28/10			Los Gatos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1196	9/28/10			Los Gatos	Wellington Installer	Other	Closed
1197	9/28/10			Mill Valley	Other	Under Investigation	Open
1198	9/28/10			Nevada City	Wellington Installer	Under Investigation	Open
1199	9/28/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
1200	9/28/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1201	9/28/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1202	9/28/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1203	9/28/10			Penn Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1204	9/28/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
1205	9/28/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
1206	9/28/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1207	9/28/10			San Jose	Customer Denies Access	Radio Frequency Concerns	Closed
1208	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1209	9/28/10			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			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1212	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1213	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1214	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1215	9/28/10			San Jose	Wellington Installer	Other	Closed
1216	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
1217	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
1218	9/28/10			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			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1233	9/29/10			Los 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			Oakland	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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1261	9/29/10			Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
1262	9/29/10			Santa Rosa	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1263	9/29/10			Saratoga	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1264	9/29/10			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
1265	9/30/10			Cupertino	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1266	9/30/10			Foster City	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1267	9/30/10			Los Banos	Inquiry Regarding Appliances Affected	Other	Closed
1268	9/30/10			Los Banos	Wellington Installer	Other	Closed
1269	9/30/10			Mill Valley	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
1270	9/30/10			Mill Valley	Wellington Installer	Under Investigation	Open
1271	9/30/10			Milpitas	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1272	9/30/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1273	9/30/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1274	9/30/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1275	9/30/10			Oakland	Wellington Installer	Under Investigation	Open
1276	9/30/10			Oakland	Wellington Installer	Under Investigation	Open
1277	9/30/10			Petaluma	Wellington Installer	Under Investigation	Open
1278	9/30/10			Pleasant Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
1279	9/30/10			Rough & Ready	Wellington Installer	Under Investigation	Open
1280	9/30/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1281	9/30/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1282	9/30/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1283	9/30/10			San Jose	Power Interruption	Under Investigation	Open
1284	9/30/10			Santa Clara	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1285	9/30/10			Windsor	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
1286	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1287	10/1/10			Bakersfield	SmartMeter Customer Communication	Other	Closed
1288	10/1/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1289	10/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
1290	10/1/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1291	10/1/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1292	10/1/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1293	10/1/10			Pebble Beach	SmartMeter Customer Communication	Under Investigation	Open
1294	10/1/10			Petaluma	Wellington Installer	Under Investigation	Open
1295	10/1/10			Richmond	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1296	10/1/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1297	10/1/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1298	10/1/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1299	10/1/10			San Rafael	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1300	10/1/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1301	10/1/10			Sonoma	Inquiry Regarding Appliances Affected	Other	Closed
1302	10/1/10			Twain Harte	Inquiry Regarding Appliances Affected	Under Investigation	Open

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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			Gilroy	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	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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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			Livermore	Wellington Installer	Under Investigation	Open
1355	10/4/10			Los Gatos	Inquiry Regarding Appliances Affected	Other	Closed
1356	10/4/10			Los 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			Oakland	Customer Denies Access	Under Investigation	Open
1373	10/4/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1374	10/4/10			Oakland	Power Interruption	Under Investigation	Open
1375	10/4/10			Oakland	Wellington Installer	Under Investigation	Open
1376	10/4/10			Oakley	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

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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 Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
1394	10/4/10			San Francisco	Wellington Installer	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 Access	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 Smartmeter 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	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1401	10/4/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1402	10/4/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1403	10/4/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1404	10/4/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1405	10/4/10			San Jose	Inquiry Regarding Appliances Affected	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 Customer Communication	Under Investigation	Open
1411	10/4/10			San Jose	Wellington Installer	Under Investigation	Open
1412	10/4/10			San Jose	Wellington Installer	Under Investigation	Open
1413	10/4/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1414	10/4/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1415	10/4/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1416	10/4/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1417	10/4/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1418	10/4/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1419	10/4/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1420	10/4/10			Santa Rosa	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1421	10/4/10			Santa Rosa	Power Interruption	Breaker keeps tripping	Closed
1422	10/4/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
1423	10/4/10			Sebastopol	SmartMeter Customer 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			Live Oak	Customer Denies Access	Medical Concerns	Closed
1453	10/5/10			Los 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			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			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed

