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

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

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

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

Page 1 of 34

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

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

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
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			_emoore	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			_os 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			∟os 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			_os Gatos	Customer Denies Access	Under Investigation	Open
75	5/17/10			_os 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			_os 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

Page 2 of 34

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

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

Color Key	
Closed Since the Last Report	
New Since the Last Report	6

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
86	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
87	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
88	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
89	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
90	5/20/10			-resno	Customer Denies Access	Customer does not want a SmartMeter	Closed
91	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
92	5/20/10			∟os Banos	Customer wants Smartmeter Removed	No reason provided	Closed
93	5/20/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
94	5/20/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
95	5/20/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
96	5/20/10			Tracy	Power Interruption	Under Investigation	Open
97	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
98	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
99	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
100	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
101	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
102	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
103	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
104	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
105	5/21/10			∟os Altos	Household items affected by SM installation	Under Investigation	Open
106	5/21/10			∟os Gatos	Customer Denies Access	Under Investigation	Open
107	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
108	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
109	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
110	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
111	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
112	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
113	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
114	5/22/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
115	5/22/10			√acaville	Meter/Module	Under Investigation	Open
116	5/23/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
117	5/24/10			Concord	Household items affected by SM installation	Under Investigation	Open
118	5/24/10			Emeryville	Customer Denies Access	Accuracy of Meter	Closed
119	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
120	5/24/10			_ivermore	Household items affected by SM installation	Under Investigation	Open
121	5/24/10			Vilpitas	SmartMeter Customer Communication	Under Investigation	Open
122	5/24/10			Oakland	Customer Denies Access	Medical Concerns	Closed
123	5/24/10			Oakland	Customer Denies Access	Medical Concerns	Closed
124	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
125	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
126	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open

Page 3 of 34

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

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

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

No.	Call Date Customer Name	Account Service City	Core Process	Nature of Issue	Status
127	5/24/10	Dakland	Customer Denies Access	Under Investigation	Open
128	5/24/10	Oakland	Customer Denies Access	Under Investigation	Open
129	5/24/10	Oakland	Customer Denies Access	Under Investigation	Open
130	5/24/10	Dakland	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	-airfield	Power Interruption	Under Investigation	Open
136	5/26/10	Clovis	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
137	5/26/10	San Jose	SmartMeter Customer Communication	Under Investigation	Open
138	5/27/10	Oakland	Customer Denies Access	Under Investigation	Open
139	5/27/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
140	5/30/10	Sacramento	Household items affected by SM installation	Under Investigation	Open
141	5/30/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
142	6/4/10	San Jose	Household items affected by SM installation	Under Investigation	Open
143	6/7/10	Arvin	Household items affected by SM installation	Under Investigation	Open
144	6/7/10	San Jose	Household items affected by SM installation	Under Investigation	Open
145	6/8/10	Fresno	Power Interruption	Under Investigation	Open
146	6/8/10	Milpitas	Household items affected by SM installation	Under Investigation	Open
147	6/8/10	Santa Rosa	Potential Wellington Claim	Under Investigation	Open
148	6/9/10	San Jose	Household items affected by SM installation	Under Investigation	Open
149	6/9/10	San Jose	Household items affected by SM installation	Under Investigation	Open
150	6/10/10	San Jose	Meter/Module Equipment	Under Investigation	Open
151	6/10/10	San Jose	Meter/Module Equipment	Under Investigation	Open
152	6/10/10	Saratoga	SmartMeter Customer Communication	Under Investigation	Open
153	6/10/10	Sunnyvale	Meter/Module Equipment	Under Investigation	Open
154	6/10/10	√allejo	Household items affected by SM installation	Under Investigation	Open
155	6/11/10	Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
156	6/11/10	Saratoga	Household items affected by SM installation	Under Investigation	Open
157	6/11/10	Shingle Springs	Household items affected by SM installation	Radio Frequency Concerns	Closed
158	6/14/10	El Dorado Hills	Customer Denies Access	Under Investigation	Open
159	6/14/10	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

Page 4 of 34

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

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

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

169	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
103	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			Vilpitas	Power Interruption	Under Investigation	Open
178	6/21/10			Vewcastle	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 installation	Under Investigation	Open
188	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
189	6/28/10			Santa Clara	Household items affected by SM installation	Under Investigation	Open
190	6/29/10			_os Gatos	Customer Denies Access	Under Investigation	Open
191	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
192	6/30/10			Tracy	Household items affected by SM installation	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 installation	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 installation		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 installation		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

Page 5 of 34

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

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

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

Amador City SmartMeter Customer Communication Under Investigation	Open Aleter Closed Open Open
Dakland	Open Open Open Open Open Open Open Open
214 7/14/10 215 7/15/10 216 7/15/10 217 7/15/10 218 7/15/10 219 7/15/10 219 7/15/10 219 7/15/10 220 7/17/10 221 7/15/10 221 7/15/10 222 7/19/10 223 7/19/10 224 7/20/10 225 7/21/10 226 7/21/10 227 7/23/10 228 7/23/10 229 7/24/10 230 7/26/10 231 7/26/10 231 7/26/10 232 7/26/10 233 7/26/10 233 7/26/10 234 7/28/10 234 7/28/10 235 Altos SmrtMeter Customer Communication Under Investigation 24	Open Open Open Open Open Open Open Open
215 7/15/10 216 7/15/10 217 7/15/10 218 7/15/10 219 7/15/10 219 7/15/10 220 7/17/10 221 7/19/10 222 7/19/10 223 7/21/10 224 7/23/10 225 7/21/10 226 7/21/10 227 7/23/10 228 7/23/10 229 7/24/10 230 7/26/10 231 7/26/10 231 7/26/10 232 7/28/10 233 7/26/10 234 7/26/10 234 7/26/10 235 7/28/10 236 Altos SmartMeter Customer Communication Under Investigation Under Investig	Open Open Open Open Open Open Open Open
216 7/15/10 217 7/15/10 218 7/15/10 219 7/15/10 220 7/17/10 221 7/19/10 222 7/19/10 223 7/21/10 226 7/23/10 227 7/23/10 228 7/26/10 229 7/28/10 220 7/28/10 220 7/28/10 221 7/28/10 222 7/28/10 223 7/28/10 224 7/28/10 225 7/28/10 226 7/28/10 227 7/28/10 228 7/28/10 229 7/28/10 220 7/28/10 220 7/28/10 221 7/28/10 222 7/28/10 223 7/28/10 224 7/28/10 225 7/28/10 226 7/28/10 227 7/28/10 228 7/28/10 229 7/28/10 229 7/28/10 220 7/	Open Open Open Open Open Open Open Open
217 7/15/10 218 7/15/10 219 7/15/10 210 7/15/10 220 7/17/10 221 7/19/10 222 7/19/10 223 7/21/10 226 7/21/10 227 7/23/10 228 7/23/10 229 7/24/10 220 7/26/10 230 7/26/10 231 7/26/10 232 7/27/10 233 7/28/10 240 7/26/10 251 7/26/10 252 7/27/10 253 27/28/10 253 7/28/10 263 27/28/10 274 7/26/10 275 27/28/10 275 27/28/10 275 27/28/10 275 27/28/10 275 27/28/10 275 27/28/10 275 27/28/10 275 27/28/10 275 27/28/10 275 27/28/10 276 27/28/10 277 27/20 277 27/20 277 27/20 277 27/20 277 27/20 277 27/20 277 27/20 277 27/20 278 27/20 279 27/20 270	Open Open Open Open Open Open Open Open
218 7/15/10 219 7/15/10 220 7/17/10 221 7/19/10 222 7/19/10 223 7/19/10 224 7/20/10 225 7/21/10 226 7/21/10 227 7/23/10 228 7/23/10 229 7/24/10 220 7/26/10 220 7/28/10 220 7/28/10 221 7/28/10 222 7/28/10 223 7/28/10 224 7/28/10 225 7/28/10 226 7/22/10 227 7/28/10 228 7/22/10 229 7/24/10 229 7/24/10 220 7/26/10 220 7/26/10 220 7/26/10 221 7/28/10 222 7/28/10 223 7/28/10 224 7/28/10 225 7/22/10 226 7/22/10 227 7/28/10 228 7/23/10 229 7/24/10 229 7/24/10 220 7/26/10 220 7/26/10 221 7/26/10 222 7/27/10 223 7/28/10 224 7/28/10 225 7/22/10 226 7/24/10 227 7/26/10 228 7/23/10 229 7/24/10 230 7/26/10 231 7/26/10 232 7/27/10 233 7/28/10 234 7/28/10 234 7/28/10 235 7/28/10 236 7/28/10 237 7/28/10 238 7/28/10 239 7/28/10 240 7/28/10 250 7/28/10 250 7/28/10 260 7/28/10 270 7/28/10 280 7/	Open Open Open Open Open Open Open Open
219 7/15/10 220 7/17/10 221 7/19/10 222 7/19/10 222 7/19/10 223 7/19/10 224 7/20/10 225 7/21/10 226 7/21/10 227 7/23/10 227 7/23/10 228 7/23/10 229 7/23/10 220 7/26/10 230 7/26/10 231 7/26/10 232 7/28/10 233 7/28/10 234 7/28/10 234 7/28/10 234 7/28/10 235 7/28/10 236 7/28/10 237 7/28/10 238 7/28/10 238 7/28/10 239 7/28/10 240 7/20/10 250 7/28/10 250 7/28/10 250 7/28/10 250 7/28/10 260 7/26/10 270 7/28/10 280 7/28/10 290 7/28/10 291 7/28/10 292 7/28/10 293 7/28/10 294 7/28/10 295 7/28/10 296 7/28/10 296 7/28/10 297 7/28/10 298 7/28/10 299 7/28/10 290 7/	Open Open Open Open Open Open Open Open
220 7/17/10 221 7/19/10 222 7/19/10 223 7/19/10 224 7/20/10 225 7/21/10 226 7/21/10 227 7/23/10 228 7/23/10 229 7/24/10 220 7/26/10 230 7/26/10 231 7/26/10 231 7/26/10 232 7/28/10 233 7/28/10 234 7/28/10 235 7/28/10 246 7/28/10 25 7/28/10 26 Gatos Household items affected by SM installatio Under Investigation 25 Figure 1.0 26 Figure 2.0 27 7/28/10 28 Figure 2.0 28 Figure 2.0 29 Figure 2.0 20 Figure 2.0 20 Figure 2.0 20 Figure 2.0 21 Figure 2.0 22 Figure 2.0 23 Figure 2.0 24 Figure 2.0 25 Figure 2.0 26 Figure 2.0 27 Figure 2.0 28 Figure 2.0 29 Figure 2.0 20	Open Open Open Open Open Open Open Open
Campbell SmartMeter Customer Communication Under Investigation	Open Open Open Open Open Open Open
222 7/19/10 223 7/19/10 224 7/20/10 225 7/21/10 226 7/21/10 227 7/23/10 228 7/23/10 229 7/24/10 220 7/26/10 230 7/26/10 231 7/26/10 231 7/26/10 232 7/27/10 233 7/28/10 234 7/28/10 234 7/28/10 235 7/28/10 246 7/28/10 25 7/28/10 26 7/21/10 27 7/28/10 28 7/28/10 29 7/28/10 20 7	Open Open Open Open Open
7/19/10 224 7/20/10 225 7/21/10 226 7/21/10 227 7/23/10 228 7/23/10 229 7/24/10 220 7/26/10 221 7/26/10 222 7/26/10 223 7/26/10 230 7/26/10 231 7/26/10 231 7/26/10 232 7/27/10 233 7/28/10 233 7/28/10 234 7/28/10 234 7/28/10 235 7/28/10 246 7/28/10 257 7/28/10 26 7/21/10 27 7/28/10 28 7/28/10 29 7/24/10 20 7/26/10 20 7/26/10 20 7/26/10 20 7/26/10 20 7/26/10 20 7/26/10 20 7/26/10 20 7/26/10 20 7/26/10 20 7/26/10 20 7/26/10 21 7/26/10 22 7/27/10 23 7/28/10 23 7/28/10 23 7/28/10 23 7/28/10 24 7/28/10 25 7/28/10 26 7/28/10 27 7/28/10 28 7/28/10 29 7/28/10 20 7	Open Open Open
224 7/20/10 225 7/21/10 226 7/21/10 227 7/23/10 228 7/23/10 228 7/24/10 229 7/24/10 220 7/24/10 220 7/24/10 221 7/23/10 222 7/23/10 223 7/26/10 225 7/26/10 226 7/21/10 227 7/28/10 228 7/23/10 229 7/24/10 220 7/24/10 230 7/26/10 231 7/26/10 232 7/27/10 233 7/28/10 234 7/28/10 234 7/28/10 235 7/28/10 236 7/28/10 237 7/28/10 238 7/28/10 239 7/28/10 230 7/28/10 230 7/28/10 231 7/28/10 232 7/28/10 233 7/28/10 234 7/28/10 235 7/28/10 25	Open Open
225 7/21/10 226 7/21/10 227 7/23/10 228 7/23/10 228 7/23/10 229 7/24/10 229 7/24/10 230 7/26/10 231 7/26/10 231 7/26/10 232 7/27/10 233 7/28/10 234 7/28/10 236 7/28/10 29 7/28/10 29 7/28/10 20 7/28/10 20 7/28/10 21 7/28/10 22 7/28/10 23 7/28/10 24 7/28/10 25 7/28/10 26 7/28/10 27 7/28/10 28 80 10 10 10 10 10 10 10 10 10 10 10 10 10	Open
2267/21/102277/23/102287/23/102297/24/102307/26/102317/26/102317/26/102327/27/102337/26/102347/28/102377/28/102387/28/102397/28/102307/28/102317/28/102327/27/102337/28/102347/28/102347/28/102357/28/102367/28/102377/28/102387/28/102397/28/102307/28/102317/28/102327/28/102337/28/102347/28/102357/28/102367/28/102377/28/102387/28/102397/28/102307/28/102317/28/102327/28/102337/28/102347/28/102357/28/102367/28/102377/28/102387/28/102397/28/102307/28/102317/28/102327/28/102337/28/102347/28/102357/28/102367/28/102377/28/102387/28/102397/28/102407/28/10 <tr< td=""><td>•</td></tr<>	•
227 7/23/10 228 7/23/10 229 7/24/10 229 7/26/10 230 7/26/10 231 7/26/10 231 7/26/10 232 7/27/10 232 7/27/10 233 7/28/10 234 7/28/10 236 7/28/10 237 7/28/10 238 7/28/10 248 7/28/10 259 7/28/10 260 Paradise Household items affected by SM installatio Under Investigation 270 Customer Denies Access Under Investigation 270 Customer Denies Access Under Investigation 270 Groveland Household items affected by SM installatio Under Investigation 270 Dakland Wellington Installer Under Investigation 270 Dakland Wellington Installer Under Investigation 270 Placerville Wellington Installer Under Investigation	Open
2287/23/102297/24/10SacramentoCustomer Denies AccessUnder Investigation2307/26/10GrovelandHousehold items affected by SM installatio Under Investigation2317/26/10San JoseHousehold items affected by SM installatio Under Investigation2327/27/10DaklandWellington InstallerUnder Investigation2337/28/10DaklandWellington InstallerUnder Investigation2347/28/10PlacervilleWellington InstallerUnder Investigation	0,000
2297/24/10SacramentoCustomer Denies AccessUnder Investigation2307/26/10GrovelandHousehold items affected by SM installatio Under Investigation2317/26/10San JoseHousehold items affected by SM installatio Under Investigation2327/27/10DaklandWellington InstallerUnder Investigation2337/28/10DaklandWellington InstallerUnder Investigation2347/28/10PlacervilleWellington InstallerUnder Investigation	Open
2307/26/10GrovelandHousehold items affected by SM installatio Under Investigation2317/26/10San JoseHousehold items affected by SM installatio Under Investigation2327/27/10OaklandWellington InstallerUnder Investigation2337/28/10OaklandWellington InstallerUnder Investigation2347/28/10PlacervilleWellington InstallerUnder Investigation	Open
2317/26/10San JoseHousehold items affected by SM installatio Under Investigation2327/27/10OaklandWellington InstallerUnder Investigation2337/28/10OaklandWellington InstallerUnder Investigation2347/28/10PlacervilleWellington InstallerUnder Investigation	Open
2327/27/10DaklandWellington InstallerUnder Investigation2337/28/10DaklandWellington InstallerUnder Investigation2347/28/10PlacervilleWellington InstallerUnder Investigation	Open
233 7/28/10 234 7/28/10 Dakland Wellington Installer Under Investigation Placerville Wellington Installer Under Investigation	Open
234 7/28/10 Placerville Wellington Installer Under Investigation	Open
	Open
	Open
235 7/28/10 San Jose Network Equipment Installation Under Investigation	Open
236 7/28/10 San Jose SmartMeter Customer Communication Under Investigation	Open
237 7/28/10 San Jose Wellington Installer Under Investigation	Open
238 7/28/10 San Jose Wellington Installer Under Investigation	Open
239 7/29/10 Los Gatos Wellington Installer Under Investigation	Open
240 7/29/10 Dakland Wellington Installer Under Investigation	Open
241 7/29/10 Placerville Wellington Installer Under Investigation	Open
242 7/29/10 Rancho Cordova Wellington Installer Under Investigation	Open
243 7/29/10 San Jose Household items affected by SM installatio Under Investigation	Open
244 7/29/10 Santa Rosa Customer Denies Access Under Investigation	Open
245 7/30/10 Ben Lomond Household items affected by SM installatio Under Investigation	Open
246 7/30/10 Dobbins Wellington Installer Under Investigation	Open
247 7/30/10 Dakland Wellington Installer Under Investigation	Open
248 7/30/10 Union City Customer Denies Access Accuracy of Meter	Closed
249 8/2/10 La Honda Customer Denies Access Under Investigation	0,000
250 8/2/10 Pinole Customer Denies Access Accuracy of Meter	Open
251 8/2/10 San Francisco Customer wants Smartmeter Removed Under Investigation	AMAZONO MONTANA DE LA CONTRACTOR DE LA C
252 8/3/10 Menlo Park SmartMeter Customer Communication Under Investigation	Open

Page 6 of 34

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

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

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

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

Page 7 of 34

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

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

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

295		Customer Name	Account	Service City	Core Process	Nature of Issue	Status
	8/16/10			Ben Lomond	Power Interruption	Under Investigation	Open
296	8/16/10			Chico	Wellington Installer	Under Investigation	Open
297	8/16/10			Concord	SmartMeter Customer Communication	Under Investigation	Open
298	8/16/10			Fremont	Household items affected by SM installation	Under Investigation	Open
299	8/16/10			_os Gatos	Wellington Installer	Under Investigation	Open
300	8/16/10			Vewark	Household items affected by SM installation	Under Investigation	Open
301	8/16/10			Vovato	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 installation	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 installation	Under Investigation	Open
325	8/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
326	8/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
327	8/17/10			San Jose	SmartMeter Customer Communication	Other	Closed
328	8/17/10			San Jose	Wellington Installer	Under Investigation	Open
329	8/17/10			San Leandro	Customer Denies Access	Under Investigation	Open
330	8/17/10			Sonoma	Wellington Installer	Under Investigation	Open
331	8/18/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Closed
332	8/18/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Closed
333	8/18/10			Boulder Creek	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
334	8/18/10			_os Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
335	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
336	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open

Page 8 of 34

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

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

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

No.	Call Date	Customer Name	Account Se	ervice City	Core Process	Nature of Issue	Status
337	8/18/10		Oaklar 	nd .	Customer Denies Access	Under Investigation	Open
338	8/18/10			nd (Customer Denies Access	Under Investigation	Open
339	8/18/10			nd (Customer Denies Access	Under Investigation	Open
340	8/18/10			nd '	Wellington Installer	Under Investigation	Open
341	8/18/10		San Jo			Customer Denies Wellington Access	Closed
342	8/18/10		San Jo	se	Customer Denies Access	Customer does not want a SmartMeter	Closed
343	8/18/10		San Jo	se	Household items affected by SM installatio	Under Investigation	Open
344	8/18/10		Santa		Wellington Installer	Under Investigation	Open
345	8/18/10		Santa	Rosa	Wellington Installer	Under Investigation	Open
346	8/18/10		Sonom		Wellington Installer	Under Investigation	Open
347	8/19/10		Alame	da	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		Berkel	ey	Customer Denies Access	Under Investigation	Open
351	8/19/10		Cuper	tino	Customer Denies Access	Customer does not want a SmartMeter	Closed
352	8/19/10		_os Ga	atos	Customer Denies Access	Under Investigation	Open
353	8/19/10		Novato)	SmartMeter Customer Communication	Under Investigation	Open
354	8/19/10			nd (Customer Denies Access	Under Investigation	Open
355	8/19/10			nd (Customer Denies Access	Under Investigation	Open
356	8/19/10			nd :	SmartMeter Customer Communication	Under Investigation	Open
357	8/19/10		Penng	rove	Wellington Installer	Under Investigation	Open
358	8/19/10		Richm	ond	Customer Denies Access	Under Investigation	Open
359	8/19/10		San Jo	se	Customer Denies Access	Customer Denies Wellington Access	Closed
360	8/19/10		San Jo	se	Customer Denies Access	Customer does not want a SmartMeter	Closed
361	8/19/10		San Jo	se	Customer Denies Access	Under Investigation	Open
362	8/19/10		San Jo	se	Customer Denies Access	Under Investigation	Open
363	8/19/10		San Jo	se	Customer Denies Access	Under Investigation	Open
364	8/19/10		San Jo	se	Household items affected by SM installatio	Under Investigation	Open
365	8/19/10		San Jo		-	Other	Closed
366	8/19/10		San Jo	se	SmartMeter Customer Communication	Other	Closed
367	8/19/10		San Jo	se	Wellington Installer	Under Investigation	Open
368	8/19/10		San Jo		Wellington Installer	Under Investigation	Open
369	8/19/10		San Jo		Wellington Installer	Under Investigation	Open
370	8/19/10		Santa		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	.	Sonom	na '	Wellington Installer	Under Investigation	Open
373	8/20/10	 	Aptos		Customer Denies Access	Customer does not want a SmartMeter	Closed
374	8/20/10	I	Aptos		Customer Denies Access	Customer does not want a SmartMeter	Closed
375	8/20/10		Berkel		Customer Denies Access	Under Investigation	Open
376	8/20/10	.	Berkel	•	Customer wants Smartmeter Removed	Under Investigation	Open
377	8/20/10	.	Berkel	,	Customer wants Smartmeter Removed	Under Investigation	Open
378	8/20/10					Customer Denies Wellington Access	Closed
		,	- Julius		=		

