

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

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

October 21, 2010 -- For the Period October 9, 2010 through October 15, 2010

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

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

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October 21, 2010 -- For the Period October 9, 2010 through October 15, 2010

Color Key	
Closed Since the Last Report	
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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			Lemoore	Customer Denies Access	Under Investigation	Open
47	4/30/10			Richmond	Other	Under Investigation	Open
48	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
49	5/7/10			San Jose	Meter/Module	Under Investigation	Open
50	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
51	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
52	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
53	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
54	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
55	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
56	5/10/10			San Jose	Other	Under Investigation	Open
57	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
58	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
59	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
60	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
61	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
62	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
63	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
64	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
65	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
66	5/13/10			San Jose	Customer Denies Access	Under Investigation	Open
67	5/14/10			Antioch	Meter/Module	Under Investigation	Open
68	5/14/10			San Jose	Meter/Module	Under Investigation	Open
69	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
70	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
71	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
72	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
73	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
74	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
75	5/17/10			S. San Francisco	Other	Under Investigation	Open
76	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
77	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
78	5/18/10			Los Gatos	Customer Denies Access	Under Investigation	Open
79	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
80	5/18/10			San Jose	Customer Denies Access	Under Investigation	Open
81	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
82	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
83	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
84	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
86	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
87	5/19/10			Tracy	Customer Denies Access	Under Investigation	Open
88	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
89	5/20/10			Tracy	Power Interruption	Under Investigation	Open
90	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
91	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
92	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
93	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
94	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
95	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
96	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
97	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
98	5/21/10			Los Altos	Household items affected by SM installation	Under Investigation	Open
99	5/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
100	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
101	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
102	5/21/10			San Jose	Customer Denies Access	Under Investigation	Open
103	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
104	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
105	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
106	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
107	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
108	5/24/10			Concord	Household items affected by SM installation	Radio Frequency Concerns	Closed
109	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
110	5/24/10			Livermore	Household items affected by SM installation	Under Investigation	Open
111	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
112	5/24/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
113	5/24/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
114	5/24/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
115	5/24/10			Oakland	Customer Denies Access	Other	Closed
116	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
117	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
118	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
119	5/24/10			Oakland	Customer Denies Access	Under Investigation	Open
120	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
121	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
122	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
123	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
124	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
125	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
126	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
128	6/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
129	6/8/10			Fresno	Power Interruption	Under Investigation	Open
130	6/8/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
131	6/8/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
132	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
133	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
134	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
135	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
136	6/10/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
137	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
138	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
139	6/11/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
140	6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
141	6/14/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
142	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
143	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
144	6/15/10			Pleasant Hill	Customer Denies Access	Under Investigation	Open
145	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
146	6/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
147	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
148	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
149	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
150	6/17/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
151	6/17/10			Concord	Customer Denies Access	Under Investigation	Open
152	6/17/10			Pleasanton	Customer Denies Access	Under Investigation	Open
153	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
154	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
155	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
156	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
157	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
158	6/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
159	6/20/10			Milpitas	Power Interruption	Under Investigation	Open
160	6/21/10			Newcastle	Household items affected by SM installation	Under Investigation	Open
161	6/21/10			San Jose	Power Interruption	Under Investigation	Open
162	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
163	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
164	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
165	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
166	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
167	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open
168	6/28/10			San Jose	Household items affected by SM installation	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	6/28/10			Santa Clara	Household items affected by SM installatio	Under Investigation	Open
170	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
171	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
172	6/30/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
173	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
174	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
175	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
176	7/2/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
177	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
178	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
179	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
180	7/8/10			Placerville	Household items affected by SM installatio	Under Investigation	Open
181	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
182	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
183	7/9/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
184	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
185	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
186	7/9/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
187	7/10/10			Chico	Customer Denies Access	Under Investigation	Open
188	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
189	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
190	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
191	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
192	7/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
193	7/15/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
194	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
195	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
196	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
197	7/17/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
198	7/19/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
199	7/19/10			San Francisco	Household items affected by SM installatio	Under Investigation	Open
200	7/19/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
201	7/20/10			San Carlos	Household items affected by SM installatio	Under Investigation	Open
202	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
203	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
204	7/23/10			Paradise	Household items affected by SM installatio	Under Investigation	Open
205	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
206	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
207	7/26/10			Groveland	Household items affected by SM installatio	Under Investigation	Open
208	7/26/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
209	7/27/10			Oakland	Wellington Installer	Under Investigation	Open
210	7/28/10			Oakland	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
211	7/28/10			Placerville	Wellington Installer	Under Investigation	Open
212	7/28/10			San Jose	Network Equipment Installation	Under Investigation	Open
213	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
214	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
215	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
216	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
217	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
218	7/29/10			Placerville	Wellington Installer	Under Investigation	Open
219	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
220	7/29/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
221	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
222	7/30/10			Ben Lomond	Household items affected by SM installatio	Under Investigation	Open
223	7/30/10			Dobbins	Wellington Installer	Under Investigation	Open
224	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
225	8/2/10			La Honda	Customer Denies Access	Under Investigation	Open
226	8/2/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
227	8/3/10			Menlo Park	SmartMeter Customer Communication	Under Investigation	Open
228	8/3/10			Petaluma	Wellington Installer	Under Investigation	Open
229	8/3/10			Pittsburg	Customer Denies Access	Under Investigation	Open
230	8/3/10			San Francisco	Customer Denies Access	Under Investigation	Open
231	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
232	8/4/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
233	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
234	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
235	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
236	8/4/10			Penn Valley	Wellington Installer	Under Investigation	Open
237	8/5/10			San Jose	Wellington Installer	Under Investigation	Open
238	8/6/10			Coulterville	Wellington Installer	Under Investigation	Open
239	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
240	8/6/10			Saratoga	Customer Denies Access	Under Investigation	Open
241	8/8/10			Cloverdale	Power Interruption	Under Investigation	Open
242	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
243	8/9/10			Cameron Park	Wellington Installer	Under Investigation	Open
244	8/9/10			Camino	Wellington Installer	Under Investigation	Open
245	8/9/10			Saratoga	Wellington Installer	Under Investigation	Open
246	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
247	8/10/10			Pope Valley	Wellington Installer	Under Investigation	Open
248	8/10/10			Tiburon	Wellington Installer	Under Investigation	Open
249	8/11/10			Alamo	Customer wants Smartmeter Removed	Under Investigation	Open
250	8/11/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
251	8/11/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
252	8/12/10			Los Gatos	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
253	8/12/10			San Jose	Customer Denies Access	Under Investigation	Open
254	8/12/10			Windsor	Wellington Installer	Under Investigation	Open
255	8/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
256	8/13/10			Placerville	Wellington Installer	Under Investigation	Open
257	8/14/10			Oakland	Customer Denies Access	Under Investigation	Open
258	8/16/10			Ben Lomond	Power Interruption	Under Investigation	Open
259	8/16/10			Chico	Wellington Installer	Under Investigation	Open
260	8/16/10			Concord	SmartMeter Customer Communication	Under Investigation	Open
261	8/16/10			Fremont	Household items affected by SM installatio	Under Investigation	Open
262	8/16/10			Los Gatos	Wellington Installer	Under Investigation	Open
263	8/16/10			Newark	Household items affected by SM installatio	Under Investigation	Open
264	8/16/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
265	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
266	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
267	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
268	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
269	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
270	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
271	8/16/10			Oakland	Wellington Installer	Under Investigation	Open
272	8/16/10			San Jose	Wellington Installer	Under Investigation	Open
273	8/16/10			San Leandro	Scheduling Problems	Under Investigation	Open
274	8/17/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
275	8/17/10			Cloverdale	Wellington Installer	Under Investigation	Open
276	8/17/10			Emeryville	Household items affected by SM installatio	Under Investigation	Open
277	8/17/10			Nevada City	Wellington Installer	Under Investigation	Open
278	8/17/10			Oakland	Customer Denies Access	Under Investigation	Open
279	8/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
280	8/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
281	8/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
282	8/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
283	8/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
284	8/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
285	8/17/10			Petaluma	Wellington Installer	Under Investigation	Open
286	8/17/10			San Bruno	Household items affected by SM installatio	Under Investigation	Open
287	8/17/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
288	8/17/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
289	8/17/10			San Jose	Wellington Installer	Under Investigation	Open
290	8/17/10			San Leandro	Customer Denies Access	Under Investigation	Open
291	8/17/10			Sonoma	Wellington Installer	Under Investigation	Open
292	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
293	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
294	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open