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1513	10/5/10			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
1514	10/5/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1515	10/5/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1516	10/5/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1517	10/5/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1518	10/5/10			Windsor	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1519	10/5/10			Woodside	Customer wants Smartmeter Removed	Under Investigation	Open
1520	10/6/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1521	10/6/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1522	10/6/10			Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
1523	10/6/10			Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
1524	10/6/10			Challenge	Customer Denies Access	Unhappy with SM Program	Closed
1525	10/6/10			Chowchilla	Inquiry Regarding Appliances Affected	Under Investigation	Open
1526	10/6/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
1527	10/6/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1528	10/6/10			Gilroy	Customer Denies Access	Medical Concerns	Closed
1529	10/6/10			Glen Ellen	Customer Denies Access	Accuracy of Meter	Closed
1530	10/6/10			Glen Ellen	Customer Denies Access	Medical Concerns	Closed
1531	10/6/10			Grass Valley	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1532	10/6/10			Grass Valley	SmartMeter Customer Communication	Customer needed help reading SmartMet	Closed
1533	10/6/10			Grass Valley	Wellington Installer	Under Investigation	Open
1534	10/6/10			Half Moon Bay	Customer wants Smartmeter Removed	Under Investigation	Open
1535	10/6/10			Livermore	Customer Denies Access	Accuracy of Meter	Closed
1536	10/6/10			Livermore	Customer Denies Access	Accuracy of Meter	Closed
1537	10/6/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1538	10/6/10			Magalia	Inquiry Regarding Appliances Affected	Under Investigation	Open
1539	10/6/10			Martinez	Inquiry Regarding Appliances Affected	Other	Closed
1540	10/6/10			Merced	Customer Denies Access	Customer does not want a SmartMeter	Closed
1541	10/6/10			Merced	Customer Denies Access	Customer does not want a SmartMeter	Closed
1542	10/6/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1543	10/6/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1544	10/6/10			Mill Valley	Customer Denies Access	Medical Concerns	Closed
1545	10/6/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1546	10/6/10			Milpitas	Power Interruption	Under Investigation	Open
1547	10/6/10			Novato	Customer Denies Access	Accuracy of Meter	Closed
1548	10/6/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1549	10/6/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1550	10/6/10			Novato	Wellington Installer	Under Investigation	Open
1551	10/6/10			Oakland	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
1554	10/6/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed

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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			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1590	10/6/10			Vallejo	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			Livermore	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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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			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1671	10/7/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1672	10/7/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1673	10/7/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1674	10/7/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1675	10/7/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1676	10/7/10			Vallejo	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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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			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1692	10/8/10			Los 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			Nicolaus	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			Nicolaus	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

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

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

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

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
54	5/10/10
55	5/10/10
56	5/10/10
57	5/10/10
58	5/11/10
59	5/11/10
60	5/11/10
61	5/11/10
62	5/11/10
63	5/11/10
64	5/12/10
65	5/12/10
66	5/13/10
67	5/14/10
68	5/14/10
69	5/15/10
70	5/15/10
71	5/15/10
72	5/17/10
73	5/17/10
74	5/17/10
75	5/17/10
76	5/17/10
77	5/17/10
78	5/17/10
79	5/18/10
80	5/18/10
81	5/18/10
82	5/18/10
83	5/18/10
84	5/18/10
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

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
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	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
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 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

94	5/20/10
95	5/20/10
96	5/20/10
97	5/21/10
98	5/21/10
99	5/21/10
100	5/21/10
101	5/21/10
102	5/21/10
103	5/21/10
104	5/21/10
105	5/21/10
106	5/21/10
107	5/21/10
108	5/21/10
109	5/21/10
110	5/21/10
111	5/22/10
112	5/22/10
113	5/22/10
114	5/22/10
115	5/22/10
116	5/23/10
117	5/24/10
118	5/24/10
119	5/24/10
120	5/24/10
121	5/24/10
122	5/24/10
123	5/24/10
124	5/24/10
125	5/24/10
126	5/24/10
127	5/24/10
128	5/24/10
129	5/24/10
130	5/24/10
131	5/24/10
132	5/24/10
133	5/24/10
134	5/24/10
135	5/25/10
136	5/26/10
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