Page 9 of 34

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

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

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

Specific Souther Creek Customer Denies Access Under Investigation Open	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
20010 2001	380	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
383 8/20/10 20 20 20 20 20 20 20	381	8/20/10			_ivermore	Customer Denies Access	Under Investigation	Open
283 8/20/10 20 20 20 20 20 20 20	382	8/20/10			_os Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
Dakland	383	8/20/10			_os Gatos	Customer Denies Access	Unhappy with SM Program	Closed
San Francisco San Francisco Customer Denies Accass Under Investigation Open	384	8/20/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose Customer Denies Access Under Investigation Open	385	8/20/10			Oakland	Customer Denies Access	Under Investigation	Open
Seotts Valley	386	8/20/10			San Francisco	Customer Denies Access	Under Investigation	Open
Section Sect	387	8/20/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
391 321/10 Dakland Customer Denies Access Under Investigation Open Open 321/10 Open Ope	388	8/20/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
Section	389	8/21/10			_os Altos Hills	Household items affected by SM installatio	Under Investigation	Open
Saland Wellington Installer Under Investigation Open	390	8/21/10			Oakland	Customer Denies Access	Under Investigation	Open
393 8/22/10 3en Lomond Customer wants Smartmeter Removed Under Investigation Open 394 8/22/10 3erkeley Customer Denies Access Under Investigation Open 395 8/22/10 3erkeley Customer Denies Access Under Investigation Open 396 8/22/10 3en Zord Open 397 8/22/10 3en Zord Open 398 8/22/10 3en Zord Open 399 8/22/10 3en Zord Open 390 3en Zord Open 391 8/22/10 3en Zord Open 392 8/22/10 3en Zord Open 393 8/22/10 3en Zord Open 394 8/22/10 3en Zord Open 395 8/22/10 Open 396 8/22/10 Open 397 8/22/10 Open 398 8/22/10 Open 399 8/23/10 Open 400 8/23/10 Open 401 8/23/10 Open 402 8/23/10 Open 403 8/23/10 Open 404 8/23/10 Open 405 8/23/10 Open 406 8/23/10 Open 407 8/23/10 Open 408 8/23/10 Open 409 8/23/10 Open 400 8/23/10 Open 410 8/23/10 Open 411 8/23/10 Open 412 8/23/10 Open 413 8/23/10 Open 414 8/23/10 Open 415 8/23/10 Open 416 8/23/10 Open 417 8/23/10 Open 418 8/23/10 Open 419 8/23/10 Open 410 8/23/10 Open 411 8/23/10 Open 412 8/23/10 Open 413 8/23/10 Open 414 8/23/10 Open 415 8/23/10 Open	391	8/21/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
Serkeley Customer Denies Access Under Investigation Open	392	8/21/10			Oakland	Wellington Installer	Under Investigation	Open
Novato Customer Denies Access Under Investigation Open San Jose Household items affected by SM installatio Under Investigation Open Santa Cruz Customer Denies Access Under Investigation Open Saratoga Household items affected by SM installatio Under Investigation Open Saratoga Household items affected by SM installatio Under Investigation Open Saratoga Household items affected by SM installatio Under Investigation Open Under Investigation Open Saratoga Household items affected by SM installatio Under Investigation Open Under Investigation Open Saratoga Household items affected by SM installatio Under Investigation Open Open Saratoga Household items affected by SM installatio Under Investigation Open Open Saratoga Household items affected by SM installatio Under Investigation Open Open Open Saratoga Customer Denies Access Under Investigation Open Open Open Open Open Open Open Open	393	8/22/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose Household items affected by SM installatio Under Investigation Open	394	8/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
Santa Cruz Customer Denies Access Under Investigation Open	395	8/22/10						Open
Saratoga	396	8/22/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
Aptos Customer Denies Access Under Investigation Open Grass Valley Household items affected by SM installatio Under Investigation Open Jos Altos Household items affected by SM installatio Under Investigation Open Jos Altos Household items affected by SM installatio Under Investigation Open Jos Altos Household items affected by SM installatio Under Investigation Open Jos Altos Household items affected by SM installatio Under Investigation Open Jos Altos Customer Denies Access Under Investigation Open Jos Altos Customer Denies Access Under Investigation Open Jos Altos Under Investigation Open Jos Altos Customer Denies Access Under Investigation Open Jos Altos Under Investigation Open Jos Altos Customer Denies Access Under Investigation Open Jos Altos Under	397	8/22/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
Grass Valley Household items affected by SM installatio Under Investigation Open os Altos Household items affected by SM installatio Under Investigation Open os Altos Household items affected by SM installatio Under Investigation Open os Altos Customer Denies Access Under Investigation Open Ovorato Customer Denies Access Under Investigation Open Open Open Open Open Open Open Ope	398	8/22/10			Saratoga	Household items affected by SM installatio	Under Investigation	Open
Os Altos	399	8/23/10						Open
402 8/23/10 403 8/23/10 404 8/23/10 405 8/23/10 406 8/23/10 407 8/23/10 408 8/23/10 409 8/23/10 409 8/23/10 400 8/23/10 400 8/23/10 401 8/23/10 402 8/23/10 403 8/23/10 405 8/23/10 406 8/23/10 407 8/23/10 408 8/23/10 409 8/23/10 410 8/23/10 410 8/23/10 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 410 8/23/10 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 410 8/23/10 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 410 8/23/10 410 8/23/10 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 410 8/23/10 410 8/23/10 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 410 8/23/10 410 8/23/10 410 8/23/10 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10	400	8/23/10			Grass Valley	Household items affected by SM installatio	Under Investigation	Open
Novato Customer Denies Access Customer does not want a SmartMeter Closed 404 8/23/10 405 8/23/10 406 8/23/10 407 8/23/10 408 8/23/10 409 8/23/10 409 8/23/10 409 8/23/10 409 8/23/10 400 8/23/10 400 8/23/10 401 Wellington Installer Under Investigation Open 402 Alam Wellington Installer Under Investigation Open 403 8/23/10 404 8/23/10 405 8/23/10 407 8/23/10 408 8/23/10 409 8/23/10 409 8/23/10 409 8/23/10 409 8/23/10 409 8/23/10 410 8/23/10 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 410 Santa Cruz Customer Denies Access Under Investigation Open 410 8/23/10 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 419 8/23/10 410 Santa Cruz Customer Denies Access Under Investigation Open 419 8/23/10 410 Santa Cruz Customer Denies Access Under Investigation Open 419 8/23/10 410 Santa Cruz Customer Denies Access Under Investigation Open 410 Santa Cruz Customer Denies Access Under Investigation Open 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 410 Santa Cruz Customer Denies Access Under Investigation Open 410 Santa Cruz Customer Denies Access Under Investigation Open 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10	401				_os Altos	Household items affected by SM installatio	Under Investigation	Open
Dakland Customer Denies Access Under Investigation Open Dakland Wellington Installer Under Investigation Open Desant Hill SmartMeter Customer Communication Under Investigation Open Desant Value Valu	402	8/23/10			_os Gatos	Customer Denies Access	Under Investigation	Open
405 8/23/10 406 8/23/10 407 8/23/10 408 8/23/10 409 8/23/10 409 8/23/10 409 8/23/10 409 8/23/10 400 8/	403	8/23/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
4068/23/104078/23/104088/23/104098/23/104098/23/104108/23/104118/23/104128/23/10438/23/104418/23/10458/23/10468/23/10478/23/10488/23/10498/23/10408/23/104108/23/104118/23/104128/23/104138/23/104148/23/104158/23/104168/23/104178/23/104188/23/104198/23/104108/23/104118/23/104128/23/104138/23/104148/23/104158/23/104168/23/104178/23/104188/23/104198/23/104198/23/104108/23/104118/23/104128/23/104138/23/104148/23/104158/23/104168/23/104178/23/104188/23/104198/23/104198/23/104108/23/104118/23/104128/23/104138/23/104148/23/104158/23/104168/23/1041	404	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
407 8/23/10 408 8/23/10 409 8/23/10 409 8/23/10 410 8/23/10 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 410 8/23/10 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 419 8/23/10 410 8/23/10 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 419 8/23/10 419 8/23/10 410 8/23/10 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 410 8/23/10 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 410 8/23/10 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 410 8/23/10 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 410 8/23/10 410 8/23/10 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 410 8/23/10 410 8/23/10 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10	405	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
408 8/23/10 409 8/23/10 409 8/23/10 410 8/23/10 411 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 419 8/23/10 419 8/23/10 419 8/23/10 419 8/23/10 419 8/23/10 419 8/23/10 419 8/23/10 419 8/23/10 419 8/23/10 410 8/23/10 410 8/23/10 411 SmartMeter Customer Communication Under Investigation Open Open Under Investigation Open Under Investigation Open Open Under Investigation Open Open Under Investigation Open Open Under Investigation Open Open Open Open Open Open Open Ope	406	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
4098/23/104108/23/104118/23/104128/23/104138/23/104148/23/104158/23/104168/23/104178/23/104188/23/104198/23/104188/23/104198/23/104198/23/104198/23/10823/108/23/1083/23/108/23/108418/23/108428/23/108438/23/108448/23/108458/23/108478/23/108488/23/108498/23/1084108/23/1084118/23/1084128/23/1084138/23/1084148/23/1084158/23/1084168/23/1084178/23/1084188/23/1084198/23/1084198/23/1084208/23/1084208/23/108438/23/1084408/23/1084418/23/1084428/23/1084438/23/1084448/23/1084458/23/1084468/23/1084478/23/1084488/23/1084498/23/1084408/23/1084408/23/1084408/23/1084408/23/1084418/23/10	407					•	Under Investigation	Open
4108/23/104118/23/104128/23/104138/23/104148/23/104158/23/104168/23/104178/23/104188/23/104198/23/10 Richmond Customer Denies Access Under Investigation Open Open Under Investigation Open Open Open Under Investigation Open Open Open Open Under Investigation Open Open Open Open Open Open Open Ope	408	8/23/10			Pleasant Hill	SmartMeter Customer Communication	Under Investigation	Open
Att 8/23/10 Att 8	409	8/23/10			Richmond	Customer Denies Access	Under Investigation	Open
412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 San Anselmo Wellington Installer Under Investigation Open Customer Denies Access Under Investigation Open Customer Wellington Installer Under Investigation Open Customer Denies Access Under Investigation Open Customer Wellington Installer Under Investigation Open Customer Denies Access Under Investigation Open Customer Deni	410				Richmond	Customer Denies Access)	Open
413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 419 8/23/10 San Jose Customer Denies Access Under Investigation Open Customer wants Smartmeter Removed Under Investigation Open Customer wants Smartmeter Removed Under Investigation Open CPUC- Escalated Complaint Hand off to Customer Impact Team Closed Customer Denies Access Under Investigation Open							Under Investigation	Open
414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 419 8/23/10 410 8/23/10 4110 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 410 8/23/10 410 8/23/10 4110 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 410 8/23/10 410 8/23/10 4110 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 410 8/23/10 410 8/23/10 4110 8/23/10 4110 8/23/10 412 8/23/10 413 8/23/10 414 8/23/10 415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10					San Anselmo	Wellington Installer	Under Investigation	Open
415 8/23/10 416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 419 8/23/10 410 410 410 410 411 410 410 410 410 4	413	8/23/10			San Jose	Customer Denies Access	Under Investigation	Open
416 8/23/10 417 8/23/10 418 8/23/10 419 8/23/10 419 8/23/10 Sanger CPUC- Escalated Complaint Hand off to Customer Impact Team Closed Customer Denies Access Under Investigation Open					San Jose	Customer Denies Access	Under Investigation	Open
4178/23/10Santa CruzCustomer Denies AccessUnder InvestigationOpen4188/23/10Santa CruzCustomer Denies AccessUnder InvestigationOpen4198/23/10Santa CruzCustomer Denies AccessUnder InvestigationOpen					San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
4188/23/10Santa CruzCustomer Denies AccessUnder InvestigationOpen4198/23/10Santa CruzCustomer Denies AccessUnder InvestigationOpen						•	Hand off to Customer Impact Team	Closed
419 8/23/10 Santa Cruz Customer Denies Access Under Investigation Open	417	8/23/10			Santa Cruz	Customer Denies Access	,	Open
oraci modigate.		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	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

Page 10 of 34

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

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

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
421	8/24/10			Aptos	Customer Denies Access	Under Investigation	Open
422	8/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
423	8/24/10			_os Gatos	Household items affected by SM installatio	Under Investigation	Open
424	8/24/10			Morgan Hill	Household items affected by SM installatio	Under Investigation	Open
425	8/24/10			Oakland	Customer Denies Access	Under Investigation	Open
426	8/24/10			Oakland	Wellington Installer	Under Investigation	Open
427	8/24/10			Penngrove	Customer wants Smartmeter Removed	Health Related Issues	Closed
428	8/24/10			San Jose	Customer Denies Access	Under Investigation	Open
429	8/24/10			San Jose	Customer Denies Access	Under Investigation	Open
430	8/24/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
431	8/24/10			San Jose	Meter/Module Equipment	Under Investigation	Open
432	8/24/10			Soquel	Household items affected by SM installatio	Under Investigation	Open
433	8/24/10			Woodside	Customer Denies Access	Under Investigation	Open
434	8/25/10			Campbell	Customer Denies Access	Under Investigation	Open
435	8/25/10			Felton	Household items affected by SM installatio	Under Investigation	Open
436	8/25/10			Freedom	Customer Denies Access	Under Investigation	Open
437	8/25/10			Healdsburg	Customer Denies Access	Medical Concerns	Closed
438	8/25/10			Kentfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
439	8/25/10			_os Gatos	Customer Denies Access	Under Investigation	Open
440	8/25/10			_os Gatos	Household items affected by SM installatio	Under Investigation	Open
441	8/25/10			_os Gatos	SmartMeter Customer Communication	Under Investigation	Open
442	8/25/10			Milpitas	Wellington Installer	Under Investigation	Open
443	8/25/10			Vovato	Wellington Installer	Under Investigation	Open
444	8/25/10			Oakland	Customer Denies Access	Under Investigation	Open
445	8/25/10			Oakland	Wellington Installer	Under Investigation	Open
446	8/25/10			San Jose	Customer Denies Access	Under Investigation	Open
447	8/25/10			San Jose	Customer Denies Access	Under Investigation	Open
448	8/25/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
449	8/25/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
450	8/25/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
451	8/25/10			San Jose	Wellington Installer	Under Investigation	Open
452	8/25/10			Santa Rosa	Wellington Installer	Under Investigation	Open
453	8/25/10			,	Customer Denies Access	Under Investigation	Open
454	8/25/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
455	8/25/10			Watsonville	Customer Denies Access	Under Investigation	Open
456	8/25/10			Windsor	Wellington Installer	Under Investigation	Open
457	8/26/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
458	8/26/10			Boulder Creek	Customer wants Smartmeter Removed	Under Investigation	Open
459	8/26/10			Fairfax	SmartMeter Customer Communication	Under Investigation	Open
460	8/26/10			Felton	Customer Denies Access	Under Investigation	Open
461	8/26/10			-elton	Customer Denies Access	Under Investigation	Open
462	8/26/10			Felton	Customer Denies Access	Under Investigation	Open
		•		-			

Page 11 of 34

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

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

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

Felton Customer wants Smartheter Removed Under Investigation Open	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
Dakland	463	8/26/10			Felton	Customer wants Smartmeter Removed	Under Investigation	Open
Dakland Customer Denies Access Under Investigation Open	464	8/26/10			_os Altos	SmartMeter Customer Communication	Under Investigation	Open
	465	8/26/10			Oakland	Customer Denies Access	Under Investigation	Open
Richmord Customer Denies Access Under Investigation Open	466	8/26/10			Oakland	Customer Denies Access	Under Investigation	Open
San Geronimo Customer Denies Access Customer does not want a SmartMeter Glosed	467	8/26/10			Piedmont	Customer Denies Access	Under Investigation	Open
San Jose	468	8/26/10			Richmond	Customer Denies Access	Under Investigation	Open
San Jose	469	8/26/10			San Geronimo	Customer Denies Access	Customer does not want a SmartMeter	Closed
A72 8/26/10 San Jose	470	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
A72 8/26/10 San Jose	471	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
San Rafael	472	8/26/10			San Jose	Customer Denies Access	Under Investigation	
A76 8/27/10 Campbell Customer Denies Access Under Investigation Open	473	8/26/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
Capitola Customer Denies Access Under Investigation Open	474	8/26/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
Newark Customer Denies Access Under Investigation Open	475	8/27/10			Campbell	Customer Denies Access	Under Investigation	Open
Novato Customer Denies Access Unhappy with SM Program Closed	476	8/27/10			Capitola	Customer Denies Access	Under Investigation	Open
A79 8/27/10 Dakland Customer Denies Access Under Investigation Open	477	8/27/10			Newark	Customer Denies Access	Under Investigation	Open
A80 8/27/10 Dakland	478	8/27/10			Vovato	Customer Denies Access	Unhappy with SM Program	Closed
A81 8/27/10 Dakland Customer Denies Access Under Investigation Open	479	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
A82 8/27/10 Dakland Customer Denies Access Under Investigation Open Op	480	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
A83 8/27/10 A84 8/27/10 A85 8/27/10 A86 8/27/10 A87 8/27/10 A88 8/27/10 A89 8/28/10 A80 8	481	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
A84 8/27/10 Ban Anselmo Customer Denies Access Customer does not want a SmartMeter Closed	482				Oakland	Customer Denies Access	Under Investigation	Open
San Anselmo Customer Denies Access Customer does not want a SmartMeter Closed	483	8/27/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
San Jose Household items affected by SM installatio Under Investigation Open	484	8/27/10			Oakland	Power Interruption	Complete Power Outage	Closed
San Jose Wellington Installer Under Investigation Open	485							Closed
Soquel Customer wants Smartmeter Removed Under Investigation Open	486				San Jose	Household items affected by SM installatio	Under Investigation	Open
489 8/27/10 490 8/28/10 491 8/28/10 492 8/28/10 493 8/28/10 494 8/28/10 495 8/28/10 496 8/28/10 497 8/28/10 498 8/28/10 499 8/28/10 499 8/28/10 490 8/28/10 501 8/30/10 502 8/30/10 503 8/30/10 504 8/28/10 505 8/28/10 506 8/28/10 507 8/28/10 508 8/28/10 509 8/28/10 509 8/28/10 500 8/28/10 500 8/28/10 500 8/28/10 501 8/30/10 502 8/30/10 503 8/30/10 504 8/28/10 505 8/28/10 506 8/28/10 507 8/28/10 508 8/28/10 509 8/28/10 509 8/28/10 500 8/	487	8/27/10			San Jose	Wellington Installer	Under Investigation	Open
Burlingame Wellington Installer Under Investigation Open	488	8/27/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
491 8/28/10 492 8/28/10 493 8/28/10 494 8/28/10 495 8/28/10 496 8/28/10 497 8/28/10 498 8/28/10 499 8/28/10 499 8/28/10 490 8/28/10 490 8/28/10 490 8/28/10 491 8/28/10 492 8/28/10 493 8/28/10 494 8/28/10 495 8/28/10 496 8/28/10 497 8/28/10 498 8/28/10 499 8/29/10 490 8/29/10 490 8/29/10 490 8/29/10 491 8/29/10 492 8/29/10 503 8/30/10 503 8/30/10 504 8/30/10 505 8/30/10 506 Caustomer Denies Access Dunder Investigation Open 506 8/30/10 507 8/30/10 508 8/30/10 509 8/30/10 509 8/30/10 500 8/30/10 500 8/30/10 500 8/30/10 501 8/30/10 502 8/30/10 503 8/30/10 504 8/30/10 505 8/30/10 506 Caustomer Denies Access Dunder Investigation Open 507 8/30/10 508 8/30/10 509 8/30/10 509 8/30/10 509 8/30/10 500 8/30/10	489	8/27/10			Sunnyvale	Household items affected by SM installatio	Under Investigation	Open
Novato Customer Denies Access Customer does not want a SmartMeter Closed 493 8/28/10 494 8/28/10 495 8/28/10 496 8/28/10 497 8/28/10 498 8/29/10 499 8/29/10 500 8/29/10 501 8/30/10 502 8/30/10 503 8/30/10 503 8/30/10 504 8/28/10 Customer Denies Access Customer Denies Access Under Investigation Open	490	8/28/10			Burlingame	Wellington Installer	Under Investigation	Open
493 8/28/10 494 8/28/10 495 8/28/10 496 8/28/10 497 8/28/10 498 8/29/10 499 8/29/10 5an Jose Customer Denies Access Under Investigation Open 499 8/29/10 490 8/29/10 5an Jose Customer Denies Access Under Investigation Open 490 8/28/10 5an Jose Customer Denies Access Under Investigation Open 490 8/28/10 5an Jose Customer Denies Access Under Investigation Open 490 8/29/10 5an Rafael Customer Denies Access Under Investigation Open 499 8/29/10 5anta Cruz Customer Denies Access Under Investigation Open 500 8/29/10 5anta Cruz Customer Denies Access Under Investigation Open 501 8/30/10 502 8/30/10 503 8/30/10 504 8/30/10 505 8/30/10 506 8/29/10 507 8/30/10 508 8/30/10 509 8/30/10 509 8/30/10 509 8/30/10 509 8/30/10 500 8/30/10 500 8/30/10 501 8/30/10 502 8/30/10 503 8/30/10 504 8/30/10 505 8/30/10 506 8/29/10 507 8/30/10 508 8/30/10 509 8/30/10 509 8/30/10 509 8/30/10 500 8/30/10 500 8/30/10 500 8/30/10 501 8/30/10 502 8/30/10 503 8/30/10 504 8/30/10 505 8/30/10 506 8/29/10 507 8/30/10 508 8/30/10 509 8/30/10 509 8/30/10 509 8/30/10 509 8/30/10 509 8/30/10 509 8/30/10 509 8/30/10 500 8/30/10 500 8/30/10 500 8/30/10 500 8/30/10 500 8/30/10 500 8/30/10 501 8/30/10 502 8/30/10 503 8/30/10 504 8/30/10 505 8/30/10 506 8/29/10 507 8/30/10 508 8/30/10 509 8/30/10 509 8/30/10 509 8/30/10 509 8/30/10 509 8/30/10 509 8/30/10 509 8/30/10 500 8/30/					Campbell	Customer Denies Access	Under Investigation	Open
494 8/28/10 495 8/28/10 496 8/28/10 497 8/28/10 498 8/28/10 498 8/28/10 499 8/29/10 490 8/29/10 500 8/29/10 501 8/30/10 502 8/30/10 503 8/30/10 503 8/30/10 504 8/28/10 505 8/28/10 506 8/28/10 507 8/28/10 508 8/28/10 509 8/29/10 509 8/29/10 500 8/29/10 500 8/29/10 500 8/29/10 500 8/29/10 501 8/30/10 502 8/30/10 503 8/30/10 503 8/30/10 504 8/29/10 505 8/29/10 506 8/29/10 507 8/29/10 508 8/29/10 509 8/29/10 509 8/29/10 500 8/29/10 500 8/29/10 500 8/29/10 500 8/29/10 500 8/29/10 500 8/29/10 500 8/29/10 500 8/30/10 500 8/					Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
495 8/28/10 496 8/28/10 497 8/28/10 498 8/29/10 499 8/29/10 499 8/29/10 500 8/29/10 501 8/30/10 502 8/30/10 503 8/30/10 503 8/30/10 504 8/28/10 505 8/28/10 506 8/28/10 507 8/28/10 508 8/28/10 508 8/28/10 509 8/29/10 509 8/29/10 500 8/29/10 500 8/29/10 500 8/29/10 501 8/30/10 502 8/30/10 503 8/30/10 503 8/30/10 504 8/30/10 505 8/30/10 506 8/29/10 507 8/30/10 508 8/30/10 509 8/30/10 509 8/30/10 509 8/30/10 500 8/30/10 500 8/30/10 501 8/30/10 502 8/30/10 503 8/30/10 503 8/30/10 504 8/30/10 505 8/30/10 506 8/30/10 507 8/30/10 508 8/30/10 509 8/		8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
496 8/28/10 497 8/28/10 498 8/29/10 499 8/29/10 5an Rafael Customer Denies Access Under Investigation Open 499 8/29/10 5an Rafael Customer Denies Access Under Investigation Open 500 8/29/10 5anta Cruz Customer Denies Access Under Investigation Open 501 8/30/10 502 8/30/10 503 8/30/10 5anta Cruz Customer Denies Access Under Investigation Open 503 8/30/10 6anta Cruz Customer Denies Access Under Investigation Open		8/28/10			San Jose	Customer Denies Access	•	Open
497 8/28/10 498 8/29/10 499 8/29/10 5an Rafael Customer Denies Access Under Investigation Open 499 8/29/10 5on 8/29/10 5on 8/29/10 5on 8/30/10 6on Customer Denies Access Under Investigation Open 6on Melington Installer Under Investigation Open 6on 6on Customer Denies Access Under Investigation Open 6on							Under Investigation	Open
498 8/29/10 499 8/29/10 5an Rafael Customer Denies Access Under Investigation Open 500 8/29/10 5anta Cruz Customer Denies Access Under Investigation Open 501 8/30/10 502 8/30/10 503 8/30/10 504 8/30/10 505 8/30/10 506 8/30/10 507 8/30/10 508 8/30/10 509 8/30/10 609 Customer Denies Access Under Investigation Open 609 8/30/10 609 Customer Denies Access Under Investigation Open 609 8/30/10 609 Customer Denies Access Under Investigation Open 600 8/30/10 600 Customer Denies Access Under Investigation Open 600 8/30/10 600 Customer Denies Access Under Investigation Open 600 8/30/10 600 Customer Denies Access Under Investigation Open 600 8/30/10 600 Customer Denies Access Under Investigation Open 600 8/30/10		8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
499 8/29/10 500 8/29/10 501 8/30/10 502 8/30/10 503 8/30/10 503 8/30/10 504 8/30/10 505 8/30/10 506 8/30/10 507 8/30/10 508 8/30/10 509 8/30/10 609 8/						Customer wants Smartmeter Removed	Under Investigation	
5008/29/10Santa CruzCustomer Denies AccessUnder InvestigationOpen5018/30/10AlamedaWellington InstallerUnder InvestigationOpen5028/30/10AptosCustomer Denies AccessUnder InvestigationOpen5038/30/10BerkeleyCustomer Denies AccessUnder InvestigationOpen					San Rafael	Customer Denies Access	Under Investigation	Open
5018/30/10AlamedaWellington InstallerUnder InvestigationOpen5028/30/10AptosCustomer Denies AccessUnder InvestigationOpen5038/30/10BerkeleyCustomer Denies AccessUnder InvestigationOpen						Customer Denies Access	Under Investigation	
5028/30/10AptosCustomer Denies AccessUnder InvestigationOpen5038/30/10BerkeleyCustomer Denies AccessUnder InvestigationOpen					Santa Cruz	Customer Denies Access	Under Investigation	
503 8/30/10 Berkeley Customer Denies Access Under Investigation Open							Under Investigation	Open
Site of the site o		8/30/10			Aptos	Customer Denies Access	Under Investigation	Open
504 8/30/10 Campbell Customer Denies Access Under Investigation Open		8/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
	504	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open