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

October 21, 2010 -- For the Period October 9, 2010 through October 15, 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
295	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
296	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
297	8/18/10			Oakland	Wellington Installer	Under Investigation	Open
298	8/18/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
299	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
300	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
301	8/18/10			Sonoma	Wellington Installer	Under Investigation	Open
302	8/19/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
303	8/19/10			Aptos	Customer Denies Access	Medical Concerns	Closed
304	8/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
305	8/19/10			Los Gatos	Customer Denies Access	Under Investigation	Open
306	8/19/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
307	8/19/10			Oakland	Customer Denies Access	Under Investigation	Open
308	8/19/10			Oakland	Customer Denies Access	Under Investigation	Open
309	8/19/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
310	8/19/10			Penngrove	Wellington Installer	Under Investigation	Open
311	8/19/10			Richmond	Customer Denies Access	Under Investigation	Open
312	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
313	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
314	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
315	8/19/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
316	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
317	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
318	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
319	8/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
320	8/19/10			Sonoma	Wellington Installer	Under Investigation	Open
321	8/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
322	8/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
323	8/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
324	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
325	8/20/10			Livermore	Customer Denies Access	Under Investigation	Open
326	8/20/10			Oakland	Customer Denies Access	Under Investigation	Open
327	8/20/10			San Francisco	Customer Denies Access	Under Investigation	Open
328	8/20/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
329	8/20/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
330	8/21/10			Los Altos Hills	Household items affected by SM installatio	Under Investigation	Open
331	8/21/10			Oakland	Customer Denies Access	Under Investigation	Open
332	8/21/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
333	8/21/10			Oakland	Wellington Installer	Under Investigation	Open
334	8/22/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
335	8/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
336	8/22/10			Novato	Customer Denies Access	Unhappy with SM Program	Closed



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October 21, 2010 – For the Period October 9, 2010 through October 15, 2010