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
Los Altos	Household items affected by SM installation	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
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
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
Oakland	Customer Denies Access	Medical Concerns	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	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
Oakland	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

145	6/8/10
146	6/8/10
147	6/8/10
148	6/9/10
149	6/9/10
150	6/10/10
151	6/10/10
152	6/10/10
153	6/10/10
154	6/10/10
155	6/11/10
156	6/11/10
157	6/11/10
158	6/14/10
159	6/14/10
160	6/15/10
161	6/15/10
162	6/15/10
163	6/15/10
164	6/15/10
165	6/16/10
166	6/16/10
167	6/16/10
168	6/17/10
169	6/17/10
170	6/17/10
171	6/17/10
172	6/17/10
173	6/17/10
174	6/18/10
175	6/18/10
176	6/18/10
177	6/20/10
178	6/21/10
179	6/21/10
180	6/22/10
181	6/22/10
182	6/23/10
183	6/23/10
184	6/23/10
185	6/25/10
186	6/26/10
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

Fresno	Power Interruption	Under Investigation	Open
Milpitas	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
Shingle Springs	Household items affected by SM installation	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	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	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
Los Gatos	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
San Jose	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

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

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
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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

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
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	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
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 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

94	5/20/10
95	5/20/10
96	5/20/10
97	5/21/10
98	5/21/10
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102	5/21/10
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134	5/24/10
135	5/25/10
136	5/26/10
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

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
Los Altos	Household items affected by SM installation	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
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
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
Oakland	Customer Denies Access	Medical Concerns	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	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
Oakland	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

145	6/8/10
146	6/8/10
147	6/8/10
148	6/9/10
149	6/9/10
150	6/10/10
151	6/10/10
152	6/10/10
153	6/10/10
154	6/10/10
155	6/11/10
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183	6/23/10
184	6/23/10
185	6/25/10
186	6/26/10
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

Fresno	Power Interruption	Under Investigation	Open
Milpitas	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
Shingle Springs	Household items affected by SM installation	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	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	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
Los Gatos	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
San Jose	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

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
		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

43	4/16/10
44	4/19/10
45	4/21/10
46	4/27/10
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49	5/7/10
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92	5/20/10
93	5/20/10

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
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	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
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 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

94	5/20/10
95	5/20/10
96	5/20/10
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136	5/26/10
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

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
Los Altos	Household items affected by SM installation	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
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
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
Oakland	Customer Denies Access	Medical Concerns	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	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
Oakland	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

145	6/8/10
146	6/8/10
147	6/8/10
148	6/9/10
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151	6/10/10
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154	6/10/10
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176	6/18/10
177	6/20/10
178	6/21/10
179	6/21/10
180	6/22/10
181	6/22/10
182	6/23/10
183	6/23/10
184	6/23/10
185	6/25/10
186	6/26/10
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

Fresno	Power Interruption	Under Investigation	Open
Milpitas	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
Shingle Springs	Household items affected by SM installation	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	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	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
Los Gatos	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
San Jose	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

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

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

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
54	5/10/10
55	5/10/10
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81	5/18/10
82	5/18/10
83	5/18/10
84	5/18/10
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

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
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	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
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 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

94	5/20/10
95	5/20/10
96	5/20/10
97	5/21/10
98	5/21/10
99	5/21/10
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101	5/21/10
102	5/21/10
103	5/21/10
104	5/21/10
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134	5/24/10
135	5/25/10
136	5/26/10
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

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
Los Altos	Household items affected by SM installation	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
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
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
Oakland	Customer Denies Access	Medical Concerns	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	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
Oakland	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

145	6/8/10
146	6/8/10
147	6/8/10
148	6/9/10
149	6/9/10
150	6/10/10
151	6/10/10
152	6/10/10
153	6/10/10
154	6/10/10
155	6/11/10
156	6/11/10
157	6/11/10
158	6/14/10
159	6/14/10
160	6/15/10
161	6/15/10
162	6/15/10
163	6/15/10
164	6/15/10
165	6/16/10
166	6/16/10
167	6/16/10
168	6/17/10
169	6/17/10
170	6/17/10
171	6/17/10
172	6/17/10
173	6/17/10
174	6/18/10
175	6/18/10
176	6/18/10
177	6/20/10
178	6/21/10
179	6/21/10
180	6/22/10
181	6/22/10
182	6/23/10
183	6/23/10
184	6/23/10
185	6/25/10
186	6/26/10
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