Page 12 of 34

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

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

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

	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
Sampbell Customer Denies Access Under Investigation Open	505	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
Damphel Inquiry Regarding Appliances Affected Under Investigation Open	506	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
Felton	507	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
Febton Inquiry Regarding Appliances Affected Under Investigation Open	508	8/30/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1510 8/30/10	509	8/30/10			Felton	Inquiry Regarding Appliances Affected	Under Investigation	Open
Mill Valley	510	8/30/10			remont		Under Investigation	Open
1513 18/30/10 15	511	8/30/10			_arkspur	Customer Denies Access	Under Investigation	Open
Dakland Dakland Dakland Dakland Customer Denies Access Under Investigation Open	512	8/30/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
Dakland Customer Denies Access Under Investigation Open	513	8/30/10			Vovato	Customer Denies Access	Under Investigation	Open
Dakland Customer Denies Access Under Investigation Open	514	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
Dakland Customer Denies Access Under Investigation Open	515	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
Richmond SmartMeter Customer Communication Under Investigation Open	516	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
San Jose Customer Denies Access Under Investigation Open	517	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
San Jose Customer Denies Access Under Investigation Open	518	8/30/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
San Jose Customer Denies Access Under Investigation Open	519	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 Denies Access Under Investigation Open 527 8/30/10 San Jose Wellington Installer Under Investigation Open 528 8/30/10 San Jose Wellington Installer Under Investigation Open 528 8/30/10 San Jose Customer Denies Access Under Investigation Open 529 8/30/10 Santa Cruz Customer Denies Access Under Investigation Open 531 8/30/10 Saratoga Customer Denies Access Under Investigation Open 532 8/30/10 Saratoga Customer Denies Access Under Investigation Open 533 8/30/10 Saratoga Customer Denies Access Under Investi	520	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
523 8/30/10 524 8/30/10 524 8/30/10 525 8/30/10 526 8/30/10 527 8/30/10 528 8/30/10 529 8/30/10 527 8/30/10 528 8/30/10 529 8/30/10 529 8/30/10 520 8/30/10 521 8/30/10 522 8/30/10 523 8/30/10 524 8/30/10 525 8/30/10 526 8/30/10 527 8/30/10 528 8/30/10 529 8/30/10 520 8/30/10 521 8/30/10 522 8/30/10 523 8/30/10 524 8/30/10 525 8/30/10 526 8/30/10 527 8/30/10 528 8/30/10 529	521	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
San Jose Customer Denies Access Under Investigation Open San Jose Customer Denies Access Under Investigation Open San Jose Wellington Installer Under Investigation Open San Jose Wellington Installer Under Investigation Open Santa Cruz Customer Denies Access Under Investigation Open Santa Ope	522	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
San Jose Customer wants Smartmeter Removed Under Investigation Open	523	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
San Jose Wellington Installer Under Investigation Open	524	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
Santa Cruz Customer Denies Access Under Investigation Open	525	8/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Santa Cruz Customer Denies Access Under Investigation Open	526	8/30/10			San Jose	Wellington Installer	Under Investigation	Open
Santa Cruz Customer Denies Access Under Investigation Open	527	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
Saratoga Customer Denies Access Under Investigation Open Saratoga Customer Denies Access Under Investigation Open Saratoga Customer Denies Access Under Investigation Open Smartville Wellington Installer Under Investigation Open Vallejo Customer Denies Access Under Investigation Open Aptos Customer Denies Access Under Investigation Open Aptos Customer Denies Access Under Investigation Open Saratoga Customer Denies Access Under Investigation Open Customer Denies Access Under Investigation Open Aptos Customer Denies Access Under Investigation Open Saratoga Customer Denies Access Under Investigation Open Menio Park Power Interruption Under Investigation Open Mill Valley Customer Denies Access Under Investigation Open		8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
Saratoga Customer Denies Access Under Investigation Open	529	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
Smartville Wellington Installer Under Investigation Open Vallejo Customer Denies Access Under Investigation Open Aptos Customer Denies Access Under Investigation Open Benicia Customer Denies Access Under Investigation Open Capitola Customer wants Smartmeter Removed Under Investigation Open Capitola Customer Denies Access Under Investigation Open Capitola Customer Denies Access Under Investigation Open Menlo Park Power Interruption Under Investigation Open Mill Valley Customer Denies Access Under Investigation Open Mill Valley Customer Denies Access Under Investigation Open Novato Customer Denies Access Under Investigation Open Novato Customer Denies Access Under Investigation Open Capitola Customer Denies Access Under Investigation Op	530	8/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
5338/30/10VallejoCustomer Denies AccessUnder InvestigationOpen5348/31/10AptosCustomer Denies AccessUnder InvestigationOpen5358/31/10AptosCustomer Denies AccessUnder InvestigationOpen5368/31/10Customer Denies AccessUnder InvestigationOpen5378/31/10Customer Wants Smartmeter RemovedUnder InvestigationOpen5388/31/10Customer Denies AccessUnder InvestigationOpen5408/31/10Menlo ParkPower InterruptionUnder InvestigationOpen5418/31/10Customer Denies AccessUnder InvestigationOpen5428/31/10NovatoCustomer Denies AccessUnder InvestigationOpen5438/31/10NovatoCustomer Denies AccessUnder InvestigationOpen5448/31/10OpenOpenOpen5458/31/10OpenOpenOpen5458/31/10OpenOpenOpen5458/31/10OpenOpenOpen5468/31/10OpenOpenOpen5478/31/10OpenOpenOpen5488/31/10OpenOpenOpen5498/31/10OpenOpenOpen5408/31/10OpenOpenOpen5418/31/10OpenOpenOpen5428/31/10OpenOpenOpen543<	531	8/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
Solution	532	8/30/10			Smartville	Wellington Installer	Under Investigation	Open
Aptos Customer Denies Access Under Investigation Open 536 8/31/10 537 8/31/10 538 8/31/10 539 8/31/10 539 8/31/10 540 8/31/10 541 8/31/10 542 8/31/10 543 8/31/10 544 8/31/10 555 8/31/10 556 8/31/10 557 8/31/10 558 8/31/10 559 8/31/10 550 8/31/10 550 8/31/10 551 8/31/10 552 8/31/10 553 8/31/10 554 8/31/10 555 8/31/10 555 8/31/10 555 8/31/10 557 8/31/10 558 8/31/10 559 8/31/10 550 8/31/10 550 8/31/10 551 8/31/10 552 8/31/10 553 8/31/10 553 8/31/10 554 8/31/10 555 8/31/10 555 8/31/10 557 8/31/10 558 8/31/10 558 8/31/10 559 8/31/10 550 8/31/10 550 8/31/10 551 8/31/10 552 8/31/10 553 8/31/10 553 8/31/10 554 8/31/10 555 8/31/10 557 8/31/10 558 8/31/10 559 8/31/10 550 8/31/10	533	8/30/10			√allejo	Customer Denies Access	Under Investigation	Open
536 8/31/10 537 8/31/10 538 8/31/10 539 8/31/10 539 8/31/10 540 8/31/10 541 8/31/10 542 8/31/10 543 8/31/10 544 8/31/10 554 8/31/10 555 8/31/10 556 8/31/10 576 8/31/10 58 8/31/10 59 8/31/10 59 8/31/10 59 8/31/10 59 8/31/10 59 8/31/10 59 8/31/10 59 8/31/10 59 8/31/10 59 8/31/10 59 8/31/10 59 8/31/10 59 8/31/10 59 8/31/10 59 8/31/10 59 8/31/10 59 8/31/10 50 8/31/	534	8/31/10			Aptos	Customer Denies Access	Under Investigation	Open
537 8/31/10 538 8/31/10 539 8/31/10 539 8/31/10 540 8/31/10 541 8/31/10 542 8/31/10 543 8/31/10 544 8/31/10 553 8/31/10 553 8/31/10 554 8/31/10 555 8/31/10 556 8/31/10 557 8/31/10 558 8/31/10 559 8/31/10 559 8/31/10 550 8/31/10 550 8/31/10 550 8/31/10 550 8/31/10 550 8/31/10 550 8/31/10 550 8/31/10 551 8/31/10 552 8/31/10 553 8/31/10 553 8/31/10 553 8/31/10 554 8/31/10 555 8/31/10 555 8/31/10 557 8/31/10 558 8/31/10 558 8/31/10 559 8/31/10 550 8/31/10 550 8/31/10 550 8/31/10 550 8/31/10 551 8/31/10 552 8/31/10 553 8/31/10 553 8/31/10 553 8/31/10 553 8/31/10 554 8/31/10 555 8/31/10 557 8/31/10 558 8/31/10 558 8/31/10 559 8/31/10 559 8/31/10 550 8/31/10 560 8/31/10 570 8/	535	8/31/10			Aptos	Customer Denies Access	Under Investigation	Open
538 8/31/10 539 8/31/10 540 8/31/10 541 8/31/10 542 8/31/10 543 8/31/10 544 8/31/10 545 8/31/10 546 8/31/10 557 8/31/10 558 8/31/10 559 8/31/10 540 8/31/10 541 8/31/10 542 8/31/10 543 8/31/10 544 8/31/10 545 8/31/10 546 8/31/10 547 8/31/10 548 8/31/10 549 8/31/10 540 8/31/10 541 8/31/10 542 8/31/10 543 8/31/10 544 8/31/10 545 8/31/10 546 8/31/10 547 8/31/10 548 8/31/10 549 8/31/10 540 8/31/10 541 8/31/10 542 8/31/10 543 8/31/10 544 8/31/10 545 8/31/10 546 8/31/10 547 8/31/10 548 8/31/10 549 8/31/10 540 8/31/10 541 8/31/10 542 8/31/10 543 8/31/10 544 8/31/10 545 8/31/10 546 8/31/10 547 8/31/10 548 8/31/10 549 8/31/10 540 8/31/10 540 8/31/10 541 8/31/10 542 8/31/10 543 8/31/10 544 8/31/10 545 8/31/10					Benicia	Customer Denies Access	Under Investigation	Open
5398/31/10Menlo ParkPower InterruptionUnder InvestigationOpen5408/31/10Will ValleyCustomer Denies AccessUnder InvestigationOpen5418/31/10NovatoCustomer Denies AccessUnder InvestigationOpen5428/31/10NovatoCustomer Denies AccessUnder InvestigationOpen5438/31/10NovatoCustomer Denies AccessUnder InvestigationOpen5448/31/10OaklandCustomer Denies AccessUnder InvestigationOpen5458/31/10OaklandCustomer Denies AccessUnder InvestigationOpen	537				Capitola	Customer wants Smartmeter Removed	Under Investigation	Open
5408/31/10Mill ValleyCustomer Denies AccessUnder InvestigationOpen5418/31/10NovatoCustomer Denies AccessUnder InvestigationOpen5428/31/10NovatoCustomer Denies AccessUnder InvestigationOpen5438/31/10NovatoCustomer Denies AccessUnder InvestigationOpen5448/31/10OaklandCustomer Denies AccessUnder InvestigationOpen5458/31/10OaklandCustomer Denies AccessUnder InvestigationOpen5458/31/10OaklandCustomer Denies AccessUnder InvestigationOpen	538	8/31/10			_os Altos	Customer Denies Access	Under Investigation	Open
5418/31/10NovatoCustomer Denies AccessUnder InvestigationOpen5428/31/10NovatoCustomer Denies AccessUnder InvestigationOpen5438/31/10NovatoCustomer Denies AccessUnder InvestigationOpen5448/31/10OaklandCustomer Denies AccessUnder InvestigationOpen5458/31/10OaklandCustomer Denies AccessUnder InvestigationOpen	539	8/31/10				Power Interruption	Under Investigation	Open
5428/31/10NovatoCustomer Denies AccessUnder InvestigationOpen5438/31/10NovatoCustomer Denies AccessUnder InvestigationOpen5448/31/10OaklandCustomer Denies AccessUnder InvestigationOpen5458/31/10OaklandCustomer Denies AccessUnder InvestigationOpen	540	8/31/10			Mill Valley	Customer Denies Access	Under Investigation	Open
5438/31/10NovatoCustomer Denies AccessUnder InvestigationOpen5448/31/10OaklandCustomer Denies AccessUnder InvestigationOpen5458/31/10OaklandCustomer Denies AccessUnder InvestigationOpen					Novato	Customer Denies Access	Under Investigation	
5448/31/10DaklandCustomer Denies AccessUnder InvestigationOpen5458/31/10DaklandCustomer Denies AccessUnder InvestigationOpen	542	8/31/10			Novato	Customer Denies Access	Under Investigation	Open
545 8/31/10 Dakland Customer Denies Access Under Investigation Open	543	8/31/10			Novato	Customer Denies Access	Under Investigation	Open
orania di	544	8/31/10			Oakland	Customer Denies Access	Under Investigation	Open
546 8/31/10 Dakland Inquiry Regarding Appliances Affected Other Closed	545	8/31/10			Oakland	Customer Denies Access	Under Investigation	Open
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	546	8/31/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed

Page 13 of 34

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

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

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

No.	Call Date Customer Name Accoun	nt Service City	Core Process	Nature of Issue	Status
547	8/31/10	Dakland	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	_os Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
575	9/1/10	∟os Gatos	SmartMeter Customer Communication	Under Investigation	Open
576	9/1/10	_os 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

Page 14 of 34

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

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

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

590 591 592 593 594 595	9/1/10 9/1/10 9/1/10 9/1/10 9/1/10		Service City Santa Cruz	Customer Denies Access	Under Investigation	Open
591 592 593 594 595	9/1/10 9/1/10 9/1/10				onac mrecagation	1 Obeii
592 593 594 595	9/1/10 9/1/10		Santa Cruz	Customer Denies Access	Under Investigation	Open
593 594 595	9/1/10		Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
594 595			Saratoga	Wellington Installer	Under Investigation	Open
595			Smartville	Wellington Installer	Under Investigation	Open
	9/1/10		Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
596	9/1/10		√allejo	SmartMeter Customer Communication	Under Investigation	Open
	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		_os Altos	Customer Denies Access	Under Investigation	Open
607	9/2/10		_os Altos	Customer Denies Access	Under Investigation	Open
608	9/2/10		∟os 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		Vovato	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
	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
	9/2/10		San Jose	Customer Denies Access	Under Investigation	Open
	9/2/10		San Jose	Customer Denies Access	Under Investigation	Open
	9/2/10		San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
	9/2/10		San Jose	SmartMeter Customer Communication	Under Investigation	Open
	9/2/10		San Jose	Wellington Installer	Under Investigation	Open
	9/2/10		Santa Rosa	Wellington Installer	Under Investigation	Open
	9/2/10		Scotts Valley	Customer Denies Access	Under Investigation	Open
	9/2/10		Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
	9/2/10		Sebastopol	Customer Denies Access	Under Investigation	Open
	9/3/10		Albany	Inquiry Regarding Appliances Affected	Under Investigation	Open
630	9/3/10		Boulder Creek	Customer Denies Access	Under Investigation	Open

Page 15 of 34

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

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

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
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			_os 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			Vovato	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			Vovato	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
		,		•	I		' '

Page 16 of 34

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

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

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

No.	Call Date	Customer Name	Account Service City	Core Process	Nature of Issue	Status
673	9/7/10		Morgan Hill	Meter / Module Equipment (Mfg.)	Radio Frequency Concerns	Closed
674	9/7/10		Dakland	Customer Denies Access	Under Investigation	Open
675	9/7/10		Oakland	Inquiry Regarding Appliances Affected	Other	Closed
676	9/7/10		Dakland	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		_arkspur	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		Dakland	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

Page 17 of 34

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

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

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

715	Call Date Customer Name	Account Service City	Core Process	Nature of Issue	Status
1 7 13	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	₋os Gatos	Wellington Installer	Under Investigation	Open
722	9/9/10	₋os Gatos	Wellington Installer	Under Investigation	Open
723	9/9/10	Oakland	Customer Denies Access	Under Investigation	Open
724	9/9/10	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
725	9/9/10	Oakland	Power Interruption	Partial Power Outage	Closed
726	9/9/10	Petaluma	Wellington Installer	Under Investigation	Open
727	9/9/10	Richmond	Power Interruption	Flickering Lights	Closed
728	9/9/10	Salinas	Customer Denies Access	Under Investigation	Open
729	9/9/10	San Jose	Customer Denies Access	Under Investigation	Open
730	9/9/10	San Jose	Customer Denies Access	Under Investigation	Open
731	9/9/10	San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
732	9/9/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
733	9/9/10	San Rafael	Customer Denies Access	Under Investigation	Open
734	9/9/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
735	9/9/10	Santa Rosa	Customer Denies Access	Under Investigation	Open
736	9/9/10	Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
737	9/9/10	Saratoga	Wellington Installer	Under Investigation	Open
738	9/10/10	Aptos	Customer Denies Access	Under Investigation	Open
739	9/10/10	Emeryville	Wellington Installer	Under Investigation	Open
740	9/10/10	Felton	Customer Denies Access	Under Investigation	Open
741	9/10/10	Grass Valley	Wellington Installer	Under Investigation	Open
742	9/10/10	_arkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
743	9/10/10	_os Altos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
744	9/10/10	_os Gatos	Customer Denies Access	Under Investigation	Open
745	9/10/10	Napa	Customer Denies Access	Under Investigation	Open
746	9/10/10	Novato	Customer Denies Access	Under Investigation	Open
747	9/10/10	Oakland	Customer Denies Access	Under Investigation	Open
748	9/10/10	Oakland	Customer Denies Access	Under Investigation	Open
749	9/10/10	Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
750	9/10/10	Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
751	9/10/10	Petaluma	Customer Denies Access	Under Investigation	Open
752	9/10/10	Piedmont	Inquiry Regarding Appliances Affected	Under Investigation	Open
753	9/10/10	San Francisco	Wellington Installer	Under Investigation	Open
754	9/10/10	San Jose	Customer Denies Access	Under Investigation	Open
755	9/10/10	San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
756	9/10/10	San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed

Page 18 of 34

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

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

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

757 9/10/10 758 9/10/10 759 9/10/10 760 9/10/10 761 9/10/10 762 9/10/10 763 9/10/10 764 9/10/10	San Pablo San Rafael Santa Clara Santa Cruz Santa Cruz Santa Rosa Sebastopol Soquel	Customer wants Smartmeter Removed Customer Denies Access Inquiry Regarding Appliances Affected Customer Denies Access Customer Denies Access Wellington Installer Customer Denies Access	Under Investigation Under Investigation Radio Frequency Concerns Under Investigation Under Investigation Under Investigation	Open Open Closed Open Open Open
759 9/10/10 760 9/10/10 761 9/10/10 762 9/10/10 763 9/10/10	Santa Clara Santa Cruz Santa Cruz Santa Rosa Sebastopol Soquel	Inquiry Regarding Appliances Affected Customer Denies Access Customer Denies Access Wellington Installer	Radio Frequency Concerns Under Investigation Under Investigation	Closed Open
760 9/10/10 761 9/10/10 762 9/10/10 763 9/10/10	Santa Cruz Santa Cruz Santa Rosa Sebastopol Soquel	Customer Denies Access Customer Denies Access Wellington Installer	Under Investigation Under Investigation	Open
761 9/10/10 762 9/10/10 763 9/10/10	Santa Cruz Santa Rosa Sebastopol Soquel	Customer Denies Access Customer Denies Access Wellington Installer	Under Investigation Under Investigation	,
762 9/10/10 763 9/10/10	Santa Rosa Sebastopol Soquel	Wellington Installer	Under Investigation	,
763 9/10/10	Sebastopol Soquel	-	Under Investigation	
5, 15, 15	Soquel	Customer Denies Access		Open
764 9/10/10			Under Investigation	Open
	7 10 1	Customer Denies Access	Under Investigation	Open
765 9/10/10	√allejo	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	remont	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
775 9/12/10	₋os Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
776 9/12/10	Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
777 9/12/10	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	∟os Gatos	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
784 9/13/10	∟os Gatos	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
785 9/13/10	∟os Gatos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
786 9/13/10	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

Page 19 of 34

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

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

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

799 800		Customer Name	Account	Service City	Core Process	Nature of Issue	Status
800	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
	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			_os 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			Vovato	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 wants Smartmeter Removed	Under Investigation	Open
833	9/14/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
834	9/14/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
835	9/14/10			San Jose	Wellington Installer	Under Investigation	Open
836	9/14/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
837	9/14/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
838	9/14/10			San Rafael	Wellington Installer	Under Investigation	Open
839	9/14/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
840	9/14/10			Santa Rosa	Wellington Installer	Under Investigation	Open

Page 20 of 34

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

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

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

No. Call Date Customer Name Acc	count Service City	Core Process	Nature of Issue	Status
841 9/14/10	Santa Rosa	Wellington Installer	Under Investigation	Open
842 9/14/10	Scotts Valley	Customer Denies Access	Under Investigation	Open
843 9/14/10	Watsonville	Customer Denies Access	Under Investigation	Open
844 9/15/10	Aromas	Customer Denies Access	Under Investigation	Open
845 9/15/10	Ben Lomond	Customer Denies Access	Under Investigation	Open
846 9/15/10	Campbell	Wellington Installer	Under Investigation	Open
847 9/15/10	ulton	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

Page 21 of 34

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

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

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
883	9/16/10			Coarsegold	Customer Denies Access	Under Investigation	Open
884	9/16/10			Felton	Customer Denies Access	Under Investigation	Open
885	9/16/10			Felton	Customer Denies Access	Under Investigation	Open
886	9/16/10			Forestville	SmartMeter Customer Communication	Under Investigation	Open
887	9/16/10			Gilroy	Customer Denies Access	Under Investigation	Open
888	9/16/10			Guerneville	Customer Denies Access	Under Investigation	Open
889	9/16/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
890	9/16/10			_os Gatos	Customer Denies Access	Under Investigation	Open
891	9/16/10			_os Gatos	Customer Denies Access	Under Investigation	Open
892	9/16/10			Mill Valley	Customer Denies Access	Under Investigation	Open
893	9/16/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
894	9/16/10			Vovato	Customer Denies Access	Under Investigation	Open
895	9/16/10			Vovato	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

Page 22 of 34

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

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

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
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

Page 23 of 34

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

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

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
967	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
968	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
969	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
970	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
971	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
972	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
973	9/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
974	9/17/10			Santa Rosa	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
975	9/17/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
976	9/18/10			Gilroy	Customer Denies Access	Under Investigation	Open
977	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
978	9/18/10			Mountain View	Inquiry Regarding Appliances Affected	Other	Closed
979	9/18/10			Oakland	Scheduling Problems	Under Investigation	Open
980	9/18/10			Petaluma	Customer Denies Access	Under Investigation	Open
981	9/18/10			Salinas	Wellington Installer	Under Investigation	Open
982	9/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
983	9/18/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
984	9/18/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
985	9/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
986	9/18/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
987	9/19/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
988	9/19/10			Oakland	Power Interruption	Partial Power Outage	Closed
989	9/19/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Television	Closed
990	9/20/10			Benicia	Customer Denies Access	Under Investigation	Open
991	9/20/10			Castro Valley	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
992	9/20/10			Castro Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
993	9/20/10			Fairfax	Customer Denies Access	Under Investigation	Open
994	9/20/10			Forestville	Inquiry Regarding Appliances Affected	Other	Closed
995	9/20/10			Grass Valley	Wellington Installer	Under Investigation	Open
996	9/20/10			Milpitas	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
997	9/20/10			Vapa	Customer Denies Access	Under Investigation	Open
998	9/20/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
999	9/20/10			Oakland	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1000	9/20/10			Oakland	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1001	9/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
1002	9/20/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1003	9/20/10			San Francisco	Customer Denies Access	Medical Concerns	Closed
1004	9/20/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
1005	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
1006	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
1007	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
1008	9/20/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
		•				•	