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
337	8/22/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
338	8/22/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
339	8/22/10			Saratoga	Household items affected by SM installatio	Under Investigation	Open
340	8/23/10			Aptos	Customer Denies Access	Under Investigation	Open
341	8/23/10			Grass Valley	Household items affected by SM installatio	Under Investigation	Open
342	8/23/10			Los Altos	Household items affected by SM installatio	Under Investigation	Open
343	8/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
344	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
345	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
346	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
347	8/23/10			Oakland	Wellington Installer	Under Investigation	Open
348	8/23/10			Pleasant Hill	SmartMeter Customer Communication	Under Investigation	Open
349	8/23/10			Richmond	Customer Denies Access	Under Investigation	Open
350	8/23/10			Richmond	Customer Denies Access	Under Investigation	Open
351	8/23/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
352	8/23/10			San Anselmo	Wellington Installer	Under Investigation	Open
353	8/23/10			San Jose	Customer Denies Access	Under Investigation	Open
354	8/23/10			San Jose	Customer Denies Access	Under Investigation	Open
355	8/23/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
356	8/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
357	8/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
358	8/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
359	8/24/10			Aptos	Customer Denies Access	Under Investigation	Open
360	8/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
361	8/24/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
362	8/24/10			Morgan Hill	Household items affected by SM installatio	Under Investigation	Open
363	8/24/10			Oakland	Customer Denies Access	Under Investigation	Open
364	8/24/10			Oakland	Wellington Installer	Under Investigation	Open
365	8/24/10			San Jose	Customer Denies Access	Under Investigation	Open
366	8/24/10			San Jose	Customer Denies Access	Under Investigation	Open
367	8/24/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
368	8/24/10			San Jose	Meter/Module Equipment	Under Investigation	Open
369	8/24/10			Soquel	Household items affected by SM installatio	Under Investigation	Open
370	8/24/10			Woodside	Customer Denies Access	Under Investigation	Open
371	8/25/10			Campbell	Customer Denies Access	Under Investigation	Open
372	8/25/10			Felton	Household items affected by SM installatio	Under Investigation	Open
373	8/25/10			Freedom	Customer Denies Access	Under Investigation	Open
374	8/25/10			Los Gatos	Customer Denies Access	Under Investigation	Open
375	8/25/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
376	8/25/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
377	8/25/10			Milpitas	Wellington Installer	Under Investigation	Open
378	8/25/10			Novato	Wellington Installer	Under Investigation	Open

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

October 21, 2010 -- For the Period October 9, 2010 through October 15, 2010

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
379	8/25/10			Oakland	Customer Denies Access	Under Investigation	Open
380	8/25/10			Oakland	Wellington Installer	Under Investigation	Open
381	8/25/10			San Jose	Customer Denies Access	Under Investigation	Open
382	8/25/10			San Jose	Customer Denies Access	Under Investigation	Open
383	8/25/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
384	8/25/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
385	8/25/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
386	8/25/10			San Jose	Wellington Installer	Under Investigation	Open
387	8/25/10			Santa Rosa	Wellington Installer	Under Investigation	Open
388	8/25/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
389	8/25/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
390	8/25/10			Watsonville	Customer Denies Access	Under Investigation	Open
391	8/25/10			Windsor	Wellington Installer	Under Investigation	Open
392	8/26/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
393	8/26/10			Boulder Creek	Customer wants Smartmeter Removed	Under Investigation	Open
394	8/26/10			Fairfax	SmartMeter Customer Communication	Other	Closed
395	8/26/10			Felton	Customer Denies Access	Under Investigation	Open
396	8/26/10			Felton	Customer Denies Access	Under Investigation	Open
397	8/26/10			Felton	Customer Denies Access	Under Investigation	Open
398	8/26/10			Felton	Customer wants Smartmeter Removed	Under Investigation	Open
399	8/26/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
400	8/26/10			Oakland	Customer Denies Access	Under Investigation	Open
401	8/26/10			Oakland	Customer Denies Access	Under Investigation	Open
402	8/26/10			Piedmont	Customer Denies Access	Under Investigation	Open
403	8/26/10			Richmond	Customer Denies Access	Under Investigation	Open
404	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
405	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
406	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
407	8/26/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
408	8/27/10			Campbell	Customer Denies Access	Under Investigation	Open
409	8/27/10			Capitola	Customer Denies Access	Under Investigation	Open
410	8/27/10			Newark	Customer Denies Access	Under Investigation	Open
411	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
412	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
413	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
414	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
415	8/27/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
416	8/27/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
417	8/27/10			San Jose	Wellington Installer	Under Investigation	Open
418	8/27/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
419	8/27/10			Sunnyvale	Household items affected by SM installatio	Under Investigation	Open
420	8/28/10			Burlingame	Wellington Installer	Under Investigation	Open

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

October 21, 2010 -- For the Period October 9, 2010 through October 15, 2010

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New Since the Last Report	

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
421	8/28/10			Campbell	Customer Denies Access	Under Investigation	Open
422	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
423	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
424	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
425	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
426	8/28/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
427	8/29/10			San Rafael	Customer Denies Access	Medical Concerns	Closed
428	8/29/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
429	8/29/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
430	8/30/10			Alameda	Wellington Installer	Under Investigation	Open
431	8/30/10			Aptos	Customer Denies Access	Under Investigation	Open
432	8/30/10			Berkeley	Customer Denies Access	Under Investigation	Open
433	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
434	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
435	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
436	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
437	8/30/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
438	8/30/10			Felton	Inquiry Regarding Appliances Affected	Under Investigation	Open
439	8/30/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
440	8/30/10			Larkspur	Customer Denies Access	Under Investigation	Open
441	8/30/10			Novato	Customer Denies Access	Medical Concerns	Closed
442	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
443	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
444	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
445	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
446	8/30/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
447	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
448	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
449	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
450	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
451	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
452	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
453	8/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
454	8/30/10			San Jose	Wellington Installer	Under Investigation	Open
455	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
456	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
457	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
458	8/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
459	8/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
460	8/30/10			Smartville	Wellington Installer	Under Investigation	Open
461	8/30/10			Vallejo	Customer Denies Access	Under Investigation	Open
462	8/31/10			Aptos	Customer Denies Access	Under Investigation	Open

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 SmartMeter™ Issues and Complaints Report  
 SmartMeter™ Installation Issues Report