Fresno	Power Interruption	Under Investigation	Open
Milpitas	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
Shingle Springs	Household items affected by SM installation	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	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	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
Los Gatos	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
San Jose	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

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

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
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51	5/10/10
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89	5/19/10
90	5/20/10
91	5/20/10
92	5/20/10
93	5/20/10

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
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	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
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 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

94	5/20/10
95	5/20/10
96	5/20/10
97	5/21/10
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136	5/26/10
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

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
Los Altos	Household items affected by SM installation	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
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
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
Oakland	Customer Denies Access	Medical Concerns	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	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
Oakland	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

145	6/8/10
146	6/8/10
147	6/8/10
148	6/9/10
149	6/9/10
150	6/10/10
151	6/10/10
152	6/10/10
153	6/10/10
154	6/10/10
155	6/11/10
156	6/11/10
157	6/11/10
158	6/14/10
159	6/14/10
160	6/15/10
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162	6/15/10
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165	6/16/10
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178	6/21/10
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182	6/23/10
183	6/23/10
184	6/23/10
185	6/25/10
186	6/26/10
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

Fresno	Power Interruption	Under Investigation	Open
Milpitas	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
Shingle Springs	Household items affected by SM installation	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	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	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
Los Gatos	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
San Jose	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

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

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

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
54	5/10/10
55	5/10/10
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84	5/18/10
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

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
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	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
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 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

94	5/20/10
95	5/20/10
96	5/20/10
97	5/21/10
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102	5/21/10
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134	5/24/10
135	5/25/10
136	5/26/10
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

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
Los Altos	Household items affected by SM installation	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
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
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
Oakland	Customer Denies Access	Medical Concerns	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	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
Oakland	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

145	6/8/10
146	6/8/10
147	6/8/10
148	6/9/10
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184	6/23/10
185	6/25/10
186	6/26/10
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

Fresno	Power Interruption	Under Investigation	Open
Milpitas	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
Shingle Springs	Household items affected by SM installation	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	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	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
Los Gatos	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
San Jose	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

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

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
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	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
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 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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95	5/20/10
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122	5/24/10
123	5/24/10
124	5/24/10
125	5/24/10
126	5/24/10
127	5/24/10
128	5/24/10
129	5/24/10
130	5/24/10
131	5/24/10
132	5/24/10
133	5/24/10
134	5/24/10
135	5/25/10
136	5/26/10
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

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
Los Altos	Household items affected by SM installation	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
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
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
Oakland	Customer Denies Access	Medical Concerns	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	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
Oakland	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

145	6/8/10
146	6/8/10
147	6/8/10
148	6/9/10
149	6/9/10
150	6/10/10
151	6/10/10
152	6/10/10
153	6/10/10
154	6/10/10
155	6/11/10
156	6/11/10
157	6/11/10
158	6/14/10
159	6/14/10
160	6/15/10
161	6/15/10
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165	6/16/10
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177	6/20/10
178	6/21/10
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181	6/22/10
182	6/23/10
183	6/23/10
184	6/23/10
185	6/25/10
186	6/26/10
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

Fresno	Power Interruption	Under Investigation	Open
Milpitas	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
Shingle Springs	Household items affected by SM installation	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	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	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
Los Gatos	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
San Jose	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

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
54	5/10/10
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83	5/18/10
84	5/18/10
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

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
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	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
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 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

94	5/20/10
95	5/20/10
96	5/20/10
97	5/21/10
98	5/21/10
99	5/21/10
100	5/21/10
101	5/21/10
102	5/21/10
103	5/21/10
104	5/21/10
105	5/21/10
106	5/21/10
107	5/21/10
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134	5/24/10
135	5/25/10
136	5/26/10
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

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
Los Altos	Household items affected by SM installation	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
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
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
Oakland	Customer Denies Access	Medical Concerns	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	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
Oakland	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