Page 24 of 34

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

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

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

1909 9/20/10 San Jose Inquiry Regarding Appliances Affected Damaged Other Household Appliances San Jose Inquiry Regarding Appliances Affected San Jose SmartMeter Customer Communication Under Investigation San Jose SmartMeter Customer Communication Under Investigation Under Inves	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
San Jose	1011 9/20/10			San Jose		Radio Frequency Concerns	Closed
San Jose	1012 9/20/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
Santa Rosa	1013 9/20/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
Saratoga Customer Denies Access Under Investigation	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
Sunnyvale Inquiry Regarding Appliances Affected Radio Frequency Concerns	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
1021 9/21/10 9/21/10 1022 9/21/10 1023 9/21/10 1023 9/21/10 1024 9/21/10 1025 9/21/10 1026	1019 9/21/10			Ben Lomond	Inquiry Regarding Appliances Affected	Under Investigation	Open
1022 9/21/10 1023 9/21/10 1024 9/21/10 1025 9/21/10 1025 9/21/10 1025 9/21/10 1026 102	1020 9/21/10			Campbell	Customer Denies Access	Under Investigation	Open
1023 9/21/10 1024 9/21/10 1025 9/21/10 1026 9/21/10 1027 9/21/10 1026 9/21/10 1027 9/21/10 1027 9/21/10 1027 9/21/10 1027 9/21/10 1027 9/21/10 1027 10	1021 9/21/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1024 9/21/10 20 3 3 3 3 3 3 3 3 3	1022 9/21/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1025 9/21/10 1026 9/21/10 1027 9/21/10 1027 9/21/10 1027 9/21/10 1027 9/21/10 1028 9/21/10 1028 9/21/10 1028 9/21/10 1028 9/21/10 1028 9/21/10 1028 9/21/10 1028 9/21/10 1028 9/21/10 1028 9/21/10 1028 9/21/10 1028 9/21/10 1028 9/21/10 1028 9/21/10 1028 9/21/10 1028 9/21/10 1028	1023 9/21/10			os Altos	SmartMeter Customer Communication	Under Investigation	Open
Mill Valley Customer Denies Access Under Investigation	1024 9/21/10			_os Gatos	Customer Denies Access	Under Investigation	Open
Mill Valley Qustomer Denies Access Under Investigation	1025 9/21/10			_os Gatos	Customer Denies Access	Under Investigation	Open
1028 9/21/10 1028 9/21/10 1028 9/21/10 1030 9/21/10 1030 9/21/10 1030 9/21/10 1031 9/21/10 1031 9/21/10 1031 9/21/10 1031 9/21/10 1031 9/21/10 1031 9/21/10 1032 9/21/10 1033 9/21/10 1033 9/21/10 1033 9/21/10 1034 9/21/10 1034 9/21/10 1035 9/21/10 1036 9/21/10 1036 9/21/10 1036 9/21/10 1036 9/21/10 1036 9/21/10 1036 9/21/10 1036 9/21/10 1036 9/21/10 1037 9/21/10 1038 9/21/10 1038 9/21/10 1038 9/21/10 1039 9/21/10 1039 9/21/10 1039 9/21/10 1039 9/21/10 1039 9/21/10 1039 9/21/10 1039 9/21/10 1039 9/21/10 1039 10	1026 9/21/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1029 9/21/10 1034 9/21/10 1034 9/21/10 1034 9/21/10 1034 9/21/10 1034 9/21/10 1034 9/21/10 1034 9/21/10 1034 9/21/10 1034 9/21/10 1035 9/21/10 1035 9/21/10 1035 9/21/10 1036 103	1027 9/21/10			Mill Valley	Customer Denies Access	Under Investigation	Open
Dakland SmartMeter Customer Communication Under Investigation	1028 9/21/10			Oakland	Customer Denies Access	Under Investigation	Open
Dakland Wellington Installer Under Investigation	1029 9/21/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
Dakland Wellington Installer Under Investigation	1030 9/21/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
Salinas Sustomer Denies Access Under Investigation	1031 9/21/10			Oakland	Wellington Installer	Under Investigation	Open
1034 9/21/10 1035 9/21/10 1036 9/21/10 1036 9/21/10 1036 9/21/10 1037 9/21/10 1037 9/21/10 1038 9/21/10 1038 9/21/10 1039 9/21/10 1039 9/21/10 1039 9/21/10 1039 9/21/10 1039 9/21/10 1039 9/21/10 1039 9/21/10 1039 9/21/10 1039 9/21/10 1039 10	1032 9/21/10			Oakland	Wellington Installer	Under Investigation	Open
Salinas Customer Denies Access Under Investigation Salinas Inquiry Regarding Appliances Affected Under Investigation Salinas Inquiry Regarding Appliances Affected Under Investigation San Jose Customer Denies Access Under Investigation San Jose Customer Denies Access Under Investigation San Jose Inquiry Regarding Appliances Affected Damaged Other Household Appliances Inquiry Regarding Appliances Affected Radio Frequency Concerns Inquiry Regarding Appliances Affected Under Investigation Inquiry Regarding Appliances Affected Radio Frequency Concerns Inquiry Regarding Appliances Affecte	1033 9/21/10			Salinas	Customer Denies Access	Under Investigation	Open
1036 9/21/10 1037 9/21/10 1038 9/21/10 1039 9/21/10 104 9/21/10 105 9/21/10 105 9/21/10 106 9/21/10 107 9/21/10 108 9/21/10 109 9/21/10 109 9/21/10 109 9/21/10 109 9/21/10 109 9/21/10 109 9/21/10 109 9/21/10 109 9/21/10 109 9/21/10 109 9/21/10 109 9/21/10 109 9/21/10 109 9/21/10 109 9/21/10 109 9/21/10 109 9/21/10 109 9/21/10 109 9/21/10 100 9/21/10	1034 9/21/10			Salinas	Customer Denies Access	Under Investigation	Open
1037 9/21/10 1038 9/21/10 1039 9/21/10 104 9/21/10 105 9/21/10 105 9/21/10 105 105 105 105 105 105 105 105 105 105	1035 9/21/10			Salinas	Customer Denies Access	Under Investigation	Open
1038 9/21/10 1039 9/21/10 1049 9/21/10 105an Jose	1036 9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1039 9/21/10 1040 9/21/10 1041 9/21/10 1042 9/21/10 1043 9/21/10 1044 9/21/10 1044 9/21/10 105 1044 9/21/10 1045 9/21/10 1046 9/21/10 1046 9/21/10 1047 9/21/10 105 1048 1048 1048 1048 1048 1048 1048 1048	1037 9/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1040 9/21/10 San Jose Inquiry Regarding Appliances Affected Damaged Other Household Appliances 1041 9/21/10 San Jose Inquiry Regarding Appliances Affected Damaged Other Household Appliances 1042 9/21/10 San Jose Inquiry Regarding Appliances Affected Radio Frequency Concerns 1043 9/21/10 San Jose Inquiry Regarding Appliances Affected Under Investigation San Jose Inquiry Regarding Appliances Affected Under Investigation San Jose Inquiry Regarding Appliances Affected Radio Frequency Concerns San Jose Inquiry Regarding Appliances Affected Under Investigation Santa Clara Inquiry Regarding Appliances Affected Radio Frequency Concerns Santa Cruz Customer Denies Access Under Investigation Santa Rosa Wellington Installer Under Investigation Sunnyvale Customer Denies Access Under Investigation	1038 9/21/10			San Jose	Customer Denies Access	Under Investigation	Open
1041 9/21/10 San Jose Inquiry Regarding Appliances Affected Damaged Other Household Appliances 1042 9/21/10 San Jose Inquiry Regarding Appliances Affected Radio Frequency Concerns 1043 9/21/10 San Jose Inquiry Regarding Appliances Affected Under Investigation 1044 9/21/10 Santa Clara Inquiry Regarding Appliances Affected Radio Frequency Concerns 1045 9/21/10 Santa Cruz Customer Denies Access Under Investigation 1046 9/21/10 Santa Rosa Wellington Installer Under Investigation 1047 9/21/10 Sunnyvale Customer Denies Access Under Investigation	1039 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 1043 9/21/10 San Jose Inquiry Regarding Appliances Affected Under Investigation 1044 9/21/10 Santa Clara Inquiry Regarding Appliances Affected Radio Frequency Concerns 1045 9/21/10 Santa Cruz Customer Denies Access Under Investigation 1046 9/21/10 Santa Rosa Wellington Installer Under Investigation 1047 9/21/10 Sunnyvale Customer Denies Access Under Investigation	1040 9/21/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1043 9/21/10 1044 9/21/10 1045 9/21/10 1046 9/21/10 1047 9/21/10 1047 9/21/10 1048 1049 1049 1049 1049 1049 1049 1049 1049	1041 9/21/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1044 9/21/10 Santa Clara Inquiry Regarding Appliances Affected Radio Frequency Concerns 1045 9/21/10 Santa Cruz Customer Denies Access Under Investigation 1046 9/21/10 Santa Rosa Wellington Installer Under Investigation 1047 9/21/10 Sunnyvale Customer Denies Access Under Investigation	1042 9/21/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
10459/21/10Santa CruzCustomer Denies AccessUnder Investigation10469/21/10Santa RosaWellington InstallerUnder Investigation10479/21/10SunnyvaleCustomer Denies AccessUnder Investigation				San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1046 9/21/10 Santa Rosa Wellington Installer Under Investigation 1047 9/21/10 Sunnyvale Customer Denies Access Under Investigation	1044 9/21/10			Santa Clara	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1047 9/21/10 Sunnyvale Customer Denies Access Under Investigation	1045 9/21/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
572.11.0	1046 9/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
10/8 0/24/40 Under Investigation	1047 9/21/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
valiejo Customer Denies Access Onder investigation	1048 9/21/10			√allejo	Customer Denies Access	Under Investigation	Open
1049 9/22/10 Bakersfield Network Equipment Other	1049 9/22/10			Bakersfield	Network Equipment	-	Closed
1050 9/22/10 Boulder Creek Inquiry Regarding Appliances Affected Under Investigation	1050 9/22/10					Under Investigation	Open

Page 25 of 34

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

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

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

1051	Call Date Customer Name	Account Service City	Core Process	Nature of Issue	Status
1001	9/22/10	Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1052	9/22/10	Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1053	9/22/10	Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1054	9/22/10	Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1055	9/22/10	Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
1056	9/22/10	Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1057	9/22/10	Gonzales	Customer wants Smartmeter Removed	Under Investigation	Open
1058	9/22/10	Guerneville	Customer Denies Access	Under Investigation	Open
1059	9/22/10	₋os Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1060	9/22/10	Magalia	Wellington Installer	Under Investigation	Open
1061	9/22/10	Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
1062	9/22/10	Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1063	9/22/10	Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1064	9/22/10	Oakland	Wellington Installer	Under Investigation	Open
1065	9/22/10	Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1066	9/22/10	Salinas	Wellington Installer	Under Investigation	Open
1067	9/22/10	San Anselmo	Wellington Installer	Under Investigation	Open
1068	9/22/10	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1069	9/22/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1070	9/22/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1071	9/22/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1072	9/22/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1073	9/22/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1074	9/22/10	San Jose	Wellington Installer	Under Investigation	Open
1075	9/22/10	San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1076	9/22/10	Santa Rosa	Customer Denies Access	Under Investigation	Open
1077	9/22/10	√allejo	Customer Denies Access	Under Investigation	Open
1078	9/22/10	Watsonville	Customer wants Smartmeter Removed	Under Investigation	Open
1079	9/23/10	Campbell	Wellington Installer	Under Investigation	Open
1080	9/23/10	El Granada	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1081	9/23/10	Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1082	9/23/10	Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1083	9/23/10	Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1084	9/23/10	_afayette	Customer Denies Access	Under Investigation	Open
1085	9/23/10	_os Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1086	9/23/10	_os Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1087	9/23/10	_os Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1088	9/23/10	_os Gatos	Wellington Installer	Under Investigation	Open
1089	9/23/10	₋os Gatos	Wellington Installer	Under Investigation	Open
1090	9/23/10	Mountain View	Inquiry Regarding Appliances Affected	Other	Closed
1091	9/23/10	Oakland	Customer Denies Access	Under Investigation	Open
1092	9/23/10	Oakland	Customer Denies Access	Under Investigation	Open

Page 26 of 34

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

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

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

No.	Call Date Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1093	9/23/10		Dakland	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			San Jose	Customer Denies Access	Under Investigation	Open
1127			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
		-	-		<u> </u>	'

Page 27 of 34

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

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

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
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			_os Altos	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1161	9/27/10			_os Gatos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1162	9/27/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1163	9/27/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1164	9/27/10			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				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				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

Page 28 of 34

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

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

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
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			√allejo	Customer wants Smartmeter Removed	Under Investigation	Open
1186	9/27/10			√allejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
1187	9/27/10			√allejo	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			resno	SmartMeter Customer Communication	Other	Closed
1193	9/28/10			Kerman	SmartMeter Customer Communication	Other	Closed
1194	9/28/10			_os Gatos	Inquiry Regarding Appliances Affected	Other	Closed
1195	9/28/10			_os Gatos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1196	9/28/10			_os 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		ŀ	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1214	9/28/10		Į.	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1215	9/28/10		Į.	San Jose	Wellington Installer	Other	Closed
1216	9/28/10		ŀ	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
	· · · · · · · · · · · · · · · · · · ·	•	•		•	-	

Page 29 of 34

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

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

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

No. Call Date Customer Name	Account Service City	Core Process	Nature of Issue	Status
1219 9/28/10	San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1220 9/28/10	Santa Rosa	Customer Denies Access	Under Investigation	Open
1221 9/28/10	Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1222 9/28/10	Saratoga	Wellington Installer	Under Investigation	Open
1223 9/28/10	Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1224 9/29/10	Alviso	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1225 9/29/10	Burlingame	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1226 9/29/10	Calistoga	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1227 9/29/10	Castroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1228 9/29/10	Fremont	Customer Denies Access	Under Investigation	Open
1229 9/29/10	Fremont	Customer Denies Access	Under Investigation	Open
1230 9/29/10	Gilroy	Wellington Installer	Under Investigation	Open
1231 9/29/10	Grass Valley	Wellington Installer	Under Investigation	Open
1232 9/29/10	_os Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1233 9/29/10	_os Gatos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1234 9/29/10	Madera	Customer Denies Access	Under Investigation	Open
1235 9/29/10	Menlo Park	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1236 9/29/10	Mill Valley	Customer Denies Access	Under Investigation	Open
1237 9/29/10	Mill Valley	Wellington Installer	Under Investigation	Open
1238 9/29/10	Nevada City	Inquiry Regarding Appliances Affected	Other	Closed
1239 9/29/10	Nevada City	Wellington Installer	Other	Closed
1240 9/29/10	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
	-			

Page 30 of 34

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

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

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

	Closed Closed Open Open Closed Closed Closed
Saratoga Meter / Module Equipment (Mfg.) Under Investigation	Open Open Closed Closed Closed
1263 9/29/10	Open Closed Closed Closed
1265 9/30/10 1266 9/30/10 1266 9/30/10 1266 9/30/10 1267 9/30/10 1268 9/30/10 1268 9/30/10 1268 9/30/10 1268 9/30/10 1268 9/30/10 1268 9/30/10 1268 9/30/10 1268 9/30/10 1268 9/30/10 1268 9/30/10 1268 9/30/10 1268 9/30/10 1268 9/30/10 1270 9/30/10 1271 9/30/10 1271 9/30/10 1271 9/30/10 1272 9/30/10 1273 9/30/10 1274 9/30/10 1274 9/30/10 1275 9/30/10 1276 9/30/10 1276 9/30/10 1277 9/30/10 1278 9/30/10 1278 9/30/10 1278 9/30/10 1278 9/30/10 1278 9/30/10 1278 9/30/10 1278 9/30/10 1278 9/30/10 1278 9/30/10 1278 9/30/10 1278 9/30/10 1278 9/30/10 1278 9/30/10 1278 9/30/10 1278 9/30/10 1279 9/30/10 1279 9/30/10 1279 9/30/10 1279 9/30/10 1279 9/30/10 1279 9/30/10 1270 1	Closed Closed Closed
Foster City	Closed Closed
Toster City Inquiry Regarding Appliances Affected Radio Frequency Concerns Los Banos Inquiry Regarding Appliances Affected Other	Closed
268 9/30/10 268 9/30/10 39/30/10	
1269 9/30/10 1270 9/30/10 1271 9/30/10 1271 9/30/10 1272 9/30/10 1273 9/30/10 1274 9/30/10 1275 9/30/10 1275 9/30/10 1276 1276 1277 1278 1279 1	
1270 9/30/10 1271 9/30/10 1272 9/30/10 1273 9/30/10 1274 9/30/10 1275 9/30/10 1276 9/30/10 1276 9/30/10 1277 9/30/10 1278 9/30/10 1278 9/30/10 1279 9/30/10 1270	Closed
1271 9/30/10 1272 9/30/10 1273 9/30/10 1274 9/30/10 1275 9/30/10 1275 9/30/10 1276 9/30/10 1276 9/30/10 1277 9/30/10 1278 9/30/10 1278 9/30/10 1279 9/30/10 1270	rtMeter Closed
1272 9/30/10 1273 9/30/10 1274 9/30/10 1275 9/30/10 1275 9/30/10 1276 1275	Open
1273 9/30/10 1274 9/30/10 1275 9/30/10 1276 9/30/10 1276 9/30/10 1276 9/30/10 1276 9/30/10 1276 9/30/10 1276 9/30/10 1276 9/30/10 1276 9/30/10 1276 9/30/10 1276 9/30/10 1276 9/30/10 1276 9/30/10 1276 9/30/10 1276 9/30/10 1277 9/30/10 1278 9/30/10 1278 9/30/10 1278 9/30/10 1278 9/30/10 1278 9/30/10 1278 9/30/10 1279	Closed
1274 9/30/10 1275 9/30/10 1276 9/30/10 1277 9/30/10 1278 9/30/10 1279 9/30/10 1270 9/30/10 1271 9/30/10 1271 9/30/10 1271 9/30/10 1272 9/30/10 1273 9/30/10 1274 9/30/10 1275 9/30/10 1276 9/30/10 1277 9/30/10 1278 9/30/10 1279 9/30/10 1279 9/30/10 1279 9/30/10 1279 9/30/10 1279 9/30/10 1279 9/30/10 1279 9/30/10 1270	Open
1275 9/30/10 1276 9/30/10 1277 9/30/10 1278 9/30/10 1279 9/30/10 1279 9/30/10 1279 9/30/10 1280 9/30/10 1280 9/30/10 1280 9/30/10 1280 9/30/10 1280 9/30/10 1280 9/30/10 1281 9/30/10 1282 9/30/10 1283 9/30/10 1284 9/30/10 1285 9/30/10 1286 9/30/10 1286 9/30/10 1287 10/11/10 1288 10/11/10 1288 10/11/10 1288 10/11/10 1288 10/11/10 1288 10/11/10 1288 10/11/10 1288 10/11/10 1288 10/11/10 1288 10/11/10 1288 10/11/10 1288 10/11/10 1288 10/11/10 1288 10/11/10 1288 10/11/10 1288 10/11/10 1288 10/11/10 1288 10/11/10 1289 10/11/10 1288 10/11/10	Open
1276 9/30/10 1277 9/30/10 1278 9/30/10 1279	Open
Dakland Wellington Installer Under Investigation	Open
Petaluma Wellington Installer Under Investigation	Open
Rough & Ready Wellington Installer Under Investigation	Open
Rough & Ready Wellington Installer Under Investigation	Open
1281 9/30/10 1282 9/30/10 1283 9/30/10 1284 9/30/10 1284 9/30/10 1285 9/30/10 1286 9/30/10 1287 10/1/10 1288 10/1/10 1288 10/1/10 1289 10/1/10 1289 10/1/10 1280 Page Inquiry Regarding Appliances Affected Inquiry Regarding Appliances Affected Radio Frequency Concerns Power Interruption 1884 Power Interruption 1885 Power Interruption 1886 Power Interruption 1886 Power Interruption 1887 Inquiry Regarding Appliances Affected Radio Frequency Concerns Power Inquiry Regarding Appliances Affected Power Investigation 1886 Power Interruption 1886 Power Interruption 1880 Inquiry Regarding Appliances Affected Under Investigation 1886 Power Interruption 1880 Inquiry Regarding Appliances Affected Under Investigation	Open
1282 9/30/10 San Jose Inquiry Regarding Appliances Affected Under Investigation	oliances Closed
1283 9/30/10 San Jose Power Interruption Under Investigation	Closed
12839/30/10San JosePower InterruptionUnder Investigation12849/30/10Santa ClaraInquiry Regarding Appliances AffectedRadio Frequency Concerns12859/30/10WindsorCustomer wants Smartmeter RemovedCustomer does not want a Smartmeter Removed12869/30/10WoodlandInquiry Regarding Appliances AffectedUnder Investigation128710/1/10BakersfieldSmartMeter Customer CommunicationOther128810/1/10BerkeleyCustomer wants Smartmeter RemovedUnder Investigation128910/1/10Inquiry Regarding Appliances AffectedUnder Investigation	Open
12859/30/10WindsorCustomer wants Smartmeter RemovedCustomer does not want a Smartmeter Removed12869/30/10WoodlandInquiry Regarding Appliances AffectedUnder Investigation128710/1/10BakersfieldSmartMeter Customer CommunicationOther128810/1/10BerkeleyCustomer wants Smartmeter RemovedUnder Investigation128910/1/10Inquiry Regarding Appliances AffectedUnder Investigation	Open
12869/30/10WoodlandInquiry Regarding Appliances AffectedUnder Investigation128710/1/103akersfieldSmartMeter Customer CommunicationOther128810/1/103erkeleyCustomer wants Smartmeter RemovedUnder Investigation128910/1/10Inquiry Regarding Appliances AffectedUnder Investigation	Closed
128710/1/10BakersfieldSmartMeter Customer CommunicationOther128810/1/10BerkeleyCustomer wants Smartmeter RemovedUnder Investigation128910/1/10Inquiry Regarding Appliances AffectedUnder Investigation	rtMeter Closed
128710/1/10BakersfieldSmartMeter Customer CommunicationOther128810/1/10BerkeleyCustomer wants Smartmeter RemovedUnder Investigation128910/1/10Inquiry Regarding Appliances AffectedUnder Investigation	Open
1289 10/1/10 Chico Inquiry Regarding Appliances Affected Under Investigation	Closed
1,7001	Open
1290 10/1/10 Dakland Customer wants Smartmeter Removed Under Investigation	Open
	Open
1291 10/1/10 Dakland Inquiry Regarding Appliances Affected Under Investigation	Open
1292 10/1/10 Dakland 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	
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	
1300 10/1/10 Santa Rosa Wellington Installer Under Investigation	Closed
1301 10/1/10 Sonoma Inquiry Regarding Appliances Affected Other	Closed Closed
1302 10/1/10 Twain Harte Inquiry Regarding Appliances Affected Under Investigation	Closed Closed Open

Page 31 of 34

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

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

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

No. Call Date Customer Name Accou	nt Service City	Core Process	Nature of Issue	Status
1303 10/2/10	Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
1304 10/2/10	Campbell	SmartMeter Customer Communication	Under Investigation	Open
1305 10/2/10	Gilrov	Customer Denies Access	Customer does not want a SmartMeter	Closed
1306 10/2/10	Marysville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1307 10/2/10	Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1308 10/2/10	Dakland	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
		, , , ,	, ,	

Page 32 of 34

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

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

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

No. Call Date Customer Name Account	Service City	Core Process	Nature of Issue	Status
1345 10/4/10	Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
1346 10/4/10	Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1347 10/4/10	Gilroy	Power Interruption	Breaker keeps tripping	Closed
1348 10/4/10	Gilroy	SmartMeter Customer Communication	Under Investigation	Open
1349 10/4/10	Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Closed
1350 10/4/10	Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Closed
1351 10/4/10	Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Closed
1352 10/4/10	Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Closed
1353 10/4/10	Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Closed
1354 10/4/10	_ivermore	Wellington Installer	Under Investigation	Open
1355 10/4/10	os Gatos	Inquiry Regarding Appliances Affected	Other	Closed
1356 10/4/10	os Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1357 10/4/10	Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1358 10/4/10	Mill Vallev	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
	dominona	Inquity Regarding Appliances Affected	radio	- Oloseu

Page 33 of 34

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

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

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

No. Call Date Customer Name	Account Service	e City Core Process	Nature of Issue	Status
1387 10/4/10	Rohnert Pa	rk 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 Franci	sco Inquiry Regarding Appliances Affected	Under Investigation	Open
1394 10/4/10	San Franci		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 Valle	ey 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	Vindsor	Customer Denies Access	Under Investigation	Open
	-			

Page 34 of 34

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

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

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

No. Call Date Customer Name Account	Service City	Core Process	Nature of Issue	Status
1429 10/4/10	Windsor	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1430 10/4/10	Windsor	Power Interruption	Partial Power Outage	Closed
1431 10/4/10	Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1432 10/5/10	Antioch	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1433 10/5/10	Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
1434 10/5/10	Atascadero	Customer Denies Access	Unhappy with SM Program	Closed
1435 10/5/10	Berkeley	Customer Denies Access	Customer Denies Wellington Access	Closed
1436 10/5/10	Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1437 10/5/10	Boulder Creek	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1438 10/5/10	Brentwood	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1439 10/5/10	Campbell	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1440 10/5/10	Chico	Customer Denies Access	Customer Denies Wellington Access	Closed
1441 10/5/10	Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
1442 10/5/10	Chico	Wellington Installer	Under Investigation	Open
1443 10/5/10	Clovis	Customer Denies Access	Customer does not want a SmartMeter	Closed
1444 10/5/10	El Cerrito	SmartMeter Customer Communication	Under Investigation	Open
1445 10/5/10	El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Closed
1446 10/5/10	Fairfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
1447 10/5/10	Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Closed
1448 10/5/10	Grass Valley	Wellington Installer	Under Investigation	Open
1449 10/5/10	Grass Valley	Wellington Installer	Under Investigation	Open
1450 10/5/10	Groveland	Inquiry Regarding Appliances Affected	Other	Closed
1451 10/5/10	Guerneville	Customer Denies Access	Unhappy with SM Program	Closed
1452 10/5/10	_ive Oak	Customer Denies Access	Medical Concerns	Closed
1453 10/5/10	_os Altos	Customer Denies Access	Unhappy with SM Program	Closed
1454 10/5/10	Magalia	Customer Denies Access	Customer does not want a SmartMeter	Closed
1455 10/5/10	Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
1456 10/5/10	Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1457 10/5/10	Mill Valley	Customer Denies Access	Medical Concerns	Closed
1458 10/5/10	Milpitas	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1459 10/5/10	Newark	Customer Denies Access	Customer does not want a SmartMeter	Closed
1460 10/5/10	Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1461 10/5/10	Oakland	Customer Denies Access	Under Investigation	Open
1462 10/5/10	Oakland	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1463 10/5/10	Oakland	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1464 10/5/10	Dakland	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	Reedlev	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
	· · · · · · · · · · · · · · · · ·		1	P