October 21, 2010 -- For the Period October 9, 2010 through October 15, 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
463	8/31/10			Aptos	Customer Denies Access	Under Investigation	Open
464	8/31/10			Benicia	Customer Denies Access	Under Investigation	Open
465	8/31/10			Capitola	Customer wants Smartmeter Removed	Under Investigation	Open
466	8/31/10			Los Altos	Customer Denies Access	Under Investigation	Open
467	8/31/10			Menlo Park	Power Interruption	Under Investigation	Open
468	8/31/10			Mill Valley	Customer Denies Access	Under Investigation	Open
469	8/31/10			Novato	Customer Denies Access	Under Investigation	Open
470	8/31/10			Novato	Customer Denies Access	Under Investigation	Open
471	8/31/10			Novato	Customer Denies Access	Unhappy with SM Program	Closed
472	8/31/10			Oakland	Customer Denies Access	Under Investigation	Open
473	8/31/10			Oakland	Customer Denies Access	Under Investigation	Open
474	8/31/10			Piedmont	Customer wants Smartmeter Removed	Under Investigation	Open
475	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
476	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
477	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
478	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
479	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
480	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
481	8/31/10			San Rafael	Customer Denies Access	Under Investigation	Open
482	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
483	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
484	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
485	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
486	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
487	8/31/10			Saratoga	Customer Denies Access	Under Investigation	Open
488	8/31/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
489	8/31/10			Soquel	Customer Denies Access	Under Investigation	Open
490	8/31/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
491	8/31/10			Windsor	Customer wants Smartmeter Removed	Under Investigation	Open
492	9/1/10			Alviso	Customer Denies Access	Under Investigation	Open
493	9/1/10			Aptos	Customer Denies Access	Under Investigation	Open
494	9/1/10			Aptos	Customer Denies Access	Under Investigation	Open
495	9/1/10			Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
496	9/1/10			Campbell	Customer Denies Access	Under Investigation	Open
497	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
498	9/1/10			El Cerrito	Customer Denies Access	Under Investigation	Open
499	9/1/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
500	9/1/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
501	9/1/10			Los Gatos	Wellington Installer	Under Investigation	Open
502	9/1/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
503	9/1/10			Oakland	Customer Denies Access	Under Investigation	Open
504	9/1/10			Oakland	Customer Denies Access	Under Investigation	Open

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October 21, 2010 -- For the Period October 9, 2010 through October 15, 2010

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
505	9/1/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
506	9/1/10			San Jose	Customer Denies Access	Under Investigation	Open
507	9/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
508	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
509	9/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
510	9/1/10			San Jose	Wellington Installer	Under Investigation	Open
511	9/1/10			San Rafael	Customer Denies Access	Under Investigation	Open
512	9/1/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
513	9/1/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
514	9/1/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
515	9/1/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
516	9/1/10			Saratoga	Wellington Installer	Under Investigation	Open
517	9/1/10			Smartville	Wellington Installer	Under Investigation	Open
518	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
519	9/1/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
520	9/2/10			Berkeley	SmartMeter Customer Communication	Under Investigation	Open
521	9/2/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
522	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
523	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
524	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
525	9/2/10			Fairfax	Customer Denies Access	Under Investigation	Open
526	9/2/10			Felton	Customer Denies Access	Under Investigation	Open
527	9/2/10			Grass Valley	Wellington Installer	Under Investigation	Open
528	9/2/10			Guerneville	Customer Denies Access	Under Investigation	Open
529	9/2/10			Los Altos	Customer Denies Access	Under Investigation	Open
530	9/2/10			Los Altos	Customer Denies Access	Under Investigation	Open
531	9/2/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
532	9/2/10			Mill Valley	Customer Denies Access	Under Investigation	Open
533	9/2/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
534	9/2/10			Novato	Customer Denies Access	Under Investigation	Open
535	9/2/10			Oakland	Customer Denies Access	Under Investigation	Open
536	9/2/10			Petaluma	Customer Denies Access	Under Investigation	Open
537	9/2/10			Richmond	Customer Denies Access	Under Investigation	Open
538	9/2/10			Salinas	Customer Denies Access	Under Investigation	Open
539	9/2/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
540	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
541	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
542	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
543	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
544	9/2/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
545	9/2/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
546	9/2/10			San Jose	Wellington Installer	Under Investigation	Open

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

October 21, 2010 – For the Period October 9, 2010 through October 15, 2010

Color Key	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
547	9/2/10			Santa Rosa	Wellington Installer	Under Investigation	Open
548	9/2/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
549	9/2/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
550	9/2/10			Sebastopol	Customer Denies Access	Under Investigation	Open
551	9/3/10			Albany	Inquiry Regarding Appliances Affected	Under Investigation	Open
552	9/3/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
553	9/3/10			Campbell	Customer Denies Access	Under Investigation	Open
554	9/3/10			Campbell	Customer Denies Access	Under Investigation	Open
555	9/3/10			Gilroy	Customer Denies Access	Under Investigation	Open
556	9/3/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open
557	9/3/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open
558	9/3/10			Kentfield	Customer Denies Access	Under Investigation	Open
559	9/3/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
560	9/3/10			Napa	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
561	9/3/10			Novato	Customer Denies Access	Customer Opts for Solar Power	Closed
562	9/3/10			Novato	Customer Denies Access	Customer Opts for Solar Power	Closed
563	9/3/10			Novato	Customer Denies Access	Customer Opts for Solar Power	Closed
564	9/3/10			Novato	Customer Denies Access	Customer Opts for Solar Power	Closed
565	9/3/10			Novato	Customer Denies Access	Under Investigation	Open
566	9/3/10			Novato	Customer Denies Access	Unhappy with SM Program	Closed
567	9/3/10			Oakland	Customer Denies Access	Under Investigation	Open
568	9/3/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
569	9/3/10			Oakland	Wellington Installer	Under Investigation	Open
570	9/3/10			Rohnert Park	SmartMeter Customer Communication	Under Investigation	Open
571	9/3/10			San Jose	Wellington Installer	Under Investigation	Open
572	9/3/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
573	9/3/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
574	9/3/10			Santa Rosa	SmartMeter Customer Communication	Other	Closed
575	9/3/10			Saratoga	Customer wants Smartmeter Removed	Under Investigation	Open
576	9/3/10			Woodacre	Customer Denies Access	Radio Frequency Concerns	Closed
577	9/4/10			Campbell	Customer Denies Access	Under Investigation	Open
578	9/4/10			Novato	Customer Denies Access	Under Investigation	Open
579	9/4/10			Salinas	Customer Denies Access	Under Investigation	Open
580	9/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
581	9/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
582	9/5/10			Campbell	Customer Denies Access	Under Investigation	Open
583	9/5/10			San Rafael	Customer Denies Access	Under Investigation	Open
584	9/6/10			San Jose	Customer Denies Access	Under Investigation	Open
585	9/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
586	9/7/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
587	9/7/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
588	9/7/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open