145	6/8/10
146	6/8/10
147	6/8/10
148	6/9/10
149	6/9/10
150	6/10/10
151	6/10/10
152	6/10/10
153	6/10/10
154	6/10/10
155	6/11/10
156	6/11/10
157	6/11/10
158	6/14/10
159	6/14/10
160	6/15/10
161	6/15/10
162	6/15/10
163	6/15/10
164	6/15/10
165	6/16/10
166	6/16/10
167	6/16/10
168	6/17/10
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176	6/18/10
177	6/20/10
178	6/21/10
179	6/21/10
180	6/22/10
181	6/22/10
182	6/23/10
183	6/23/10
184	6/23/10
185	6/25/10
186	6/26/10
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

Fresno	Power Interruption	Under Investigation	Open
Milpitas	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
Shingle Springs	Household items affected by SM installation	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	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	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
Los Gatos	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
San Jose	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

Chico	Customer Denies Access	Under Investigation	Open
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215	7/15/10
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Berkeley	Household items affected by SM installation	Under Investigation	Open
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216	7/15/10
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Los Altos	SmartMeter Customer Communication	Under Investigation	Open
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ewcastle
an Jose
air Oaks
an Jose
ridgeville
i Wuk Village
an Jose
avis
anger
an Jose
an Jose
anta Clara
os Gatos
an Jose
racy
an Jose
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210	7/15/10
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Saratoga	Customer Denies Access	Under Investigation	Open
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219	7/15/10
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Saratoga	Customer Denies Access	Under Investigation	Open
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220	7/17/10
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Los Gatos	Household items affected by SM installatio	Under Investigation	Open
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221	7/19/10
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Campbell	SmartMeter Customer Communication	Under Investigation	Open
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ousehold items affected by SM installation
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martMeter Customer Communication

02217494 affected by SM installation
customer Denies Access
martMeter Customer Communication
martMeter Customer Communication

Tracy	Household items affected by SM installatio	Under Investigation	Open
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ustomer does not want a SmartMeter

ustomer does not want a SmartMeter

o reason provided
ustomer does not want a SmartMeter

Customer does not want a SmartMeter
Customer does not want a SmartMeter

Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
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Customer does not want a SmartMeter

Customer does not want a SmartMeter

Accuracy of Meter

Medical Concerns
Medical Concerns

Customer does not want a SmartMeter
no reason provided
Customer does not want a SmartMeter

Unhappy with UTC/CGI notification

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227	7/23/10
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Paradise	Household items affected by SM installatio	Under Investigation	Open
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adio Frequency Concerns

nhappy with SM Program

oncerns with equipment/pole location

o reason provided

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228	7/23/10
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San Jose	Customer Denies Access	Under Investigation	Open
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2010 Sep 7/26/10
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San Jose	Household items affected by SM installatio	Under Investigation	Open
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232	7/27/10
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Oakland	Wellington Installer	Under Investigation	Open
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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 October 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 SmartMeter™ Device Installed

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	5/21/10	{Redacted}	{Redacted}	SAN MATEO	Open	Under Investigation
2	9/10/10	{Redacted}	{Redacted}	SAN FRANCISCO	Open	Under Investigation
3	9/11/10	{Redacted}	{Redacted}	ANTIOCH	Open	Under Investigation
4	9/13/10	{Redacted}	{Redacted}	LOS ALTOS HILLS	Open	Under Investigation
5	9/29/10	{Redacted}	{Redacted}	RICHMOND	Open	Under Investigation
6	10/4/2010	{Redacted}	{Redacted}	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	{Redacted}	{Redacted}	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 SmartMeter™ 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
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ 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 SmartMeter™ Device Installed

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	5/21/10	{Redacted}	{Redacted}	SAN MATEO	Open	Under Investigation
2	9/10/10	{Redacted}	{Redacted}	SAN FRANCISCO	Open	Under Investigation
3	9/11/10	{Redacted}	{Redacted}	ANTIOCH	Open	Under Investigation
4	9/13/10	{Redacted}	{Redacted}	LOS ALTOS HILLS	Open	Under Investigation
5	9/29/10	{Redacted}	{Redacted}	RICHMOND	Open	Under Investigation
6	10/4/2010	{Redacted}	{Redacted}	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.
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