Page 35 of 34

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

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

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

1471 10/6/10 10/6/10	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
Add 10/5/10 Rohnert Park Customer Denies Access Accuracy of Meter Closed Rohnert Park Customer Denies Access Medical Concerns Closed Rohnert Park Customer Denies Access Medical Concerns Closed 1476 10/5/10 Rohnert Park 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 Under Investigation Open 1479 10/5/10 Salinas Customer Denies Access Under Investigation Open 1480 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 SmartMeter Customer Communication Under Investigation Open 1482 10/5/10 Salinas SmartMeter Customer Communication Under Investigation Open 1483 10/5/10 Salinas SmartMeter Customer Communication Under Investigation Open 1484 10/5/10 Salinas Mellington Installer Under Investigation Open 1484 10/5/10 Salinas Customer Denies Access Under Investigation Open 1484 10/5/10 Salinas Customer Denies Access Under Investigation Open 1485 10/5/10 Salinas Customer Denies Access Under Investigation Open 1486 10/5/10 Salinas Customer Denies Access Under Investigation Open 1487 10/5/10 Salinas Customer Denies Access Under Investigation Open 1486 10/5/10 Salinas Customer Denies Access Under Investigation Open 1487 10/5/10 Salinas Customer Denies Access Under Investigation Open 1489 10/5/10 Salinas Customer Denies Access Under Investigation Open 1489 10/5/10 Salinas Customer Denies Access Under Investigation Open 1491 10/5/10 Salinas Customer Denies Access Under Investigation Open 1491 10/5/10 Salinas		10/5/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1474 10/5/10	1472	10/5/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
Art	1473	10/5/10			Rohnert Park	Customer Denies Access	Accuracy of Meter	Closed
Salinas Customer Denies Access Medical Concerns Closed	1474	10/5/10			Rohnert Park	Customer Denies Access	Medical Concerns	Closed
Salinas Customer Denies Access Under Investigation Open Salinas Customer Denies Access Unhappy with SM Program Closed 1479 10/5/10 Salinas Customer Denies Access Unhappy with SM Program Closed 1479 10/5/10 Salinas SmartMeter Customer Communication Under Investigation Open Salinas SmartMeter Customer Communication Under Investigation Open Salinas SmartMeter Customer Communication Under Investigation Open Salinas Wellington Installer Under Investigation Open Salinas Wellington Installer Under Investigation Open San Francisco Customer Denies Access Accuracy of Meter Closed San Francisco Open San Jose Customer Denies Access Under Investigation Open San Jose Outstomer Denies Access Unhappy with SM Program Closed 1488 (10/5/10 San Jose Outstomer Denies Access Unhappy with SM Program Closed 1489 (10/5/10 San Jose Inquiry Regarding Appliances Affected San Jose Inquiry	1475	10/5/10			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
1479 10/5/10 Salinas Customer Denies Access Unhappy with SM Program Closed 1479 10/5/10 Salinas SmartMeter Customer Communication Under Investigation Open 1481 10/5/10 Salinas SmartMeter Customer Communication Under Investigation Open 1481 10/5/10 Salinas SmartMeter Customer Communication Under Investigation Open 1482 10/5/10 Open 1482 10/5/10 Open 1483 10/5/10 Open 1484 10/5/10 Open 1484 10/5/10 Open 1484 10/5/10 Open 1485 10/5/10 Open 1486 10/5/10 Open 1486 10/5/10 Open 1487 10/5/10 Open 1488 10/5/10 Open 1489 10/5/10 Open 1		10/5/10			Salinas	Customer Denies Access	Medical Concerns	Closed
1479 10/5/10 Salinas SmartMeter Customer Communication Under Investigation Open 1481 10/5/10 Salinas SmartMeter Customer Communication Under Investigation Open 1482 10/5/10 Salinas Wellington Installar Under Investigation Open 1482 10/5/10 Open 1483 10/5/10 Open 1484 10/5/10 Open 1485 10/5/10 Open 1486 10/5/10 Open 1487 Open 1488 Open 1489	1477	10/5/10			Salinas	Customer Denies Access	Under Investigation	Open
Salinas SmartMeter Customer Communication Under Investigation Open	1478	10/5/10			Salinas	Customer Denies Access	Unhappy with SM Program	Closed
Salinas Wellington Installer Under Investigation Open	1479	10/5/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
1482 10/5/10	1480	10/5/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
1484 10/5/10 San Jose	1481	10/5/10			Salinas	Wellington Installer	Under Investigation	Open
San Jose Customer Denies Access Customer Denies Wellington Access Closed		10/5/10			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
San Jose Customer Denies Access Under Investigation Open	1483	10/5/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
1486 10/6/10 San Jose Customer Denies Access Under Investigation Open	1484	10/5/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1487 10/5/10 San Jose Customer Denies Access Unhappy with SM Program Closed		10/5/10			San Jose	Customer Denies Access	Under Investigation	Open
1488 10/5/10 San Jose Customer wants Smartmeter Removed Medical/RF Concerns Closed San Jose Inquiry Regarding Appliances Affected Radio Frequency Concerns Closed San Jose Inquiry Regarding Appliances Affected Radio Frequency Concerns Closed	1486	10/5/10			San Jose	Customer Denies Access	Under Investigation	Open
San Jose Inquiry Regarding Appliances Affected Radio Frequency Concerns Closed	1487	10/5/10			San Jose	Customer Denies Access	Unhappy with SM Program	Closed
1490 10/5/10 1491 10/5/10 1492 10/5/10 1493 10/5/10 1494 10/5/10 1495 10/5/10 1496 10/5/10 1497 10/5/10 1498 10/5/10 1498 10/5/10 1499 10/5/10 1499 10/5/10 1499 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1491 10/5/10 1492 10/5/10 1493 10/5/10 1494 10/5/10 1495 10/5/10 1496 10/5/10 1496 10/5/10 1497 10/5/10 1498 10/5/10 1499 10/5/10 1499 10/5/10 1499 10/5/10 1490		10/5/10			San Jose	Customer wants Smartmeter Removed	Medical/RF 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 Meter / Module Equipment (Mfg.) Under Investigation Open 1498 10/5/10 San Jose SmartMeter Customer Communication Under Investigation Open 1499 10/5/10 San Jose SmartMeter Customer Communication Under Investigation Open 1499 10/5/10 San Jose Wellington Installer Under Investigation Open 1499 10/5/10 San Jose Wellington Installer Under Investigation Open 1499 10/5/10 San Martin Customer Denies Access Customer does not want a SmartMeter Closed 1501 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 Customer does not want a SmartMeter Closed 1505 10/5/10 San Rafael Customer Denies Access Customer Denies Wellington Access Closed 1506 10/5/10 San Rafael Customer Denies Access Customer Denies Wellington Access Closed 1508 10/5/10 Santa Rosa Inquiry Regarding Appliances Affected Damaged Other Household Appliances Closed 1508 10/5/10 Santa Rosa Mellington Installer Under Investigation Open 1506 10/5/10 Santa Rosa Inquiry Regarding Appliances Affected Damaged Other Household Appliances Closed 1508 10/5/10 Santa Rosa Wellington Installer Under Investigation Open 1506 10/5/10 Santa Rosa Open Open Open Open Open Open Open Open	1489	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1492 10/5/10 San Jose Inquiry Regarding Appliances Affected Under Investigation Open	1490	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1493 10/5/10 1494 10/5/10 1495 10/5/10 1496 10/5/10 1497 10/5/10 1498 10/5/10 1498 10/5/10 1499 10/5/10 1499 10/5/10 1499 10/5/10 1499 10/5/10 1499 10/5/10 1499 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1590	1491	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1494 10/5/10 1495 10/5/10 1496 10/5/10 1497 10/5/10 1498 10/5/10 1498 10/5/10 1499 10/5/10 1499 10/5/10 1499 10/5/10 1499 10/5/10 1499 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1590	1492	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1495 10/5/10 1496 10/5/10 1497 10/5/10 1498 10/5/10 1499 10/5/10 1499 10/5/10 1499 10/5/10 1490 10/5/10 1490 10/5/10 1490 10/5/10 1500	1493	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1496 10/5/10 1497 10/5/10 1498 10/5/10 1499 10/5/10 1499 10/5/10 1500 10/5/10 1501 10/5/10 1502 10/5/10 1503 10/5/10 1503 10/5/10 1504 10/5/10 1505 10/5/10 1506 10/5/10 1506 10/5/10 1507 10/5/10 1508 10/5/10 1508 10/5/10 1508 10/5/10 1509 10/5/10 1509 10/5/10 1509 10/5/10 1509 10/5/10 1509 10/5/10 1500	1494	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1497 10/5/10 1498 10/5/10 1499 10/5/10 1500 10/5/10 1501 10/5/10 1502 10/5/10 1503 10/5/10 1503 10/5/10 1504 10/5/10 1505 10/5/10 1505 10/5/10 1505 10/5/10 1506 10/5/10 1506 10/5/10 1507 10/5/10 1508 10/5/10 1508 10/5/10 1509 10/5/10 1509 10/5/10 1500		10/5/10			San Jose	Meter / Module Equipment (Mfg.)	Other	Closed
1498 10/5/10 1499 10/5/10 1500 10/5/10 1501 10/5/10 1502 10/5/10 1503 10/5/10 1503 10/5/10 1504 10/5/10 1505 10/5/10 1506 10/5/10 1507 10/5/10 1508 10/5/10 1509 10/5/10 1509 10/5/10 1500	1496	10/5/10			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1499 10/5/10 1500 10/5/10 1501 10/5/10 1502 10/5/10 1503 10/5/10 1503 10/5/10 1504 10/5/10 1505 10/5/10 1506 10/5/10 1507 10/5/10 1508 10/5/10 1508 10/5/10 1509 10/5/10 1509 10/5/10 1509 10/5/10 1500	1497	10/5/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1500 10/5/10 1501 10/5/10 1502 10/5/10 1503 10/5/10 1504 10/5/10 1505 10/5/10 1506 10/5/10 1506 10/5/10 1507 10/5/10 1508 10/5/10 1508 10/5/10 1508 10/5/10 1509 10/5/10 1509 10/5/10 1500		10/5/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1501 10/5/10 1502 10/5/10 1503 10/5/10 1504 10/5/10 1505 10/5/10 1506 10/5/10 1507 10/5/10 1508 10/5/10 1508 10/5/10 1509 10/5/10 1509 10/5/10 1509 10/5/10 1500 10/5/10 1501 10/5/10 1502 10/5/10 1503 10/5/10 1504 10/5/10 1505 10/5/10 1506 10/5/10 1507 10/5/10 1508 10/5/10 1508 10/5/10 1509 10/5/10 1509 10/5/10 1509 10/5/10 1500		10/5/10			San Jose	Wellington Installer	Under Investigation	Open
1502 10/5/10 1503 10/5/10 1504 10/5/10 1505 10/5/10 1506 10/5/10 1507 10/5/10 1508 10/5/10 1508 10/5/10 1509 10/5/10 1509 10/5/10 1509 10/5/10 1500	1500	10/5/10			San Martin	Customer Denies Access	Customer does not want a SmartMeter	Closed
1503 10/5/10 1504 10/5/10 1505 10/5/10 1506 10/5/10 1507 10/5/10 1508 10/5/10 1508 10/5/10 1509 10/5/10 1509 10/5/10 1509 10/5/10 1509 10/5/10 1500		10/5/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1504 10/5/10 1505 10/5/10 1506 10/5/10 1507 10/5/10 1508 10/5/10 1508 10/5/10 1509 10/5/10 1509 10/5/10 1509 10/5/10 1509 10/5/10 1509 10/5/10 1509 10/5/10 1509 10/5/10 1500		10/5/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1505 10/5/10 1506 10/5/10 1507 10/5/10 1508 10/5/10 1508 10/5/10 1508 10/5/10 1509		10/5/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	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		10/5/10			San Rafael	Customer Denies Access	Under Investigation	Open
1507 10/5/10 Santa Rosa Inquiry Regarding Appliances Affected Other Closed						Customer Denies Access	Customer Denies Wellington Access	Closed
1508 10/5/10 Santa Rosa Wellington Installer Under Investigation Open		10/5/10			Santa Rosa	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
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		10/5/10			Santa Rosa	Inquiry Regarding Appliances Affected	Other	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		10/5/10			Santa Rosa	Wellington Installer	•	Open
1511 10/5/10 Sonoma Customer Denies Access Customer does not want a SmartMeter Closed		10/5/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
Toto 16		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		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

Page 36 of 34

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

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

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

Sumyyale Inquiry Regarding Appliances Affected Under Investigation Open Vallejo Customer Denies Access Customer Denies Wellington Access Clisedr Vallejo Customer Denies Access Customer Denies Wellington Access Vallejo Customer Denies Access Customer does not want a SmartNeter Closedr Vallejo Customer Denies Access Customer does not want a SmartNeter Closedr Vallejo Customer Denies Access Customer does not want a SmartNeter Closedr Vallejo Customer Denies Access Customer does not want a SmartNeter Closedr Vallejo Customer Denies Access Customer does not want a SmartNeter Closedr Vallejo Customer Denies Access Customer does not want a SmartNeter Closedr Vallejo Customer Denies Access Customer does not want a SmartNeter Closedr Vallejo Vallejo Customer Denies Access Customer does not want a SmartNeter Closedr Vallejo Vallejo Vallejo Customer Denies Access Customer does not want a SmartNeter Closedr Vallejo Vallejo Customer Denies Access Customer does not want a SmartNeter Closedr Vallejo Customer Denies Access United Vallejo Customer Denies Access United Vallejo Customer Denies Access United Vallejo Vallejo Customer Denies Access United Vallejo Vallejo Customer Denies Access United Vallejo Vallejo Customer Denies Access Vallejo Vallejo Vallejo Customer Denies Access Vallejo Va	No. Call Date Customer Name	Account Service City	Core Process	Nature of Issue	Status
1915 10/5/10 Vallejo	1513 10/5/10	Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
Vallejo Customer Denies Access Customer Denies Wellington Access Closed	1514 10/5/10	√allejo	Customer Denies Access	Customer Denies Wellington Access	Closed
Vallep Customer Denies Access Customer does not want a SmartMeter Glosed	1515 10/5/10		Customer Denies Access		Closed
Vallego Customer Denies Access Customer does not want a SmartMeter Closed	1516 10/5/10	√allejo	Customer Denies Access		Closed
Mindsor Inquiry Regarding Appliances Affected Damaged Other Household Appliances Closed 1599 10(6)(10(6)(10(6)(10(6)(10(6)(10(6)(10(6)(10(6)(10(6)(10(6)(10(6)(10(6)(10(6)(10(6	1517 10/5/10	-	Customer Denies Access	Customer does not want a SmartMeter	Closed
Aptios Customer Denies Access Customer does not want a SmartMeter Closed	1518 10/5/10	Windsor	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
Aptos Questioner Denies Access Customer does not want a SmartMeter Closed	1519 10/5/10	Woodside		Under Investigation	Open
Atascadero Customer Denies Access Customer does not want a SmartMeter Closed 196/10 Atascadero Customer Denies Access Customer does not want a SmartMeter Closed 1974 196/10 Customer Denies Access Customer does not want a SmartMeter Closed 1975 196/10 Customer Denies Access Unhappy with SM Program Closed 1975 196/10 Customer Denies Access Unhappy with SM Program Closed 1975 196/10 Customer Denies Access Unhappy with SM Program Closed 1975 196/10 Customer Denies Access Unhappy with SM Program Closed 1975 196/10 Customer Denies Access Customer does not want a SmartMeter Closed 1975 196/10 Customer Denies Access Medical Concerns Closed 1975 196/10 Customer Denies Access Accuracy of Meter Customer Denies Access Accuracy of Meter Customer Denies Access Accuracy of Meter Closed 1975 196/10 Customer Denies Access Accuracy of Meter Closed 1975 196/10 Customer Denies Access Accuracy of Meter Closed 1975 196/10 Customer Denies Access Customer does not want a SmartMeter Closed 1975 196/10 Customer Denies Access Customer does not want a SmartMeter Closed 1975 196/10 Customer Denies Access Customer does not want a SmartMeter Closed 1975 196/10 Customer Denies Access Customer does not want a SmartMeter Closed 1975 196/10 Customer Denies Access Customer does not want a SmartMeter Closed 1975 196/10 Customer Denies Access Customer do	1520 10/6/10	Aptos			
Atascadero 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
Challenge Customer Denies Access Unhappy with SM Program Closed	1522 10/6/10	Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
10/6/10 10/6	1523 10/6/10	Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
10/6/10 Cupertino Inquiry Regarding Appliances Affected Under Investigation Open	1524 10/6/10	Challenge	Customer Denies Access	Unhappy with SM Program	Closed
1527 10/6/10	1525 10/6/10	Chowchilla	Inquiry Regarding Appliances Affected	Under Investigation	Open
1528 10/6/10 Silroy Customer Denies Access Medical Concerns Closed	10/0/10	Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
1529 10/6/10 3len Ellen Customer Denies Access Accuracy of Meter Closed 1530 10/6/10 3len Ellen Customer Denies Access Accuracy of Meter Closed 1531 10/6/10 3rass Valley Inquiry Regarding Appliances Affected Damaged Other Household Appliances Closed 1532 10/6/10 3rass Valley SmartMeter Customer Communication Customer needed help reading SmartMeter Closed 1534 10/6/10 3rass Valley Wellington Installer Under Investigation Open 1534 10/6/10 14/16 14	1527 10/6/10	Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1530 106/10 106	1528 10/6/10	Gilroy	Customer Denies Access	Medical Concerns	Closed
1531 10/6/10	1529 10/6/10	Glen Ellen	Customer Denies Access	Accuracy of Meter	Closed
1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1531 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1530 10/6/10 1530 10/6/10 1531	1530 10/6/10	Glen Ellen	Customer Denies Access	Medical Concerns	Closed
1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1540 10/6/10 1540 10/6/10 1541 10/6/10 1542 10/6/10 1543 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1549 10/6/10 1540 10/6/10 1540 10/6/10 1541 10/6/10 1542 10/6/10 1543 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1549 10/6/10 1540 10/6/10 1540 10/6/10 1541 10/6/10 1542 10/6/10 1543 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1549 10/6/10 1540 10/6/10 1540 10/6/10 1541 10/6/10 1542 10/6/10 1543 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1549 10/6/10 1540 10/6/10 1540 10/6/10 1541 10/6/10 1542 10/6/10 1543 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1549 10/6/10 1540 10/6/10 1540 10/6/10 1541 10/6/10 1542 10/6/10 1543 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1549 10/6/10 1540	10/0/10	Grass Valley	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
10/6/10 1534 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1531 10/6/10 1531 10/6/10 1531 10/6/10 1531 10/6/10 1531 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1531 10/6/	1532 10/6/10	Grass Valley	SmartMeter Customer Communication	Customer needed help reading SmartMet	Closed
Livermore Customer Denies Access Accuracy of Meter Closed Livermore Customer Denies Access Accuracy of Meter Closed Livermore Customer Denies Access Accuracy of Meter Closed Livermore Customer Denies Access Customer does not want a SmartMeter Closed Magalia Inquiry Regarding Appliances Affected Other Closed Martinez Inquiry Regarding Appliances Affected Other Closed Merced Customer Denies Access Customer does not want a SmartMeter Closed Merced Customer Denies Access Customer does not want a SmartMeter Closed Merced Customer Denies Access Customer does not want a SmartMeter Closed Mill Valley Customer Denies Access Customer does not want a SmartMeter Closed Mill Valley Customer Denies Access Customer does not want a SmartMeter Closed Mill Valley Customer Denies Access Under Investigation Open Mill Valley Customer Denies Access Under Investigation Open Mill Valley Customer Denies Access Under Investigation Open Mill Valley Customer Denies Access Customer does not want a SmartMeter Closed Mill Valley Customer Denies Access Under Investigation Open Mill Valley Customer Denies Access Customer does not want a SmartMeter Closed Mill Valley Customer Denies Access Under Investigation Open Milpitas Power Interruption Under Investigation Open Movato Customer Denies Access Customer does not want a SmartMeter Closed Novato Customer Denies Access Customer does not want a SmartMeter Closed Novato Customer Denies Access Customer does not want a SmartMeter Closed Novato Wellington Installer Under Investigation Open Dakland Wellington Installer Under Investigation Open Dakland Wellington Installer Under Investigation Open Dakland Detailman Customer Denies Access Customer does not want a SmartMeter Closed	10/0/10	Grass Valley	Wellington Installer	Under Investigation	Open
1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1540 10/6/10 1554 10/6/10 1554 10/6/10 1554 10/6/10 1555 10/6/10 1556 10/6/10 1557 10/6/10 1558 10/6/10 1559 10/6/10 1559 10/6/10 1559 10/6/10 1550	10/0/10	Half Moon Bay	Customer wants Smartmeter Removed	Under Investigation	Open
1537 10/6/10 1538 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1539 10/6/10 1530 10/6/10 1531 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1530 10/6/10 1531 10/6/10 1531 10/6/10 1531 10/6/10 1532 10/6/10 1533 10/6/10 1533 10/6/10 1533 10/6/10 1534 10/6/10 1535 10/6/10 1535 10/6/10 1535 10/6/10 1536 10/6/10 1537 10/6/10 1538 10/6/10 1538 10/6/10 1539 10/6/10 1530 10/6/10 1531 10/6/10	10/0/10	_ivermore	Customer Denies Access	Accuracy of Meter	Closed
1538 10/6/10	1975.19	_ivermore	Customer Denies Access	Accuracy of Meter	Closed
1539 10/6/10 1540 10/6/10 1541 10/6/10 1542 10/6/10 1543 10/6/10 1544 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1548 10/6/10 1548 10/6/10 1550 10/6/10	10/0/10	_ivermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1540 10/6/10 1541 10/6/10 1542 10/6/10 1543 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1548 10/6/10 1549 10/6/10 1549 10/6/10 1540 10/6/10 1540 10/6/10 1541 10/6/10 1542 10/6/10 1543 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1549 10/6/10 1549 10/6/10 1549 10/6/10 1540 10/6/10 1540 10/6/10 1540 10/6/10 1541 10/6/10 1542 10/6/10 1543 10/6/10 1544 10/6/10 1545 10/6/10 1546 10/6/10 1547 10/6/10 1548 10/6/10 1549 10/6/10 1549 10/6/10 1549 10/6/10 1540 10/6/10 1540 10/6/10 1540 10/6/10 1540 10/6/10 1540 10/6/10 1540 10/6/10 1540 10/6/10 1550 10/6/10 1551 10/6/10 1552 10/6/10 1553 10/6/10 1553 10/6/10 1553 10/6/10 1553 10/6/10 1554 10/6/10 1555 10/6/10 1555 10/6/10 1556 10/6/10 1557 10/6/10 1558 10/6/10 1558 10/6/10 1558 10/6/10 1559 10/6/10 1550 10/6/10 1550 10/6/10 1550 10/6/10 1551 10/6/10 1553 10/6/10 1550	10/0/10	Magalia	Inquiry Regarding Appliances Affected	Under Investigation	Open
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 Customer does not want a SmartMeter Closed 1545 10/6/10 Mill Valley Customer Denies Access Medical Concerns Closed 1546 10/6/10 Mill Valley Customer Denies Access Under Investigation Open 1547 10/6/10 Open Open 1548 10/6/10 Open Open Open 1549 10/6/10 Open Open Open 1549 10/6/10 Open Open Open Open 1540 Open Open Open Open Open Open 1541 Open	10/0/10	Martinez	Inquiry Regarding Appliances Affected	Other	Closed
1542 10/6/10 Mill Valley Customer Denies Access Customer does not want a SmartMeter Closed	10/0/10	Merced	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	10/0/10	Merced	Customer Denies Access	Customer does not want a SmartMeter	Closed
1544 10/6/10 Mill Valley Customer Denies Access Medical Concerns Closed	10/0/10	Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1545 10/6/10 Mill Valley Customer Denies Access Under Investigation Open	10/3/10	Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1546 10/6/10 Milpitas Power Interruption Under Investigation Open	10/0/10	Mill Valley	Customer Denies Access	Medical Concerns	Closed
1547 10/6/10 Novato Customer Denies Access Accuracy of Meter Closed	10/0/10	Mill Valley	Customer Denies Access	Under Investigation	Open
1548 10/6/10 Novato Customer Denies Access Customer does not want a SmartMeter Closed	10/0/10	Milpitas	Power Interruption	Under Investigation	Open
154910/6/10NovatoCustomer Denies AccessCustomer does not want a SmartMeterClosed155010/6/10NovatoWellington InstallerUnder InvestigationOpen155110/6/10DaklandWellington InstallerUnder InvestigationOpen155210/6/10Dregon HouseCustomer Denies AccessUnhappy with SM ProgramClosed155310/6/10PetalumaCustomer Denies AccessCustomer does not want a SmartMeterClosed	10/0/10	Novato	Customer Denies Access	Accuracy of Meter	Closed
1550 10/6/10 Novato Wellington Installer Under Investigation Open 1551 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	3-27-27-3-3	Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1551 10/6/10 Dakland Wellington Installer Under Investigation Open 1552 10/6/10 Dregon House Customer Denies Access Unhappy with SM Program Closed 1553 10/6/10 Petaluma Customer Denies Access Customer does not want a SmartMeter Closed	10/0/10	Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1552 10/6/10 Oregon House Customer Denies Access Unhappy with SM Program Closed 1553 10/6/10 Petaluma Customer Denies Access Customer does not want a SmartMeter Closed	10/0/10	Novato	Wellington Installer	Under Investigation	Open
1553 10/6/10 Petaluma Customer Denies Access Customer does not want a SmartMeter Closed	10/0/10	Oakland	Wellington Installer		Open
Citatuma Odstomer Benies 7,00035	10/0/10	Oregon House	Customer Denies Access		Closed
1554 10/6/10 Petaluma Customer Denies Access Customer does not want a SmartMeter Closed	10/0/10	Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
	1554 10/6/10	Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed

Page 37 of 34

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

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

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

No. Call Date Customer Name Acc	count Service City	Core Process	Nature of Issue	Status
1555 10/6/10	Petaluma	Customer Denies Access	Under Investigation	Open
1556 10/6/10	Petaluma	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1557 10/6/10	Petaluma	Power Interruption	Flickering Lights	Closed
1558 10/6/10	Piedmont	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1559 10/6/10	Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
1560 10/6/10	Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1561 10/6/10	Richmond	Inquiry Regarding Appliances Affected	Other	Closed
1562 10/6/10	Rohnert Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
1563 10/6/10	Salinas	Customer Denies Access	Accuracy of Meter	Closed
1564 10/6/10	Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1565 10/6/10	Salinas	Customer Denies Access	Medical Concerns	Closed
1566 10/6/10	Salinas	Customer Denies Access	Medical Concerns	Closed
1567 10/6/10	San Francisco	Customer Denies Access	Medical Concerns	Closed
1568 10/6/10	San Francisco	Customer Denies Access	Unhappy with SM Program	Closed
1569 10/6/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1570 10/6/10	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1571 10/6/10	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1572 10/6/10	San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1573 10/6/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1574 10/6/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1575 10/6/10	San Jose	Wellington Installer	Under Investigation	Open
1576 10/6/10	San Martin	Customer Denies Access	Under Investigation	Open
1577 10/6/10	San Mateo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1578 10/6/10	San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1579 10/6/10	Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1580 10/6/10	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1581 10/6/10	Santa Rosa	Customer Denies Access	Medical Concerns	Closed
1582 10/6/10	Santa Rosa	Customer Denies Access	Unhappy with SM Program	Closed
1583 10/6/10	Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
1584 10/6/10	Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
1585 10/6/10	Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
1586 10/6/10	Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
1587 10/6/10	Sebastopol	Customer Denies Access	Medical Concerns	Closed
1588 10/6/10	Sonoma	Customer Denies Access	Accuracy of Meter	Closed
1589 10/6/10	√allejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1590 10/6/10	√allejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1591 10/6/10	Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1592 10/7/10	Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1593 10/7/10	Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1594 10/7/10	Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
1595 10/7/10	Clayton	Customer Denies Access	Customer Denies Wellington Access	Closed
1596 10/7/10	East Palo Alto	Customer Denies Access	Customer does not want a SmartMeter	Closed
		-	1	

Page 38 of 34

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

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

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

No. Call Date Customer Name Account	Service City	Core Process	Nature of Issue	Status
1597 10/7/10	Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
1598 10/7/10	Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
1599 10/7/10	Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1600 10/7/10	Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1601 10/7/10	Glen Ellen	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1602 10/7/10	Hornitos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1603 10/7/10	_ivermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1604 10/7/10	Madera	Customer Denies Access	Customer Denies Wellington Access	Closed
1605 10/7/10	Marysville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1606 10/7/10	Marysville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1607 10/7/10	Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1608 10/7/10	Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1609 10/7/10	Mill Valley	Wellington Installer	Under Investigation	Open
1610 10/7/10	Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1611 10/7/10	Milpitas	Power Interruption	Under Investigation	Open
1612 10/7/10	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
1613 10/7/10	Napa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1614 10/7/10	Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1615 10/7/10	Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1616 10/7/10	Novato	Customer Denies Access	Unhappy with SM Program	Closed
1617 10/7/10	Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1618 10/7/10	Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1619 10/7/10	Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1620 10/7/10	Oakland	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1621 10/7/10	Oroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1622 10/7/10	Paradise	Inquiry Regarding Appliances Affected	Under Investigation	Open
1623 10/7/10	Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1624 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1625 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1626 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1627 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1628 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1629 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1630 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1631 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1632 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1633 10/7/10	Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1634 10/7/10	Placerville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1635 10/7/10	Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
1636 10/7/10	Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
1637 10/7/10	Saint Helena	Customer Denies Access	Customer does not want a SmartMeter	Closed
1638 10/7/10	Saint Helena	Customer Denies Access	Unhappy with SM Program	Closed
			, ,,,	

Page 39 of 34

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

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

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

No. Call Date Customer Name	Account Service City	Core Process	Nature of Issue	Status
1639 10/7/10	Salinas	Customer Denies Access	Medical Concerns	Closed
1640 10/7/10	Salinas	Customer Denies Access	Medical Concerns	Closed
1641 10/7/10	Salinas	Power Interruption	Breaker keeps tripping	Closed
1642 10/7/10	Salinas	Wellington Installer	Under Investigation	Open
1643 10/7/10	San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1644 10/7/10	San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1645 10/7/10	San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1646 10/7/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1647 10/7/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1648 10/7/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1649 10/7/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1650 10/7/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1651 10/7/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1652 10/7/10	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1653 10/7/10	San Jose	Customer Denies Access	Under Investigation	Open
1654 10/7/10	San Jose	Wellington Installer	Under Investigation	Open
1655 10/7/10	San Jose	Wellington Installer	Under Investigation	Open
1656 10/7/10	San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1657 10/7/10	San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1658 10/7/10	San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1659 10/7/10	Sanger	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
1660 10/7/10	Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Closed
1661 10/7/10	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1662 10/7/10	Santa Rosa	Customer Denies Access	Unhappy with SM Program	Closed
1663 10/7/10	Santa Rosa	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1664 10/7/10	Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1665 10/7/10	Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1666 10/7/10	Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1667 10/7/10	Sonoma	Customer Denies Access	Unhappy with SM Program	Closed
1668 10/7/10	Squaw Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1669 10/7/10	Sunnyvale	Customer Denies Access	Unhappy with SM Program	Closed
1670 10/7/10	√allejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1671 10/7/10	√allejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1672 10/7/10	√allejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1673 10/7/10	√allejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1674 10/7/10	√allejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1675 10/7/10	√allejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1676 10/7/10	√allejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1677 10/7/10	Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
1678 10/8/10	Alameda	Inquiry Regarding Appliances Affected	Under Investigation	Open
1679 10/8/10	Auburn	Customer Denies Access	Customer does not want a SmartMeter	Closed
1680 10/8/10	Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Closed
2000253946600000000000000000000000000000000000	- 01/ 2011/01/0		1	

Page 40 of 34

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

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

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

No. Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1681 10/8/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
1682 10/8/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1683 10/8/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1684 10/8/10			Browns Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1685 10/8/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1686 10/8/10			Castro Valley	SmartMeter Customer Communication	Under Investigation	Open
1687 10/8/10			Gilroy	Customer Denies Access	Accuracy of Meter	Closed
1688 10/8/10			Grass Valley	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1689 10/8/10			Grass Valley	Wellington Installer	Under Investigation	Open
1690 10/8/10			Guerneville	Inquiry Regarding Appliances Affected	Other	Closed
1691 10/8/10			_ivermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1692 10/8/10			_os Altos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1693 10/8/10			Magalia	Inquiry Regarding Appliances Affected	Under Investigation	Open
1694 10/8/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
1695 10/8/10			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			Vicolaus	Customer Denies Access	Customer does not want a SmartMeter	Closed
1698 10/8/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1699 10/8/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1700 10/8/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1701 10/8/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1702 10/8/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1703 10/8/10			Oakland	Power Interruption	Partial Power Outage	Closed
1704 10/8/10			Orosi	Customer Denies Access	Customer does not want a SmartMeter	Closed
1705 10/8/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1706 10/8/10			Piedmont	Other	Other	Closed
1707 10/8/10			Piedmont	Other	Other	Closed
1708 10/8/10			Pinole	Customer Denies Access	Customer does not want a SmartMeter	Closed
1709 10/8/10			Placerville	Customer Denies Access	Customer Denies Wellington Access	Closed
1710 10/8/10			Placerville	Customer Denies Access	Customer Denies Wellington Access	Closed
1711 10/8/10			Pleasant Hill	Power Interruption	Breaker keeps tripping	Closed
1712 10/8/10			Pleasanton	Inquiry Regarding Appliances Affected	Under Investigation	Open
1713 10/8/10			Redwood Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1714 10/8/10			Riverdale	Customer Denies Access	Customer Denies Wellington Access	Closed
1715 10/8/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
1716 10/8/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
1717 10/8/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
1718 10/8/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1719 10/8/10			San Francisco	Customer Denies Access	Medical Concerns	Closed
1720 10/8/10			San Francisco	Customer Denies Access	Medical Concerns	Closed
1721 10/8/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
1722 10/8/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
	•	-	-	•	<u> </u>	

Page 41 of 34

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

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

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

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

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

Page 42 of 34

Page 43 of 34

Page 44 of 34

Page 45 of 34

Page 46 of 34

Page 47 of 34

Page 48 of 34

Page 49 of 34

Page 50 of 34

Page 52 of 34

Page 53 of 34

Page 54 of 34

Page 55 of 34

Page 56 of 34

Page 57 of 34

Page 58 of 34

Page 59 of 34

Page 60 of 34

Page 61 of 34

Page 62 of 34

Page 63 of 34

Page 64 of 34

Page 65 of 34

Page 66 of 34

Page 68 of 34

Page 69 of 34

Page 70 of 34

Page 73 of 34

Page 74 of 34

Page 76 of 34

Page 78 of 34

Page 79 of 34

Page 80 of 34

Page 82 of 34

Page 83 of 34

Page 84 of 34

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

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

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

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

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

Page 1 of 34

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 5/17/10
78	
79	5/18/10
80	5/18/10
81	5/18/10
82 83	5/18/10
	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

Page 2 of 34

San Jose	Scheduling Problems	Under Investigation	Open
Brentwood	Household items affected by SM installation	Under Investigation	Open
Madera	Household items affected by SM installation	Under Investigation	Open
_emoore	Customer Denies Access	Under Investigation	Open
Richmond	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
_os Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Meter/Module	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
os Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Alameda	SmartMeter Customer Communication	Other	Closed
Alamo	Scheduling Problems	Under Investigation	Open
os 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	· ·
_	Customer Denies Access		Open
Tracy		Customer does not want a SmartMeter	Closed
Yuba City Chico	Power Interruption Customer Denies Access	Under Investigation Under Investigation	Open
Pollock Pines	Customer Denies Access Customer Denies Access	<u> </u>	Open
		Under Investigation	Open
San Jose	Potential Wellington Claim Wellington Installer	Under Investigation	Open
San Jose		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
	5/20/10
97	
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

Page 3 of 34

Tracy Customer Denies Access Customer does not want a SmartMeter Cracy Power Interruption Under Investigation Open Aubum Customer Denies Access Under Investigation Open Browns Valley Customer Denies Access Under Investigation Open Grass Valley Customer Denies Access Under Investigation Open Open Under Investigation Open Open Grass Valley Outsomer Denies Access Under Investigation Open Open Open Grass Valley Outsomer Denies Access Under Investigation Open Open Open Open Open Open Open Ope	Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
Juburn Customer Denies Access Under Investigation Open Browns Valley Customer Denies Access Under Investigation Open Grass Valley Customer Denies Access Under Investigation Open Grass Valley Customer Denies Access Under Investigation Open Jos Gatos Household Items affected by SM installation Open Jos Gatos Customer Denies Access Under Investigation Open Vevada City Customer Denies Access Under Investigation Open Ban Jose Customer Denies Access Under Investigation Open Brass Valley Customer Denies Access Under Investigation Open Brass Valley Customer Denies Access Under Investigation Open Brass Valley Customer Denies Access Under Investigation Open	Tracy	Customer Denies Access	Customer does not want a SmartMeter	Cløsed
Fromes Valley Customer Denies Access Under Investigation Open Denies Access Under Investigation Open Open Open Open Open Open Open Ope	Tracy	Power Interruption	Under Investigation	Open
irowns Valley Customer Denies Access Under Investigation Open	Auburn	Customer Denies Access	Under Investigation	Open
Frowns Valley Customer Denies Access Under Investigation Open Trowns Valley Customer Denies Access Under Investigation Open Grass Valley Customer wants Smartmeter Removed Under Investigation Open Grass Valley Customer Denies Access Under Investigation Open Maland Customer Denies Access Under Investigation Open Denies Access Under	Browns Valley	Customer Denies Access		<u> </u>
Frowns Valley Customer Denies Access Under Investigation Open		Customer Denies Access	-	<u> </u>
El Dorado Hills Customer Denies Access 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 Den Grass Valley Outsomer Denies Access Under Investigation Open Des Gatos Customer Denies Access Under Investigation Open Des Gatos Outsomer Denies Access Under Investigation Open Des Gatos Under Investigation Open Des Gatos Outsomer Denies Access Under Investigation Open Des Gatos Outsomer Denies Access Under Investigation Open Des Gatos Outsomer Denies Access Under Investigation Open Grass Valley Outsomer Denies Access Under Investigation Open Des Gatos Outsomer Denies Access Under Investigation Open Des Gatos Outsomer Denies Access Outsomer does not want a SmartMeter Closed Oncord Household items affected by SM installation Inder Investigation Open Des Gatos Outsomer Denies Access Outsomer does not want a SmartMeter Open Des Gatos Outsomer Denies Access Outsomer does not want a SmartMeter Open Des Gatos Outsomer Denies Access Outsomer	Browns Valley	Customer Denies Access		· ·
Srass Valley Customer Denies Access Under Investigation Open Srass Valley Customer Denies Access Under Investigation Open os Altos Household items affected by SM installation Under Investigation Open Open Open Open Open Open Open Ope			<u> </u>	· ·
Srass Valley Customer Denies Access Under Investigation Open Open Open Open Open Open Open Ope	Grass Valley	Customer Denies Access	<u> </u>	•
Srass Valley Customer Denies Access Under Investigation Open Open Access Under Investigation Open Open Newada City Customer Denies Access Under Investigation Open Open San Jose Customer Denies Access Under Investigation Open Open San Jose Customer Denies Access Under Investigation Open Open San Jose Oustomer Denies Access Under Investigation Open Open San Jose Oustomer Denies Access Under Investigation Open Open San Jose Oustomer Denies Access Under Investigation Open Open Open San Jose Oustomer Denies Access Under Investigation Open Open Open Open San Jose Oustomer Denies Access Under Investigation Open Open Open Open Open Open Open Ope	Grass Valley	Customer Denies Access		· ·
Los Gatos Customer Denies Access Under Investigation Open Nevada City 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 Sarsas Valley Customer Denies Access Under Investigation Open Nevada City Customer Denies Access Under Investigation Open Nevada City Customer Denies Access Under Investigation Open Saland Customer Denies Access Under Investigation Open Open Meter/Module Under Investigation Open Open Open Open Open Saland Customer Denies Access Customer does not want a SmartMeter Olosed Open Open Open Open Open Open Open Open	•	Customer Denies Access	<u> </u>	· ·
Nevada City 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 Sunnyvale Household items affected by SM installation Junder Investigation Open Jarass Valley Customer Denies Access Under Investigation Open Nevada City Outcomer Denies Access Under Investigation Open Nevada City Outcomer Denies Access Outcomer Open Nevada City Open Nevada City Outcomer Denies Access Outcomer Open Nevada City Open Nevada City Outcomer Denies Access Outcomer Open Nevada City Open Dakland Outcomer Denies Access Outcomer Open Open Dakland Outcomer Denies Access Outcomer Open Open Dakland Outcomer Denies Access Outcomer Open Open Dakland Outcomer Denies Access Medical Concerns Olosed Dakland Outcomer Denies Access Medical Concerns Olosed Dakland Outcomer Denies Access Under Investigation Open Dakland Outcomer De	os Altos	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 Open San Jose Customer Denies Access Under Investigation Open San Jose Customer Denies Access Under Investigation Open Open Sass Valley Customer Denies Access Under Investigation Open Open Sass Valley Customer Denies Access Under Investigation Open Open Open Open Open Open Open Ope	_os Gatos	Customer Denies Access	Under Investigation	Open
San Jose Customer Denies Access Under Investigation Open Surnyvale Household items affected by SM installation Under Investigation Open Open Open Open Open Open Open Ope	Nevada City	Customer Denies Access	Under Investigation	Open
Sunnyvale Household items affected by SM installation Under Investigation Open Grass Valley Customer Denies Access Under Investigation Open Open Open Open Open Open Open Ope	San Jose	Customer Denies Access	Under Investigation	Open
Brass Valley Customer Denies Access Under Investigation Open Brass Valley Customer Denies Access Under Investigation Open Dakland Customer Denies Access Under Investigation Open Dakland Customer Denies Access Customer does not want a SmarttMeter Closed Jacaville Meter/Module Under Investigation Open Emeryville Customer Denies Access Customer does not want a SmarttMeter Closed Joncord 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 Ivermore Household items affected by SM installation Under Investigation Open Melipitas SmartMeter Customer Communication Under Investigation Open Jakland Customer Denies Access Medical Concerns Closed Dakland Customer Denies Access Under Investigation Open Dakland Customer Denies Access	San Jose	Customer Denies Access	-	· ·
Brass Valley Customer Denies Access Under Investigation Open Brass Valley Customer Denies Access Under Investigation Open Dakland Customer Denies Access Under Investigation Open Dakland Customer Denies Access Customer does not want a SmarttMeter Closed Jacaville Meter/Module Under Investigation Open Emeryville Customer Denies Access Customer does not want a SmarttMeter Closed Joncord 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 Ivermore Household items affected by SM installation Under Investigation Open Melipitas SmartMeter Customer Communication Under Investigation Open Jakland Customer Denies Access Medical Concerns Closed Dakland Customer Denies Access Under Investigation Open Dakland Customer Denies Access	Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Srass Valley Customer Denies Access Under Investigation Open O			-	·
Nevada City	•	Customer Denies Access		<u> </u>
Dakland Customer Denies Access Customer does not want a SmartMeter Acavaille Meter/Module Under Investigation Open Meter/Module Under Investigation Open Meter/Module Under Investigation Open Meter Open Meter Open Meter Open Meter Open Open Meter Open Open Open Open Open Open Open Open	•	Customer Denies Access		· ·
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 Under Investigation Open Jarass Valley Customer Denies Access Under Investigation Open Jivermore Household items affected by SM installation Under Investigation Open Jivermore Household items affected by SM installation Under Investigation Open Jivermore Household items affected by SM installation Under Investigation Open Jivermore Household items affected by SM installation Under Investigation Open Jivermore Household items affected by SM installation Under Investigation Open Jakland Customer Denies Access Under Investigation Open Jakland Customer Denies Access Under Investigation Open Jakland Customer Denies Access Under Investigation Open Jaklan	•	Customer Denies Access	Customer does not want a SmartMeter	
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 Ivermore Household items affected by SM installation Under Investigation Open Milpitas SmartMeter Customer Communication Under Investigation Open Dakland Customer Denies Access Medical Concerns Closed Dakland Customer Denies Access Medical Concerns Closed Dakland Customer Denies Access Under Investigation Open Open Open Open Open Open Open Ope				
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 Household items affected by SM installation Under Investigation Open Milipitas SmartMeter Customer Communication Under Investigation Open Dakland Customer Denies Access Medical Concerns Closed Dakland Customer Denies Access Medical Concerns Closed Dakland Customer Denies Access Under Investigation Open Open Open Open Open Open Open Ope	Emeryville	Customer Denies Access	-	<u> </u>
Srass Valley Customer Denies Access Under Investigation Open livermore Household items affected by SM installation Under Investigation Open Milpitas SmartMeter Customer Communication Under Investigation Open Dakland Customer Denies Access Medical Concerns Closed Dakland Customer Denies Access Medical Concerns Closed Dakland Customer Denies Access Under Investigation Open Diedmont Customer Denies Access Customer does not want a SmartMeter Closed Pleasant Hill Customer Denies Access Customer does not want a SmartMeter Closed Pleasant Customer Denies Access Under Investigation Open Diovis SmartMeter Customer Communication Under Investigation Open Dakland Customer Denies Access Under Investigation	Concord	Household items affected by SM installation		
Srass Valley Customer Denies Access Under Investigation Open livermore Household items affected by SM installation Under Investigation Open Milpitas SmartMeter Customer Communication Under Investigation Open Dakland Customer Denies Access Medical Concerns Closed Dakland Customer Denies Access Medical Concerns Closed Dakland Customer Denies Access Under Investigation Open Diedmont Customer Denies Access Customer does not want a SmartMeter Closed Pleasant Hill Customer Denies Access Customer does not want a SmartMeter Closed Pleasant Customer Denies Access Under Investigation Open Diovis SmartMeter Customer Communication Under Investigation Open Dakland Customer Denies Access Under Investigation	Emeryville	Customer Denies Access	Accuracy of Meter	Closed
ivermore Household items affected by SM installation Under Investigation Open Milpitas SmartMeter Customer Communication Under Investigation Open Dakland Customer Denies Access Medical Concerns Closed Dakland Customer Denies Access Medical Concerns Closed Dakland Customer Denies Access Medical Concerns Closed Dakland Customer Denies Access Under Investigation Open Diedmont 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 Pleasanton Customer Denies Access Under Investigation Open Dlovis SmartMeter Customer Communication Under Investigation Open Dakland Customer Denies Access Under Investigation Open		Customer Denies Access		damin and the state of the same
DaklandCustomer Denies AccessMedical ConcernsClosedDaklandCustomer Denies AccessMedical ConcernsClosedDaklandCustomer Denies AccessUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenPiedmontCustomer Denies AccessCustomer does not want a SmartMeterClosedPleasant HillCustomer wants Smartmeter RemovedNo reason providedClosedPleasantonCustomer Denies AccessCustomer does not want a SmartMeterClosedFairfieldPower InterruptionUnder InvestigationOpenClovisSmartMeter Customer CommunicationUnhappy with UTC/CGI notificationClosedSan JoseSmartMeter Customer CommunicationUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenSanta CruzCustomer Denies AccessUnder InvestigationOpenSanta CruzCustomer Denies AccessUnder InvestigationOpen	_ivermore	Household items affected by SM installation		Open
DaklandCustomer Denies AccessMedical ConcernsClosedDaklandCustomer Denies AccessMedical ConcernsClosedDaklandCustomer Denies AccessUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenPiedmontCustomer Denies AccessCustomer does not want a SmartMeterClosedPleasant HillCustomer wants Smartmeter RemovedNo reason providedClosedPleasantonCustomer Denies AccessCustomer does not want a SmartMeterClosedFairfieldPower InterruptionUnder InvestigationOpenClovisSmartMeter Customer CommunicationUnhappy with UTC/CGI notificationClosedSan JoseSmartMeter Customer CommunicationUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenSanta CruzCustomer Denies AccessUnder InvestigationOpenSanta CruzCustomer Denies AccessUnder InvestigationOpen	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
DaklandCustomer Denies AccessMedical ConcernsClosedDaklandCustomer Denies AccessUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenPiedmontCustomer Denies AccessCustomer does not want a SmartMeterClosedPleasant HillCustomer wants Smartmeter RemovedNo reason providedClosedPleasantonCustomer Denies AccessCustomer does not want a SmartMeterClosedPleasantonCustomer Denies AccessCustomer does not want a SmartMeterClosedPleasantonSmartMeter Customer CommunicationUnder InvestigationOpenClovisSmartMeter Customer CommunicationUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenSanta CruzCustomer Denies AccessUnder InvestigationOpenSanta CruzCustomer Denies AccessUnder InvestigationOpen	Dakland	Customer Denies Access	_	Closed
DaklandCustomer Denies AccessUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenPiedmontCustomer Denies AccessCustomer does not want a SmartMeterClosedPleasant HillCustomer wants Smartmeter RemovedNo reason providedClosedPleasantonCustomer Denies AccessCustomer does not want a SmartMeterClosedFairfieldPower InterruptionUnder InvestigationOpenClovisSmartMeter Customer CommunicationUnder InvestigationClosedDaklandCustomer Denies AccessUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenDanta CruzCustomer Denies AccessUnder InvestigationOpenDanta C	Dakland	Customer Denies Access	Medical Concerns	
Dakland Customer Denies Access Under Investigation Open Diedmont Customer Denies Access Customer does not want a SmartMeter Closed Pleasant Hill Customer wants Smartmeter Removed No reason provided Closed Pleasanton Customer Denies Access Customer does not want a SmartMeter Closed Fairfield Power Interruption Under Investigation Open Clovis SmartMeter Customer Communication Unhappy with UTC/CGI notification Closed San Jose SmartMeter Customer Communication Under Investigation Open Dakland Customer Denies Access Under Investigation Open Santa Cruz Customer Denies Access Under Investigation Open Sacramento Household items affected by SM installation Under Investigation Open Santa Cruz Customer Denies Access Under Investigation Open Santomer Denies Access Under Investigation Open Santomer Denies Access Under Investigation Open	Dakland	Customer Denies Access	Under Investigation	Open
DaklandCustomer Denies AccessUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenPiedmontCustomer Denies AccessCustomer does not want a SmartMeterClosedPleasant HillCustomer wants Smartmeter RemovedNo reason providedClosedPleasantonCustomer Denies AccessCustomer does not want a SmartMeterClosedFairfieldPower InterruptionUnder InvestigationOpenClovisSmartMeter Customer CommunicationUnhappy with UTC/CGI notificationClosedSan JoseSmartMeter Customer CommunicationUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenSanta CruzCustomer Denies AccessUnder InvestigationOpenSacramentoHousehold items affected by SM installationUnder InvestigationOpenSan JoseHousehold items affected by SM installationUnder InvestigationOpenArvinHousehold items affected by SM installationUnder InvestigationOpen	Oakland	Customer Denies Access	Under Investigation	Open
DaklandCustomer Denies AccessUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenPiedmontCustomer Denies AccessCustomer does not want a SmartMeterClosedPleasant HillCustomer wants Smartmeter RemovedNo reason providedClosedPleasantonCustomer Denies AccessCustomer does not want a SmartMeterClosedFairfieldPower InterruptionUnder InvestigationOpenClovisSmartMeter Customer CommunicationUnhappy with UTC/CGI notificationClosedSan JoseSmartMeter Customer CommunicationUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenSanta CruzCustomer Denies AccessUnder InvestigationOpenSacramentoHousehold items affected by SM installationUnder InvestigationOpenSan JoseHousehold items affected by SM installationUnder InvestigationOpenArvinHousehold items affected by SM installationUnder InvestigationOpen	Oakland	Customer Denies Access	Under Investigation	Open
DaklandCustomer Denies AccessUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenPiedmontCustomer Denies AccessCustomer does not want a SmartMeterClosedPleasant HillCustomer wants Smartmeter RemovedNo reason providedClosedPleasantonCustomer Denies AccessCustomer does not want a SmartMeterClosedFairfieldPower InterruptionUnder InvestigationOpenClovisSmartMeter Customer CommunicationUnhappy with UTC/CGI notificationClosedSan JoseSmartMeter Customer CommunicationUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenSanta CruzCustomer Denies AccessUnder InvestigationOpenSacramentoHousehold items affected by SM installationUnder InvestigationOpenSan JoseHousehold items affected by SM installationUnder InvestigationOpenArvinHousehold items affected by SM installationUnder InvestigationOpen	Dakland	Customer Denies Access	Under Investigation	Open
DaklandCustomer Denies AccessUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenPiedmontCustomer Denies AccessCustomer does not want a SmartMeterClosedPleasant HillCustomer wants Smartmeter RemovedNo reason providedClosedPleasantonCustomer Denies AccessCustomer does not want a SmartMeterClosedFairfieldPower InterruptionUnder InvestigationOpenClovisSmartMeter Customer CommunicationUnhappy with UTC/CGI notificationClosedSan JoseSmartMeter Customer CommunicationUnder InvestigationOpenDaklandCustomer Denies AccessUnder InvestigationOpenSanta CruzCustomer Denies AccessUnder InvestigationOpenSacramentoHousehold items affected by SM installationUnder InvestigationOpenSan JoseHousehold items affected by SM installationUnder InvestigationOpenArvinHousehold items affected by SM installationUnder InvestigationOpen	Oakland	Customer Denies Access	Under Investigation	Open
Dakland Customer Denies Access Under Investigation Open Piedmont Customer Denies Access Customer does not want a SmartMeter Closed Pleasant Hill Customer wants Smartmeter Removed No reason provided Closed Pleasanton Customer Denies Access Customer does not want a SmartMeter Closed Fairfield Power Interruption Under Investigation Open Clovis SmartMeter Customer Communication Unhappy with UTC/CGI notification Closed San Jose SmartMeter Customer Communication Under Investigation Open Dakland Customer Denies Access Under Investigation Open Santa Cruz Customer Denies Access Under Investigation Open Sacramento Household items affected by SM installation Under Investigation Open San Jose Household items affected by SM installation Under Investigation Open Household items affected by SM installation Under Investigation Open Dan Jose Household items affected by SM installation Under Investigation Open Dan Jose Household items affected by SM installation Under Investigation Open Dan Jose Household items affected by SM installation Under Investigation Open Dan Jose Household items affected by SM installation Under Investigation Open Dan Jose Household items affected by SM installation Under Investigation Open Dan Jose Household items affected by SM installation Under Investigation Open	Oakland	Customer Denies Access	Under Investigation	
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 Under Investigation Open 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 San Jose Household items affected by SM installation Under Investigation Open Open Household items affected by SM installation Under Investigation Open Open Household items affected by SM installation Under Investigation Open Open Household items affected by SM installation Under Investigation Open Open Open Household items affected by SM installation Under Investigation Open Open Open Open Household items affected by SM installation Under Investigation Open Open Open Open Open Household items affected by SM installation Under Investigation Open Open Open Open Open Open Open Ope	Oakland	Customer Denies Access	Under Investigation	Open
Pleasant Hill Customer wants Smartmeter Removed No reason provided Closed Pleasanton Customer Denies Access Customer does not want a SmartMeter Closed Tairfield 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 Household items affected by SM installation Under Investigation Open Open Household items affected by SM installation Under Investigation Open Open	Oakland	Customer Denies Access	Under Investigation	Open
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 Open Open Customer Denies Access Under Investigation Open Santa Cruz Customer Denies Access Under Investigation Open Open Open Open Open Open Open Ope	Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fairfield Power Interruption Under Investigation Open Clovis SmartMeter Customer Communication Unhappy with UTC/CGI notification Closed San Jose SmartMeter Customer Communication Under Investigation Open Dakland Customer Denies Access Under Investigation Open Santa Cruz Customer Denies Access Under Investigation Open Sacramento Household items affected by SM installation Under Investigation Open Santa Cruz Customer Denies Access Under Investigation Open 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	Pleasant Hill	Customer wants Smartmeter Removed	No reason provided	Closed
Clovis SmartMeter Customer Communication Unhappy with UTC/CGI notification Closed San Jose SmartMeter Customer Communication Under Investigation Open Open Open Open Customer Denies Access Under Investigation Open Open Santa Cruz Customer Denies Access Under Investigation Open Open Open Open Open Open Open Ope	Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Cløsed
San Jose SmartMeter Customer Communication Under Investigation Open Dakland Customer Denies Access Under Investigation Open Santa Cruz Customer Denies Access Under Investigation Open Bacramento 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 Open	Fairfield	Power Interruption	Under Investigation	Open
Dakland Customer Denies Access Under Investigation Open Santa Cruz Customer Denies Access Under Investigation Open Sacramento Household items affected by SM installation Under Investigation Open Santa Cruz Customer Denies Access Under Investigation Open San Jose Household items affected by SM installation Under Investigation Open Arvin Household items affected by SM installation Under Investigation Open	Clovis	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
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	SmartMeter Customer Communication	Under Investigation	Open
SacramentoHousehold items affected by SM installationUnder InvestigationOpenSanta CruzCustomer Denies AccessUnder InvestigationOpenSan JoseHousehold items affected by SM installationUnder InvestigationOpenArvinHousehold items affected by SM installationUnder InvestigationOpen	Oakland	Customer Denies Access	Under Investigation	Open
SacramentoHousehold items affected by SM installationUnder InvestigationOpenSanta CruzCustomer Denies AccessUnder InvestigationOpenSan JoseHousehold items affected by SM installationUnder InvestigationOpenArvinHousehold items affected by SM installationUnder InvestigationOpen	Santa Cruz	Customer Denies Access	Under Investigation	Open
Santa CruzCustomer Denies AccessUnder InvestigationOpenSan JoseHousehold items affected by SM installationUnder InvestigationOpenArvinHousehold items affected by SM installationUnder InvestigationOpen		Household items affected by SM installation	Under Investigation	Open
San Jose Household items affected by SM installation Under Investigation Open Arvin Household items affected by SM installation Under Investigation Open	Santa Cruz	Customer Denies Access	Under Investigation	Open
Arvin Household items affected by SM installation Under Investigation Open	San Jose	Household items affected by SM installation		Open
		-	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
177	6/21/10
179	6/21/10
180	6/22/10
181	6/22/10
182	
	6/23/10
183 184	6/23/10 6/23/10
185	6/23/10
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