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

October 21, 2010 – For the Period October 9, 2010 through October 15, 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
589	9/7/10			Gilroy	Customer Denies Access	Under Investigation	Open
590	9/7/10			Grass Valley	Potential Wellington Claim	Under Investigation	Open
591	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
592	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
593	9/7/10			Milpitas	Customer Denies Access	Under Investigation	Open
594	9/7/10			Oakland	Customer Denies Access	Under Investigation	Open
595	9/7/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
596	9/7/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
597	9/7/10			Petaluma	Customer Denies Access	Under Investigation	Open
598	9/7/10			Petaluma	Wellington Installer	Under Investigation	Open
599	9/7/10			San Jose	Customer Denies Access	Under Investigation	Open
600	9/7/10			San Jose	Customer Denies Access	Under Investigation	Open
601	9/7/10			San Jose	Customer Denies Access	Under Investigation	Open
602	9/7/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
603	9/7/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
604	9/7/10			San Rafael	Customer Denies Access	Under Investigation	Open
605	9/7/10			San Rafael	Customer Denies Access	Under Investigation	Open
606	9/7/10			Santa Clara	Customer Denies Access	Under Investigation	Open
607	9/7/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
608	9/7/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
609	9/7/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
610	9/8/10			Belmont	Inquiry Regarding Appliances Affected	Under Investigation	Open
611	9/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
612	9/8/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
613	9/8/10			Calistoga	Customer Denies Access	Customer asks when SM will be installed	Closed
614	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
615	9/8/10			Larkspur	Customer Denies Access	Under Investigation	Open
616	9/8/10			Milpitas	Customer Denies Access	Under Investigation	Open
617	9/8/10			Oakland	Customer Denies Access	Under Investigation	Open
618	9/8/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
619	9/8/10			Petaluma	SmartMeter Customer Communication	Under Investigation	Open
620	9/8/10			Pleasant Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
621	9/8/10			San Jose	Customer Denies Access	Under Investigation	Open
622	9/8/10			San Jose	Customer Denies Access	Under Investigation	Open
623	9/8/10			San Jose	Customer Denies Access	Under Investigation	Open
624	9/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
625	9/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
626	9/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
627	9/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
628	9/8/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
629	9/8/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
630	9/8/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open

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

October 21, 2010 -- For the Period October 9, 2010 through October 15, 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	9/8/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
632	9/8/10			Windsor	Customer Denies Access	Under Investigation	Open
633	9/9/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
634	9/9/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
635	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
636	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
637	9/9/10			Oakland	Customer Denies Access	Under Investigation	Open
638	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
639	9/9/10			Petaluma	Wellington Installer	Under Investigation	Open
640	9/9/10			Salinas	Customer Denies Access	Under Investigation	Open
641	9/9/10			San Jose	Customer Denies Access	Under Investigation	Open
642	9/9/10			San Jose	Customer Denies Access	Under Investigation	Open
643	9/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
644	9/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
645	9/9/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
646	9/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
647	9/9/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
648	9/9/10			Saratoga	Wellington Installer	Under Investigation	Open
649	9/10/10			Aptos	Customer Denies Access	Under Investigation	Open
650	9/10/10			Emeryville	Wellington Installer	Under Investigation	Open
651	9/10/10			Felton	Customer Denies Access	Under Investigation	Open
652	9/10/10			Grass Valley	Wellington Installer	Under Investigation	Open
653	9/10/10			Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
654	9/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
655	9/10/10			Napa	Customer Denies Access	Under Investigation	Open
656	9/10/10			Novato	Customer Denies Access	Under Investigation	Open
657	9/10/10			Oakland	Customer Denies Access	Under Investigation	Open
658	9/10/10			Oakland	Customer Denies Access	Under Investigation	Open
659	9/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
660	9/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
661	9/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
662	9/10/10			Piedmont	Inquiry Regarding Appliances Affected	Under Investigation	Open
663	9/10/10			San Francisco	Wellington Installer	Under Investigation	Open
664	9/10/10			San Jose	Customer Denies Access	Under Investigation	Open
665	9/10/10			San Pablo	Customer wants Smartmeter Removed	Under Investigation	Open
666	9/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
667	9/10/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
668	9/10/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
669	9/10/10			Santa Rosa	Wellington Installer	Under Investigation	Open
670	9/10/10			Sebastopol	Customer Denies Access	Under Investigation	Open
671	9/10/10			Soquel	Customer Denies Access	Under Investigation	Open
672	9/10/10			Vallejo	Customer Denies Access	Under Investigation	Open



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

October 21, 2010 -- For the Period October 9, 2010 through October 15, 2010

Color Key	
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New Since the Last Report	

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
673	9/11/10			Benicia	Inquiry Regarding Appliances Affected	Under Investigation	Open
674	9/11/10			Danville	Customer wants Smartmeter Removed	Under Investigation	Open
675	9/11/10			El Dorado	Wellington Installer	Under Investigation	Open
676	9/11/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
677	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
678	9/11/10			Piedmont	Inquiry Regarding Appliances Affected	Under Investigation	Open
679	9/12/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
680	9/12/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
681	9/12/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
682	9/13/10			Gilroy	Customer Denies Access	Under Investigation	Open
683	9/13/10			Gilroy	Customer Denies Access	Under Investigation	Open
684	9/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
685	9/13/10			Healdsburg	Wellington Installer	Under Investigation	Open
686	9/13/10			Magalia	Wellington Installer	Under Investigation	Open
687	9/13/10			Mill Valley	Customer Denies Access	Under Investigation	Open
688	9/13/10			Mill Valley	Customer Denies Access	Under Investigation	Open
689	9/13/10			Mill Valley	Customer Denies Access	Under Investigation	Open
690	9/13/10			Petaluma	Customer Denies Access	Under Investigation	Open
691	9/13/10			Petaluma	Customer Denies Access	Under Investigation	Open
692	9/13/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
693	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
694	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
695	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
696	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
697	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
698	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
699	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
700	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
701	9/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
702	9/13/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
703	9/13/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
704	9/13/10			Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
705	9/13/10			Watsonville	Customer Denies Access	Under Investigation	Open
706	9/13/10			Windsor	SmartMeter Customer Communication	Under Investigation	Open
707	9/14/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
708	9/14/10			Gilroy	Customer Denies Access	Under Investigation	Open
709	9/14/10			Los Gatos	Customer Denies Access	Under Investigation	Open
710	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
711	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
712	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
713	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
714	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open

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

October 21, 2010 – For the Period October 9, 2010 through October 15, 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
715	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
716	9/14/10			Milpitas	Wellington Installer	Under Investigation	Open
717	9/14/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
718	9/14/10			Novato	Wellington Installer	Under Investigation	Open
719	9/14/10			Oakland	Customer Denies Access	Under Investigation	Open
720	9/14/10			Saint Helena	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
721	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
722	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
723	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
724	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
725	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
726	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
727	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
728	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
729	9/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
730	9/14/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
731	9/14/10			San Jose	Wellington Installer	Under Investigation	Open
732	9/14/10			San Rafael	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
733	9/14/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
734	9/14/10			San Rafael	Wellington Installer	Under Investigation	Open
735	9/14/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
736	9/14/10			Santa Rosa	Wellington Installer	Under Investigation	Open
737	9/14/10			Santa Rosa	Wellington Installer	Under Investigation	Open
738	9/14/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
739	9/14/10			Watsonville	Customer Denies Access	Under Investigation	Open
740	9/15/10			Aromas	Customer Denies Access	Under Investigation	Open
741	9/15/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
742	9/15/10			Campbell	Wellington Installer	Under Investigation	Open
743	9/15/10			Fulton	Inquiry Regarding Appliances Affected	Under Investigation	Open
744	9/15/10			Kentfield	Customer Denies Access	Under Investigation	Open
745	9/15/10			Mill Valley	Customer Denies Access	Under Investigation	Open
746	9/15/10			Muir Beach	Customer Denies Access	Under Investigation	Open
747	9/15/10			Napa	Customer Denies Access	Under Investigation	Open
748	9/15/10			Novato	Customer Denies Access	Under Investigation	Open
749	9/15/10			Oakland	Customer Denies Access	Under Investigation	Open
750	9/15/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
751	9/15/10			Oakland	Power Interruption	Under Investigation	Open
752	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
753	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
754	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
755	9/15/10			Petaluma	Inquiry Regarding Appliances Affected	Under Investigation	Open
756	9/15/10			Richmond	Customer Denies Access	Under Investigation	Open

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

October 21, 2010 -- For the Period October 9, 2010 through October 15, 2010

Color Key	
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New Since the Last Report	

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
757	9/15/10			Salinas	Wellington Installer	Under Investigation	Open
758	9/15/10			Salinas	Wellington Installer	Under Investigation	Open
759	9/15/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
760	9/15/10			San Jose	Customer Denies Access	Under Investigation	Open
761	9/15/10			San Jose	Customer Denies Access	Under Investigation	Open
762	9/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
763	9/15/10			San Rafael	Customer Denies Access	Under Investigation	Open
764	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
765	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
766	9/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
767	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
768	9/15/10			Tiburon	Customer Denies Access	Under Investigation	Open
769	9/16/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
770	9/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
771	9/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
772	9/16/10			Campbell	Customer Denies Access	Under Investigation	Open
773	9/16/10			Coarsegold	Customer Denies Access	Under Investigation	Open
774	9/16/10			Felton	Customer Denies Access	Under Investigation	Open
775	9/16/10			Felton	Customer Denies Access	Under Investigation	Open
776	9/16/10			Forestville	SmartMeter Customer Communication	Under Investigation	Open
777	9/16/10			Gilroy	Customer Denies Access	Under Investigation	Open
778	9/16/10			Guerneville	Customer Denies Access	Under Investigation	Open
779	9/16/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
780	9/16/10			Los Gatos	Customer Denies Access	Under Investigation	Open
781	9/16/10			Los Gatos	Customer Denies Access	Under Investigation	Open
782	9/16/10			Mill Valley	Customer Denies Access	Under Investigation	Open
783	9/16/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
784	9/16/10			Novato	Customer Denies Access	Under Investigation	Open
785	9/16/10			Novato	Customer Denies Access	Under Investigation	Open
786	9/16/10			Oakland	Customer Denies Access	Under Investigation	Open
787	9/16/10			Oakland	Customer Denies Access	Under Investigation	Open
788	9/16/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
789	9/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
790	9/16/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
791	9/16/10			Salinas	Customer Denies Access	Under Investigation	Open
792	9/16/10			San Anselmo	Customer wants Smartmeter Removed	Under Investigation	Open
793	9/16/10			San Jose	Customer Denies Access	Under Investigation	Open
794	9/16/10			San Jose	Customer Denies Access	Under Investigation	Open
795	9/16/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
796	9/16/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
797	9/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
798	9/16/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open