Page 4 of 34

Fresno	Power Interruption	Under Investigation	Open
Milpitas	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
√allejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
Shingle Springs	Household items affected by SM installation	Radio Frequency Concerns	Closed
El Dorado Hills	Customer Denies Access	Under Investigation	Open
Fairfield	Household items affected by SM installation	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
Pleasant Hill	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Shingle Springs	Household items affected by SM installation	Under Investigation	Open
Dinuba	-	Unhappy with SM Program	Closed
San Jose	Household items affected by SM installation	Under Investigation	Open
San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
Camp Meeker	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Under Investigation	Open
Richmond	Service Planning (misc)	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Milpitas	Power Interruption	Under Investigation	Open
Newcastle	Household items affected by SM installation	under investigation	Open
San Jose		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		Open
Santa Clara	Household items affected by SM installatio		Open
_os Gatos	Customer Denies Access	Under Investigation	Open
San Jose		Under Investigation	Open
Tracy	Household items affected by SM installatio	Under Investigation	Open
San Jose	-	Under Investigation	Open
Pall JUSE			1
San Jose San Jose	Customer wants Smartmeter Removed	Under Investigation	Open

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

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

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

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

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

Page 6 of 34

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	5/11/10
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
93	5/∠0/10

Page 7 of 34

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

04	5/20/10
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
125	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

Page 8 of 34

Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
Ггасу	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
os Altos	Household items affected by SM installation	Under Investigation	Open
os Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
/acaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Concord	Household items affected by SM installation	Under Investigation	Open
Emeryville	Customer Denies Access	Accuracy of Meter	Closed
Grass Valley	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Dakland	Customer Denies Access	Medical Concerns	Closed
Dakland	Customer Denies Access	Medical Concerns	Closed
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Oakland Oakland	Customer Denies Access	Under Investigation	Open
Oakland Oakland	Customer Denies Access	Under Investigation	Open
Oakland Oakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pleasant Hill	Customer bernes Access Customer wants Smartmeter Removed	No reason provided	Closed
Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fairfield	Power Interruption	Under Investigation	Open
Clovis	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Bacramento	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	-
Arvin	Household items affected by SM installation	Under Investigation Under Investigation	Open Open
Arvin San Jose	Household items affected by SM installation	<u> </u>	· ·
pail Juse	nousehold items affected by Sivi installation	Under Investigation	Open

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 6/17/10 170 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		
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 6/17/10 170 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 6/21/10 180	145	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 6/17/10 170 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	146	6/8/10
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 6/21/10 180 6/22/10 181	147	
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 6/17/10 170 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 6/22/10 181 6/22/10 182 6/23/10 184 6/23/10 185 6/25/10 186 6/26/10 187 6/28/10 188 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10 194 7/1/10	148	6/9/10
151 6/10/10 152 6/10/10 153 6/10/10 154 6/10/10 155 6/11/10 155 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 6/17/10 170 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 6/22/10 181 6/22/10 182 6/23/10 183 6/23/10 184 6/23/10 185 6/25/10 187 6/28/10 188 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10 194 7/1/10	149	6/9/10
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 6/17/10 170 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 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10 194 7/1/10	150	6/10/10
153 6/10/10 154 6/10/10 155 6/11/10 155 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 6/17/10 170 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 6/22/10 181 6/23/10 182 6/23/10 183 6/23/10 184 6/23/10 185 6/25/10 186 6/26/10 187 6/28/10 188 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10	151	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 6/17/10 170 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 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10 194 7/1/10	152	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 6/17/10 170 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 6/22/10 181 6/23/10 182 6/23/10 183 6/23/10 184 6/23/10 185 6/25/10 186 6/26/10 187 6/28/10 188 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10 194 7/1/10	153	6/10/10
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 6/17/10 170 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 6/22/10 181 6/23/10 182 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	154	6/10/10
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 6/17/10 170 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	155	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 6/17/10 170 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 6/22/10 181 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	156	6/11/10
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 6/17/10 170 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 6/22/10 181 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	157	6/11/10
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 6/17/10 170 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 6/22/10 181 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	158	6/14/10
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 6/17/10 170 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 6/22/10 181 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	159	6/14/10
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 6/17/10 170 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 6/22/10 181 6/23/10 182 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	160	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 6/22/10 181 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	161	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 6/22/10 181 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	162	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 6/22/10 181 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		6/15/10
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 6/22/10 181 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	164	6/15/10
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 6/22/10 181 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	165	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 6/22/10 181 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	166	6/16/10
169 6/17/10 170 6/17/10 171 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	167	6/16/10
169 6/17/10 170 6/17/10 171 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		
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		
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		
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		
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 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10		
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 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10		
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 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10		
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		
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		
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		
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		
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		
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		
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		
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		
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		
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		
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		
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		
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		
189 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10 194 7/1/10		
190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10 194 7/1/10		
191 6/30/10 192 6/30/10 193 7/1/10 194 7/1/10		
192 6/30/10 193 7/1/10 194 7/1/10		
193 7/1/10 194 7/1/10		
194 7/1/10		
195 7/1/10 		
	195	7/1/10

Page 9 of 34

Fresno	Power Interruption	Under Investigation	Open
Milpitas	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
√allejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
Shingle Springs	-	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		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	-	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		Closed
San Jose	Customer Denies Access	Concerns with equipment/pole location Under Investigation	Open
Bridgeville	Network Equipment Installation	Under Investigation	Open
Mi Wuk Village		Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Davis	Household items affected by SM installation	Under Investigation	Open
	-	<u> </u>	
Sanger		No reason provided	Closed Open
San Jose	Household items affected by SM installatio		Open
San Jose	Household items affected by SM installatio		<u> </u>
Santa Clara	Household items affected by SM installatio		Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose		Under Investigation	Open
Tracy	Household items affected by SM installatio		Open
San Jose		Under Investigation	Open
San Jose		Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open

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

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

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

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

Customer Name	Account	Service City	Core Process	Nature of Issue	Status
{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Under Investigation	Open
•		Napa	Scheduling Problems	Under Investigation	Open
		Sonoma	Customer Denies Access	Under Investigation	Open
		Carmel	Network Equipment Installation	Under Investigation	Open
		Cupertino	Scheduling Problems	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Under Investigation	Open
		√allejo	Wellington Installer	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Under Investigation	Open
		Occidental	Customer Denies Access	Under Investigation	Open
		√allejo	Network Equipment Installation	Under Investigation	Open
		Sebastopol	Customer Denies Access	Under Investigation	Open
		Sebastopol	Customer Denies Access	Under Investigation	Open
		Fresno	Wellington Installer	Under Investigation	Open
		√allejo	Wellington Installer	Under Investigation	Open
		Glen Ellen	Scheduling Problems	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Under Investigation	Open
		Sebastopol	Customer Denies Access	Under Investigation	Open
		Sonoma	Customer Denies Access	Under Investigation	Open
		Cotati	Household items affected by SM installation	Under Investigation	Open
		San Ramon	Household items affected by SM installation	Under Investigation	Open
		San Jose	Wellington Installer	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Under Investigation	Open
		Sonoma	Customer Denies Access	Under Investigation	Open
		Vallejo	Customer Denies Access	Under Investigation	Open
		Union City	Meter/Module	Under Investigation	Open
		√allejo	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

Page 11 of 34

44 4. 45 4.	/16/10 /19/10
45 4	/19/10
	(0.1/1.0
46 4	/21/10
	/27/10
	/30/10
	5/7/10
	5/7/10
	/10/10
	/10/10
52 5	/10/10
	/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
	/14/10
	/14/10
	/15/10
	/15/10
	/15/10
	/17/10
	/17/10
	/17/10
	/17/10
	/17/10
	/17/10
	/17/10
$\overline{}$	/18/10
	/18/10
	/18/10
	/18/10
	/18/10
	/18/10
	/19/10
	/19/10
	/19/10
	/19/10
	/19/10
	/20/10
	/20/10
	/20/10
93 5	/20/10

Page 12 of 34

San Jose	Scheduling Problems	Under Investigation	Open
Brentwood	Household items affected by SM installation	Under Investigation	Open
Madera	Household items affected by SM installation	Under Investigation	Open
Lemoore	Customer Denies Access	Under Investigation	Open
Richmond	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
os Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	_	· ·
San Jose	Customer Denies Access	Under Investigation	Open
		Under Investigation	Open
San Jose	Customer Denies Access Customer Denies Access	Under Investigation	Open
San Jose		Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Meter/Module	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Alameda	SmartMeter Customer Communication	Other	Closed
Alamo	Scheduling Problems	Under Investigation	Open
_os Gatos	Customer Denies Access	Under Investigation	Open
_os Gatos	Customer Denies Access	Under Investigation	Open
S. San Francisco	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
_os Gatos	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
Yuba City	Power Interruption	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
Pollock Pines	Customer Denies Access	Under Investigation	Open
San Jose	Potential Wellington Claim	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Ггасу	Customer Denies Access	Under Investigation	Open
Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
Guerneville	Customer Denies Access	Under Investigation	Open
_os Banos	Customer wants Smartmeter Removed	No reason provided	Closed
Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed

0.4	5/20/10
94 95	5/20/10
95	5/20/10
	5/20/10
97	
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
	6/4/10
142	
143	6/7/10
144	6/7/10

Page 13 of 34

Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
os Altos	Household items affected by SM installation	Under Investigation	Open
os Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
/acaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Concord	Household items affected by SM installation	Under Investigation	Open
Emeryville	Customer Denies Access	Accuracy of Meter	Closed
Grass Valley	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Dakland	Customer Denies Access	Medical Concerns	Closed
Dakland	Customer Denies Access	Medical Concerns	Closed
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pleasant Hill	Customer wants Smartmeter Removed	No reason provided	Closed
Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fairfield	Power Interruption	Under Investigation	Open
Clovis	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Arvin	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Juli 0000	- ioaconola itemo ancolea by owninstallation	Onder investigation	Open

4.45	0/0/40
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
176	6/20/10
177	6/20/10
178	6/21/10
	6/22/10
180	
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

Page 14 of 34

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

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

San Jose	Household items affected by SM 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
	√allejo	Customer Denies Access	Under Investigation	Open
	√allejo	Wellington Installer	Under Investigation	Open
	Placerville	Customer Denies Access	Under Investigation	Open
	Pleasanton	Wellington Installer	Under Investigation	Open
	Angels Camp	Customer Denies Access	Under Investigation	Open
	Sunnyvale	Customer Denies Access	Under Investigation	Open
	Napa	Customer Denies Access	Under Investigation	Open
	American Canyon	Customer Denies Access	Under Investigation	Open
	Santa Rosa	Customer Denies Access	Under Investigation	Open
	San Jose	Scheduling Problems	Under Investigation	Open
	Ггасу	Customer Denies Access	Under Investigation	Open
	Santa Rosa	Customer Denies Access	Under Investigation	Open
	√acaville	Other	Under Investigation	Open
	Kingsburg	Power Interruption	Under Investigation	Open
	Madera	Other	Under Investigation	Open

Page 16 of 34

40	4/40/40
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
	5/19/10
87	5/19/10
88	
89	5/19/10
90	5/20/10
91	5/20/10
92	5/20/10
93	5/20/10

Page 17 of 34

San Jose	Scheduling Problems	Under Investigation	Open
Brentwood	Household items affected by SM installation	Under Investigation	Open
Madera	Household items affected by SM installation	Under Investigation	Open
_emoore	Customer Denies Access	Under Investigation	Open
Richmond	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
_os Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Meter/Module	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
os Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Alameda	SmartMeter Customer Communication	Other	Closed
Alamo	Scheduling Problems	Under Investigation	Open
os 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
	Customer Denies Access	Customer does not want a SmartMeter	Closed
Tracy Yuha City			
Yuba City Chico	Power Interruption Customer Denies Access	Under Investigation Under Investigation	Open Open
Pollock Pines	Customer Denies Access Customer Denies Access	Under Investigation	<u> </u>
San Jose	Potential Wellington Claim	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open Open
			·
Tracy France	Customer Denies Access Customer Denies Access	Under Investigation	Open
Fresno	Customer Denies Access Customer Denies Access	Customer does not want a SmartMeter	Closed
Guerneville	Customer Denies Access Customer wants Smartmeter Removed	Under Investigation	Open
Los Banos		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
126 127	5/24/10 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

Page 18 of 34

Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
Ггасу	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Los Altos	Household items affected by SM installation	Under Investigation	Open
os Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Vacaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Concord	Household items affected by SM installation	Under Investigation	Open
Emeryville	Customer Denies Access	Accuracy of Meter	Closed
Grass Valley	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Medical Concerns	Closed
Dakland Dakland	Customer Denies Access	Medical Concerns	Closed
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pleasant Hill	Customer wants Smartmeter Removed		Closed
Pleasanton	Customer Denies Access	No reason provided Customer does not want a SmartMeter	
			Closed
Fairfield Clovis	Power Interruption SmartMeter Customer Communication	Under Investigation	Open
	SmartMeter Customer Communication SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
San Jose	Customer Denies Access	Under Investigation	Open
Oakland Santa Cauz		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

4.45	0/0/40
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
175	6/18/10
176	6/18/10
	6/20/10
178	
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

Page 19 of 34

	Power Interruption	Under Investigation	Open
	Household items affected by SM installation	Under Investigation	Open
•	<u> </u>	Under Investigation	Open
	-	Under Investigation	Open
	=	Under Investigation	Open
	·	Under Investigation	Open
		Under Investigation	Open
		Under Investigation	Open
•		Under Investigation	Open
		Under Investigation	Open
-	<u>-</u>	Under Investigation	Open
,		Under Investigation	Open
	-	Radio Frequency Concerns	Closed
	-	Under Investigation	Open
		Under Investigation	Open
	· · · · · · · · · · · · · · · · · · ·	Under Investigation	Open
	-	Under Investigation	Open
		-	Open
		Under Investigation Under Investigation	Open
	-	Under Investigation	· ·
	•	<u> </u>	Open Closed
		Unhappy with SM Program	
		Under Investigation	Open
		Under Investigation	Open
'		Under Investigation	Open
		Under Investigation	Open
		Under Investigation	Open
	• ,	Under Investigation	Open
	-	Under Investigation	Open
	-	Under Investigation	Open
	,	Under Investigation	Open
	-	Under Investigation	Open
		Under Investigation	Open
•	•	Under Investigation	Open
		under investigation	Open
	•	Under Investigation	Open
		Concerns with equipment/pole location	Closed
		Under Investigation	Open
_		Under Investigation	Open
_	j	Under Investigation	Open
	-	Under Investigation	Open
	•	Under Investigation	Open
		No reason provided	Closed
	lousehold items affected by SM installatio		Open
	lousehold items affected by SM installatio		Open
	lousehold items affected by SM installatio		Open
	Customer Denies Access	Under Investigation	Open
San Jose C	Customer wants Smartmeter Removed	Under Investigation	Open
Tracy H	lousehold items affected by SM installatio	Under Investigation	Open
San Jose C	Customer wants Smartmeter Removed	Under Investigation	Open
•	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose S	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

mation and is being submitted under CPUC Code Section 583.