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

October 21, 2010 – For the Period October 9, 2010 through October 15, 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
799	9/16/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
800	9/16/10			Sausalito	Customer Denies Access	Under Investigation	Open
801	9/16/10			Windsor	Customer Denies Access	Under Investigation	Open
802	9/16/10			Windsor	Customer Denies Access	Under Investigation	Open
803	9/16/10			Windsor	Customer wants Smartmeter Removed	Under Investigation	Open
804	9/17/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
805	9/17/10			Cazadero	Customer Denies Access	Under Investigation	Open
806	9/17/10			Cazadero	Customer Denies Access	Under Investigation	Open
807	9/17/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
808	9/17/10			Milpitas	Customer Denies Access	Under Investigation	Open
809	9/17/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
810	9/17/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
811	9/17/10			Occidental	SmartMeter Customer Communication	Under Investigation	Open
812	9/17/10			Petaluma	Wellington Installer	Under Investigation	Open
813	9/17/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
814	9/17/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
815	9/17/10			San Rafael	Wellington Installer	Under Investigation	Open
816	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
817	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
818	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
819	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
820	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
821	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
822	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
823	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
824	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
825	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
826	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
827	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
828	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
829	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
830	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
831	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
832	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
833	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
834	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
835	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
836	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
837	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
838	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
839	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
840	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open

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

October 21, 2010 -- For the Period October 9, 2010 through October 15, 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
841	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
842	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
843	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
844	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
845	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
846	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
847	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
848	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
849	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
850	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
851	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
852	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
853	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
854	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
855	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
856	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
857	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
858	9/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
859	9/17/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
860	9/18/10			Gilroy	Customer Denies Access	Under Investigation	Open
861	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
862	9/18/10			Oakland	Scheduling Problems	Under Investigation	Open
863	9/18/10			Petaluma	Customer Denies Access	Under Investigation	Open
864	9/18/10			Salinas	Wellington Installer	Under Investigation	Open
865	9/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
866	9/18/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
867	9/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
868	9/18/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
869	9/20/10			Benicia	Customer Denies Access	Under Investigation	Open
870	9/20/10			Castro Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
871	9/20/10			Fairfax	Customer Denies Access	Under Investigation	Open
872	9/20/10			Grass Valley	Wellington Installer	Under Investigation	Open
873	9/20/10			Napa	Customer Denies Access	Under Investigation	Open
874	9/20/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
875	9/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
876	9/20/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
877	9/20/10			San Francisco	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
878	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
879	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
880	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
881	9/20/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
882	9/20/10			Santa Rosa	Customer Denies Access	Under Investigation	Open

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

October 21, 2010 -- For the Period October 9, 2010 through October 15, 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	9/20/10			Saratoga	Customer Denies Access	Under Investigation	Open
884	9/20/10			Sonoma	Customer Denies Access	Under Investigation	Open
885	9/21/10			Ben Lomond	Inquiry Regarding Appliances Affected	Other	Closed
886	9/21/10			Campbell	Customer Denies Access	Under Investigation	Open
887	9/21/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
888	9/21/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
889	9/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
890	9/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
891	9/21/10			Mill Valley	Customer Denies Access	Under Investigation	Open
892	9/21/10			Mill Valley	Customer Denies Access	Under Investigation	Open
893	9/21/10			Oakland	Customer Denies Access	Under Investigation	Open
894	9/21/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
895	9/21/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
896	9/21/10			Oakland	Wellington Installer	Under Investigation	Open
897	9/21/10			Oakland	Wellington Installer	Under Investigation	Open
898	9/21/10			Salinas	Customer Denies Access	Under Investigation	Open
899	9/21/10			Salinas	Customer Denies Access	Under Investigation	Open
900	9/21/10			Salinas	Customer Denies Access	Under Investigation	Open
901	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
902	9/21/10			San Jose	Customer Denies Access	Under Investigation	Open
903	9/21/10			San Jose	Customer Denies Access	Under Investigation	Open
904	9/21/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
905	9/21/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
906	9/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
907	9/21/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
908	9/21/10			Vallejo	Customer Denies Access	Under Investigation	Open
909	9/22/10			Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
910	9/22/10			Campbell	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
911	9/22/10			Campbell	Inquiry Regarding Appliances Affected	Other	Closed
912	9/22/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
913	9/22/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
914	9/22/10			Gilroy	Inquiry Regarding Appliances Affected	Other	Closed
915	9/22/10			Gonzales	Customer wants Smartmeter Removed	Under Investigation	Open
916	9/22/10			Guerneville	Customer Denies Access	Under Investigation	Open
917	9/22/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
918	9/22/10			Magalia	Wellington Installer	Under Investigation	Open
919	9/22/10			Mountain View	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
920	9/22/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
921	9/22/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
922	9/22/10			Oakland	Wellington Installer	Under Investigation	Open
923	9/22/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
924	9/22/10			Salinas	Wellington Installer	Under Investigation	Open