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

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

Page 21 of 34

44 4. 45 4.	/16/10 /19/10
45 4	/19/10
	(0.1/1.0
46 4	/21/10
	/27/10
	/30/10
	5/7/10
	5/7/10
	/10/10
	/10/10
52 5	/10/10
	/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
	/14/10
	/14/10
	/15/10
	/15/10
	/15/10
	/17/10
	/17/10
	/17/10
	/17/10
	/17/10
	/17/10
	/17/10
$\overline{}$	/18/10
	/18/10
	/18/10
	/18/10
	/18/10
	/18/10
	/19/10
	/19/10
	/19/10
	/19/10
	/19/10
	/20/10
	/20/10
	/20/10
93 5	/20/10

Page 22 of 34

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

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
126 127	5/24/10 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

Page 23 of 34

Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
os Altos	Household items affected by SM installation	Under Investigation	Open
os Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
/acaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Concord	Household items affected by SM installation	Under Investigation	Open
Emeryville	Customer Denies Access	Accuracy of Meter	Closed
Grass Valley	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Dakland	Customer Denies Access	Medical Concerns	Closed
Dakland Dakland	Customer Denies Access	Medical Concerns	Closed
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	-	· ·
Dakland Dakland	Customer Denies Access	Under Investigation Under Investigation	Open Open
Piedmont	Customer Denies Access		-
Pleasant Hill	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
Pleasanton		No reason provided	Closed
	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fairfield	Power Interruption SmartMeter Customer Communication	Under Investigation	Open
Clovis		Unhappy with UTC/CGI notification	Closed
San Jose	SmartMeter Customer Communication	Under Investigation Under Investigation	Open
Dakland	Customer Denies Access		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
174	6/18/10
175	6/18/10
176	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

Page 24 of 34

Fresno	Power Interruption	Under Investigation	Open
Vilpitas		Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	-	Under Investigation	Open
San Jose	-	Under Investigation	Open
San Jose		Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
√allejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	-	Under Investigation	Open
Saratoga		Under Investigation	Open
Shingle Springs	-	Radio Frequency Concerns	Closed
El Dorado Hills	-	Under Investigation	Open
Fairfield		Under Investigation	Open
Chico	-	Under Investigation	Open
Pleasant Hill	-	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	-	Open
San Jose		Under Investigation Under Investigation	Open
Shingle Springs	Household items affected by SM installation	Under Investigation	•
Dinuba	-		Open Closed
San Jose		Unhappy with SM Program	
San Mateo	Household items affected by SM installation	Under Investigation	Open
	Customer wants Smartmeter Removed	Under Investigation	Open
Camp Meeker	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton		Under Investigation	Open
Richmond		Under Investigation	Open
San Jose	-	Under Investigation	Open
San Jose	•	Under Investigation	Open
San Jose	-	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose		Under Investigation	Open
Milpitas	•	Under Investigation	Open
Newcastle	Household items affected by SM installation	under investigation	Open
San Jose	Power Interruption	Under Investigation	Open
Fair Oaks		Concerns with equipment/pole location	Closed
San Jose		Under Investigation	Open
Bridgeville		Under Investigation	Open
Mi Wuk Village	,	Under Investigation	Open
San Jose	-	Under Investigation	Open
Davis	Household items affected by SM installation	Under Investigation	Open
Sanger		No reason provided	Closed
San Jose	Household items affected by SM installatio		Open
San Jose	Household items affected by SM installatio		Open
Santa Clara	Household items affected by SM installatio		Open
Los Gatos		Under Investigation	Open
San Jose		Under Investigation	Open
Tracy	Household items affected by SM installatio		Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose		Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open

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

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

eing submitted under CPUC Code Section 583.

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

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

Page 26 of 34

44 4/19/10 45 4/21/10 46 4/27/10 47 4/30/10 48 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 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 89 5/19/10 89 5/19/10 89 5/19/10 89 5/19/10 89 5/19/10 89 5/19/10 89 5/19/10 89 5/19/10 89 5/19/10 89 5/19/10 89 5/19/10 89 5/19/10 89 5/19/10 89 5/19/10 89 5/19/10 89 5/19/10	40	4/40/40
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 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 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 89 5/19/10 90 5/20/10 91 5/20/10 92 5/20/10	43	4/16/10
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 60 5/11/10 61 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 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 89 5/19/10 90 5/20/10 91 5/20/10 92 5/20/10		
47 4/30/10 48 5/7/10 49 5/7/10 50 5/10/10 51 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 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 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 91 5/20/10		
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 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 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 87 5/19/10 88 5/19/10 89 5/19/10 89 5/19/10 90 5/20/10 91 5/20/10 91 5/20/10		
49 5/7/10 50 5/10/10 51 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 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 81 5/18/10 <td></td> <td></td>		
50 5/10/10 51 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 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 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 89 5/19/10 90 5/20/10 91 5/20/10 91 5/20/10	48	5/7/10
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 57 5/10/10 58 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 81 5/18/10 82 5/18/10 83 5/18/10 </td <td>49</td> <td>5/7/10</td>	49	5/7/10
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 </td <td>50</td> <td></td>	50	
53 5/10/10 54 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 89 5/19/10 90 5/20/10 91 5/20/10 91 5/20/10	51	
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 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 91 5/20/10	52	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 89 5/19/10 90 5/20/10 91 5/20/10		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 </td <td>54</td> <td>5/10/10</td>	54	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 89 5/19/10 90 5/20/10 91 5/20/10	55	5/10/10
58 5/11/10 59 5/11/10 60 5/11/10 61 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	56	5/10/10
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	57	5/10/10
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 89 5/19/10 90 5/20/10 91 5/20/10	58	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	59	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	60	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 87 5/19/10 88 5/19/10 89 5/19/10 89 5/19/10 90 5/20/10 91 5/20/10	61	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	62	5/11/10
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 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	63	5/11/10
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 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		5/12/10
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	65	5/12/10
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	66	5/13/10
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	67	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		
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		
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		
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		
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		
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		
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	$\overline{}$	
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		
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		
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		
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		
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		
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		
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		
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		
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		
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		
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		
87 5/19/10 88 5/19/10 89 5/19/10 90 5/20/10 91 5/20/10 92 5/20/10		
88 5/19/10 89 5/19/10 90 5/20/10 91 5/20/10 92 5/20/10		
89 5/19/10 90 5/20/10 91 5/20/10 92 5/20/10		
90 5/20/10 91 5/20/10 92 5/20/10		
91 5/20/10 92 5/20/10		
92 5/20/10		
93 5/20/10		
33 3/20/10	93	5/20/10

Page 27 of 34

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	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose		_	
	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Meter/Module	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
∟os Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Alameda	SmartMeter Customer Communication	Other	Closed
Alamo	Scheduling Problems	Under Investigation	Open
∟os Gatos	Customer Denies Access	Under Investigation	Open
∟os Gatos	Customer Denies Access	Under Investigation	Open
S. San Francisco	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
∟os Gatos	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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
Ггасу	Customer Denies Access	Under Investigation	Open
Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
Guerneville	Customer Denies Access	Under Investigation	Open
Los Banos	Customer wants Smartmeter Removed	No reason provided	Closed
Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
		5 3 5 5 1101 G 5 5 5 1101 Walle G 5 11 G	

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
126 127	5/24/10 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

Page 28 of 34

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

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 6/17/10 170 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		
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 6/17/10 170 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 6/21/10 180	145	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 6/17/10 170 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	146	6/8/10
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 6/21/10 180 6/22/10 181	147	
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 6/17/10 170 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 6/22/10 181 6/22/10 182 6/23/10 184 6/23/10 185 6/25/10 186 6/26/10 187 6/28/10 188 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10 194 7/1/10	148	6/9/10
151 6/10/10 152 6/10/10 153 6/10/10 154 6/10/10 155 6/11/10 155 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 6/17/10 170 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 6/22/10 181 6/22/10 182 6/23/10 183 6/23/10 184 6/23/10 185 6/25/10 187 6/28/10 188 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10 194 7/1/10	149	6/9/10
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 6/17/10 170 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 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10 194 7/1/10	150	6/10/10
153 6/10/10 154 6/10/10 155 6/11/10 155 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 6/17/10 170 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 6/22/10 181 6/23/10 182 6/23/10 183 6/23/10 184 6/23/10 185 6/25/10 186 6/26/10 187 6/28/10 188 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10	151	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 6/17/10 170 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 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10 194 7/1/10	152	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 6/17/10 170 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 6/22/10 181 6/23/10 182 6/23/10 183 6/23/10 184 6/23/10 185 6/25/10 186 6/26/10 187 6/28/10 188 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10 194 7/1/10	153	6/10/10
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 6/17/10 170 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 6/22/10 181 6/23/10 182 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	154	6/10/10
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 6/17/10 170 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	155	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 6/17/10 170 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 6/22/10 181 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	156	6/11/10
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 6/17/10 170 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 6/22/10 181 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	157	6/11/10
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 6/17/10 170 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 6/22/10 181 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	158	6/14/10
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 6/17/10 170 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 6/22/10 181 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	159	6/14/10
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 6/17/10 170 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 6/22/10 181 6/23/10 182 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	160	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 6/22/10 181 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	161	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 6/22/10 181 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	162	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 6/22/10 181 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		6/15/10
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 6/17/10 175 6/18/10 176 6/18/10 177 6/20/10 178 6/21/10 179 6/21/10 180 6/22/10 181 6/22/10 181 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	164	6/15/10
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 6/22/10 181 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	165	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 6/22/10 181 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	166	6/16/10
169 6/17/10 170 6/17/10 171 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	167	6/16/10
169 6/17/10 170 6/17/10 171 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		
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		
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		
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		
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 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10		
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 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10		
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 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10		
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		
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		
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		
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		
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		
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		
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		
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		
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		
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		
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		
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		
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		
189 6/28/10 190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10 194 7/1/10		
190 6/29/10 191 6/30/10 192 6/30/10 193 7/1/10 194 7/1/10		
191 6/30/10 192 6/30/10 193 7/1/10 194 7/1/10		
192 6/30/10 193 7/1/10 194 7/1/10		
193 7/1/10 194 7/1/10		
194 7/1/10		
195 7/1/10 		
	195	7/1/10

Page 29 of 34

	Power Interruption		Open
Milpitas F		Under Investigation Under Investigation	Open
'	•	Under Investigation	Open
		Under Investigation	Open
	-	Under Investigation	Open
	-	Under Investigation	Open
		Under Investigation	Open
		Under Investigation	Open
•		Under Investigation	Open
		Under Investigation	Open
	-	Under Investigation	Open
,		Under Investigation	Open
	-	Radio Frequency Concerns	Closed
		Under Investigation	Open
		-	Open
		Under Investigation	
	-	Under Investigation Under Investigation	Open
	-	<u> </u>	Open
		Unhappy with SM Program	Closed
	•	Under Investigation	Open
		Under Investigation	Open
	J ()	Under Investigation	Open
	-	Under Investigation	Open
	-	Under Investigation	Open
	,	Under Investigation	Open
	-	Under Investigation	Open
		Under Investigation	Open
•	•	Under Investigation	Open
		under investigation	Open
	•	Under Investigation	Open
		Concerns with equipment/pole location	Closed
		Under Investigation	Open
_		Under Investigation	Open
	· ·	Under Investigation	Open
	-	Under Investigation	Open
	•	Under Investigation	Open
		No reason provided	Closed
	Household items affected by SM installatio		Open
	Household items affected by SM installatio		Open
	Household items affected by SM installatio		Open
	Customer Denies Access	Under Investigation	Open
San Jose C	Customer wants Smartmeter Removed	Under Investigation	Open
Tracy H	Household items affected by SM installatio	Under Investigation	Open
San Jose C	Customer wants Smartmeter Removed	Under Investigation	Open
	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose S	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

Section 583.

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

Nature of Issue	Status
Under Investigation	Open

Page 31 of 34

44 4. 45 4.	/16/10 /19/10
45 4	/19/10
	(0.1/1.0
46 4	/21/10
	/27/10
	/30/10
	5/7/10
	5/7/10
	/10/10
	/10/10
52 5	/10/10
	/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
	/14/10
	/14/10
	/15/10
	/15/10
	/15/10
	/17/10
	/17/10
	/17/10
	/17/10
	/17/10
	/17/10
	/17/10
$\overline{}$	/18/10
	/18/10
	/18/10
	/18/10
	/18/10
	/18/10
	/19/10
	/19/10
	/19/10
	/19/10
	/19/10
	/20/10
	/20/10
	/20/10
93 5	/20/10

Page 32 of 34

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	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	-	Open
San Jose	Customer Denies Access	Under Investigation	<u> </u>
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation Under Investigation	Open
			Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Antioch	Meter/Module	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Alameda	SmartMeter Customer Communication	Other	Closed
Alamo	Scheduling Problems	Under Investigation	Open
_os Gatos	Customer Denies Access	Under Investigation	Open
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
Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
Yuba City	Power Interruption	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
Pollock Pines	Customer Denies Access	Under Investigation	Open
San Jose	Potential Wellington Claim	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Ггасу	Customer Denies Access	Under Investigation	Open
Fresno	Customer Denies Access	Customer does not want a SmartMeter	Closed
Guerneville	Customer Denies Access	Under Investigation	Open
_os Banos	Customer wants Smartmeter Removed	No reason provided	Closed
Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed

04	5/20/10
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
125	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

Page 33 of 34

Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Cløsed
Ггасу	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
os Altos	Household items affected by SM installation	Under Investigation	Open
_os Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
√acaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Concord	Household items affected by SM installation	Under Investigation	Open
Emeryville	Customer Denies Access	Accuracy of Meter	Closed
Grass Valley	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Dakland	Customer Denies Access	Medical Concerns	Closed
Dakland	Customer Denies Access	Medical Concerns	Closed
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pleasant Hill	Customer wants Smartmeter Removed	No reason provided	Closed
Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fairfield	Power Interruption	Under Investigation	Open
Clovis	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Arvin	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Dail JUSE	riouseriolu iterris ariecteu by Sivi iristaliation	Onder Investigation	Ореп

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
172	6/17/10
173	
174	6/18/10 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

Page 34 of 34

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

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

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

Status
Open

Page 36 of 34

40	4/40/40
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
90	5/20/10
91	5/20/10
92	5/20/10
93	3/20/10

Page 37 of 34

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

04	E/20/40 1
94	5/20/10
95	5/20/10 5/20/10
96	
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
125	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

Page 38 of 34

Ггасу	Customer Denies Access	Customer does not want a SmartMeter	Closed
Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
os Altos	Household items affected by SM installation	Under Investigation	Open
os Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
/acaville	Meter/Module	Under Investigation	Open
Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
Concord	Household items affected by SM installation	Under Investigation	Open
Emeryville	Customer Denies Access	Accuracy of Meter	Closed
Grass Valley	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Under Investigation	Open
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Dakland	Customer Denies Access	Medical Concerns	Closed
Dakland	Customer Denies Access	Medical Concerns	Closed
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Dakland	Customer Denies Access	Under Investigation	Open
Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
Pleasant Hill	Customer wants Smartmeter Removed	No reason provided	Closed
Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
Fairfield	Power Interruption	Under Investigation	Open
Clovis	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Dakland Dakland	Customer Denies Access	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Arvin	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
24.10000	- ioaconola itemo ancolea by owningtallation	Ondor 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	6/17/10
174	6/18/10
175	6/18/10
176	
	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

Page 39 of 34

Fresno	Power Interruption	Under Investigation	Open
Vilpitas		Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	-	Under Investigation	Open
San Jose	-	Under Investigation	Open
San Jose		Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
√allejo	Household items affected by SM installation	Under Investigation	Open
Berkelev	-	Under Investigation	Open
Saratoga		Under Investigation	Open
Shingle Springs	-	Radio Frequency Concerns	Closed
El Dorado Hills	-	Under Investigation	Open
Fairfield		Under Investigation	Open
Chico	-	Under Investigation	Open
Pleasant Hill	-	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose		Under Investigation	Open
Shingle Springs	Household items affected by SM installation	Under Investigation	Open
Dinuba	-		Closed
San Jose		Unhappy with SM Program	
San Mateo	Household items affected by SM installation	Under Investigation	Open
	Customer wants Smartmeter Removed Customer Denies Access	Under Investigation	Open
Camp Meeker		Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton		Under Investigation	Open
Richmond		Under Investigation	Open
San Jose	-	Under Investigation	Open
San Jose	•	Under Investigation	Open
San Jose	-	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose		Under Investigation	Open
Milpitas	•	Under Investigation	Open
Newcastle	Household items affected by SM installation	under investigation	Open
San Jose	Power Interruption	Under Investigation	Open
Fair Oaks		Concerns with equipment/pole location	Closed
San Jose		Under Investigation	Open
Bridgeville		Under Investigation	Open
Mi Wuk Village	,	Under Investigation	Open
San Jose	-	Under Investigation	Open
Davis	Household items affected by SM installation	Under Investigation	Open
Sanger		No reason provided	Closed
San Jose	Household items affected by SM installatio		Open
San Jose	Household items affected by SM installatio		Open
Santa Clara	Household items affected by SM installatio		Open
Los Gatos		Under Investigation	Open
San Jose		Under Investigation	Open
Tracy	Household items affected by SM installatio		Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose		Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open

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

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

San Francisco SmartMeter Customer Communication Under Investigation Open

Dakland Customer Denles Access Under Investigation Open

San Jose Scheduling Problems

Under Investigation

Open

Vacaville Customer Denies Access Under Investigation Open

Walnut Creek Customer wants Smartmeter Removed Under Investigation

Page 47 of 34

Open

Chico Customer Denies Access Under Investigation Open

Santa Cruz Customer wants Smartmeter Removed Radio Frequency Concerns Closed

Santa Rosa Customer Denies Access

Customer does not want a SmartMeter

Closed

Sunnyvale Household items affected by SM installation Under Investigation

Page 51 of 34

Open

Amador City SmartMeter Customer Communication Under Investigation Open

Page 52 of 34

El Dorado Hills Customer Denies Access

Customer does not want a SmartMeter

Closed

Dakland Household items affected by SM installation Under Investigation Open

San Jose Customer Denies Access Under Investigation Open

215 7/15/10

rentwood

adera

emoore ichmond Berkeley Household items affected by SM installation Under Investigation Open

Page 56 of 34

Los Altos SmartMeter Customer Communication

Under Investigation

Open

I Dorado Hills

airfield

hico

leasant Hill

an Jose

an Jose

hingle Springs

inuba

an Jose

an Mateo

amp Meeker

oncord

leasanton

ichmond an Jose

an Jose

an Jose

an Jose

an Jose

ilpitas

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

an Jose an Jose

Page 58 of 34

an218ose 7/15/10

roville aradise tockton Saratoga Customer Denies Access Under Investigation Open

219 7/15/10

Saratoga Customer Denies Access Under Investigation Open

220 7/17/10 ousehold items affected by SM installation ousehold items affected by SM installation ustomer Denies Access

ther

_os Gatos	Household items affected by SM installatio Under Investigation	Open

Page 61 of 34

221 7/19/10

Campbeil SmartMeter Customer Communication Under Investigation

igation

Open

ustomer Denies Access ousehold items affected by SM installation ousehold items affected by SM installation ustomer Denies Access ustomer wants Smartmeter Removed ousehold items affected by SM installation ousehold items affected by SM installation ustomer Denies Access ousehold items affected by SM installation ustomer wants Smartmeter Removed ustomer Denies Access ustomer Denies Access ustomer Denies Access ervice Planning (misc) ousehold items affected by SM installation martMeter Customer Communication ower Interruption ousehold items affected by SM installation ower Interruption etwork Equipment Installation ustomer Denies Access etwork Equipment Installation ousehold items affected by SM installation ousehold items affected by SM installation ousehold items affected by SM installation ustomer wants Smartmeter Removed ousehold items affected by SM installation ousehold items affected by SM installation ousehold items affected by SM installation ustomer Denies Access ustomer wants Smartmeter Removed ousehold items affected by SM installation ustomer wants Smartmeter Removed ustomer wants Smartmeter Removed martMeter Customer Communication

Page 63 of 34

R	GT&S	079857
,,,	$O_1 u_0$	017021.

o এই ehold মাধ্য Affected by SM installation ustomer Denies Access martMeter Customer Communication martMeter Customer Communication Tracy Household items affected by SM installatio Under Investigation Open

San Carlos

Household items affected by SM installatio Under Investigation

Open

Bolinas Network Equipment Installation Under Investigation Open

ther

ustomer does not want a SmartMeter

ustomer does not want a SmartMeter

o reason provided ustomer does not want a SmartMeter

Page 66 of 34

uនិយាម កិច្ចែង/ពីមិ want a SmartMeter ustomer does not want a SmartMeter

Michigan Bluff Customer wants Smartmeter Removed Under Investigation Open

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

edical Concerns edical Concerns

ustomer does not want a SmartMeter o reason provided ustomer does not want a SmartMeter

nhappy with UTC/CGI notification

u

227

7/23/10

Paradise Household items affected by SM installatio Under Investigation Open

San Jose Customer Denies Access

Under Investigation

Open

Sacramento Customer Denies Access Under Investigation Open

Groveland

Household items affected by SM installatio Under Investigation

Open

losed

losed

losed

losed losed

Page 71 of 34

23sed 7/26/10 losed

Open San Jose Household items affected by SM installatio Under Investigation

 Dakland
 Wellington Installer
 Under Investigation
 Open

losed

losed

losed

losed

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

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	5/21/10	{Redacted}	{Redacted}	SAN MATEO	Open	Under Investigation
2	9/10/10		I ` '	SAN FRANCISCO	Open	Under Investigation
3	9/11/10			ANTIOCH	Open	Under Investigation
4	9/13/10			LOS ALTOS HILLS	Open	Under Investigation
5	9/29/10			RICHMOND	Open	Under Investigation
6	10/4/2010		SAN JOSE	Closed	Bill is Accurate. Customer's service initiated 4/26/91. Electric SmartMeter installed on 4/22/10. Customer disputes high electric bills since SmartMeter installation. Investigation of customer's usage shows that during the 3 billing periods prior to SmartMeter installation (Jan-Mar 2010) the ADU increased 21%, 30% and 65% over prior year. After installation, ADU continued to increase (61% and 96%) over prior year for two billing periods (June-July 2010), followed by changes of 4%, -4% and -16% as compared to prior year for three billing periods (Aug-Oct 2010). ADU data shows that usage increased prior to SmartMeter installation and usage decreased after the first two billing periods subsequent to installation. An energy audit was offered but customer was not interested. The CARE program was offered to customer and the customer has been enrolled in the CARE program. Customer has also been referred to the Energy Partners program for energy efficiency and conservation improvements.	
7	10/6/2010			FRESNO	Closed	Billing Error. The customer is an apartment complex; complex has ten master-metered accounts. The main customer of record disputed high electric bills post SmartMeter installation for 10 accounts. Each account includes between 4 and 8 separate apartments. The SmartMeter for account 1628855494 was tested on 10/12/10 and passed. Customer was advised that the reason for the high bills was a billing error made in July 2009 and not a SmartMeter issue (SmartMeter installed 2/17/09 for the above account). The baseline allotment for each of the 10 accounts was configured for a single baseline allotment instead of 4 to 8 for each apartment. The configuration was corrected and credits issued for each account, e.g., a credit of \$7,785.32 was issued for the account mentioned above. A similar credit was issued for the remaining affected accounts.

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

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

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

Color Kev					
Closed Since the Last Report					
1					
New Since the Last Report No SmartMeterTM Device Installed					

	Complaint					
No.	Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1		{Redacted}	{Redacted}	SAN MATEO	Open	Under Investigation
2	9/10/10			SAN FRANCISCO	Open	Under Investigation
3	9/11/10			ANTIOCH	Open	Under Investigation
4	9/13/10			LOS ALTOS HILLS	Open	Under Investigation
5	9/29/10	1		RICHMOND	Open	Under Investigation
6	10/4/2010		SAN JOSE	Closed	Bill is Accurate. Customer's service initiated 4/26/91. Electric SmartMeter installed on 4/22/10. Customer disputes high electric bills since SmartMeter installation. Investigation of customer's usage shows that during the 3 billing periods prior to SmartMeter installation (Jan-Mar 2010) the ADU increased 21%, 30% and 65% over prior year. After installation, ADU continued to increase (61% and 96%) over prior year for two billing periods (June-July 2010), followed by changes of 4%, -4% and -16% as compared to prior year for three billing periods (Aug-Oct 2010). ADU data shows that usage increased prior to SmartMeter installation and usage decreased after the first two billing periods subsequent to installation. An energy audit was offered but customer was not interested. The CARE program was offered to customer and the customer has been enrolled in the CARE program. Customer has also been referred to the Energy Partners program for energy efficiency and conservation improvements.	
7	10/6/2010			FRESNO	Closed	Billing Error. The customer is an apartment complex; complex has ten master-metered accounts. The main customer of record disputed high electric bills post SmartMeter installation for 10 accounts. Each account includes between 4 and 8 separate apartments. The SmartMeter for account 1628855494 was tested on 10/12/10 and passed. Customer was advised that the reason for the high bills was a billing error made in July 2009 and not a SmartMeter issue (SmartMeter installed 2/17/09 for the above account). The baseline allotment for each of the 10 accounts was configured for a single baseline allotment instead of 4 to 8 for each apartment. The configuration was corrected and credits issued for each account, e.g., a credit of \$7,785.32 was issued for the account mentioned above. A similar credit was issued for the remaining affected accounts.

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

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