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

October 21, 2010 – For the Period October 9, 2010 through October 15, 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	9/22/10			San Anselmo	Wellington Installer	Under Investigation	Open
926	9/22/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
927	9/22/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
928	9/22/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
929	9/22/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
930	9/22/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
931	9/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
932	9/22/10			San Jose	Wellington Installer	Under Investigation	Open
933	9/22/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
934	9/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
935	9/22/10			Vallejo	Customer Denies Access	Under Investigation	Open
936	9/22/10			Watsonville	Customer wants Smartmeter Removed	Under Investigation	Open
937	9/23/10			Campbell	Wellington Installer	Under Investigation	Open
938	9/23/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
939	9/23/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
940	9/23/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
941	9/23/10			Lafayette	Customer Denies Access	Under Investigation	Open
942	9/23/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
943	9/23/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
944	9/23/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
945	9/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
946	9/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
947	9/23/10			Oakland	Customer Denies Access	Under Investigation	Open
948	9/23/10			Oakland	Customer Denies Access	Under Investigation	Open
949	9/23/10			Oakland	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
950	9/23/10			Oakland	Wellington Installer	Under Investigation	Open
951	9/23/10			Richmond	Inquiry Regarding Appliances Affected	Under Investigation	Open
952	9/23/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
953	9/23/10			San Jose	Customer Denies Access	Under Investigation	Open
954	9/23/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
955	9/23/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
956	9/23/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
957	9/23/10			San Rafael	Customer Denies Access	Under Investigation	Open
958	9/23/10			San Rafael	Customer Denies Access	Under Investigation	Open
959	9/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
960	9/23/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
961	9/23/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
962	9/23/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
963	9/23/10			Soquel	Customer Denies Access	Under Investigation	Open
964	9/23/10			Watsonville	Customer wants Smartmeter Removed	Under Investigation	Open
965	9/23/10			Windsor	Customer Denies Access	Under Investigation	Open
966	9/23/10			Windsor	Wellington Installer	Under Investigation	Open

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

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

October 21, 2010 -- For the Period October 9, 2010 through October 15, 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	9/24/10			Campbell	Customer wants Smartmeter Removed	Under Investigation	Open
968	9/24/10			Campbell	Customer wants Smartmeter Removed	Under Investigation	Open
969	9/24/10			Fresno	Customer Denies Access	Unhappy with SM Program	Closed
970	9/24/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
971	9/24/10			Marshall	Customer Denies Access	Under Investigation	Open
972	9/24/10			Oakland	Customer Denies Access	Under Investigation	Open
973	9/24/10			Oakland	Customer Denies Access	Under Investigation	Open
974	9/24/10			Oakland	Potential Wellington Claim	Under Investigation	Open
975	9/24/10			Oakley	SmartMeter Customer Communication	Under Investigation	Open
976	9/24/10			Richmond	Power Interruption	Under Investigation	Open
977	9/24/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
978	9/24/10			San Jose	Customer Denies Access	Under Investigation	Open
979	9/24/10			San Jose	Customer Denies Access	Under Investigation	Open
980	9/24/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
981	9/24/10			San Rafael	Customer Denies Access	Under Investigation	Open
982	9/24/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
983	9/24/10			San Rafael	Wellington Installer	Under Investigation	Open
984	9/24/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
985	9/24/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
986	9/24/10			Saratoga	Customer Denies Access	Under Investigation	Open
987	9/24/10			Watsonville	Inquiry Regarding Appliances Affected	Under Investigation	Open
988	9/25/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
989	9/25/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
990	9/25/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
991	9/26/10			Concord	SmartMeter Customer Communication	Under Investigation	Open
992	9/26/10			Newark	Inquiry Regarding Appliances Affected	Under Investigation	Open
993	9/26/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
994	9/26/10			Penngrove	Inquiry Regarding Appliances Affected	Under Investigation	Open
995	9/26/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
996	9/26/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
997	9/27/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
998	9/27/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
999	9/27/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1000	9/27/10			Campbell	Wellington Installer	Under Investigation	Open
1001	9/27/10			Campbell	Wellington Installer	Under Investigation	Open
1002	9/27/10			Cupertino	Inquiry Regarding Appliances Affected	Other	Closed
1003	9/27/10			Gonzales	Wellington Installer	Under Investigation	Open
1004	9/27/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
1005	9/27/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1006	9/27/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1007	9/27/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1008	9/27/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open



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

October 21, 2010 -- For the Period October 9, 2010 through October 15, 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
1009	9/27/10			Oakland	Wellington Installer	Under Investigation	Open
1010	9/27/10			Penn Valley	Wellington Installer	Under Investigation	Open
1011	9/27/10			Portola Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1012	9/27/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1013	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1014	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1015	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1016	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1017	9/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1018	9/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1019	9/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1020	9/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1021	9/27/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
1022	9/27/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
1023	9/27/10			Vallejo	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1024	9/27/10			Vallejo	Wellington Installer	Under Investigation	Open
1025	9/27/10			Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
1026	9/27/10			Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
1027	9/28/10			Atherton	Power Interruption	Under Investigation	Open
1028	9/28/10			Mill Valley	Other	Under Investigation	Open
1029	9/28/10			Nevada City	Wellington Installer	Under Investigation	Open
1030	9/28/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
1031	9/28/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1032	9/28/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1033	9/28/10			Penn Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1034	9/28/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
1035	9/28/10			San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
1036	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1037	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1038	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1039	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1040	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
1041	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
1042	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
1043	9/28/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1044	9/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1045	9/28/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1046	9/28/10			Saratoga	Wellington Installer	Under Investigation	Open
1047	9/28/10			Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1048	9/29/10			Fremont	Customer Denies Access	Under Investigation	Open
1049	9/29/10			Fremont	Customer Denies Access	Under Investigation	Open
1050	9/29/10			Gilroy	Wellington Installer	Under Investigation	Open

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

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

October 21, 2010 -- For the Period October 9, 2010 through October 15, 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
1051	9/29/10			Grass Valley	Wellington Installer	Under Investigation	Open
1052	9/29/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1053	9/29/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
1054	9/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1055	9/29/10			Mill Valley	Wellington Installer	Under Investigation	Open
1056	9/29/10			Oakland	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
1057	9/29/10			Salinas	Customer Denies Access	Unhappy with SM Program	Closed
1058	9/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1059	9/29/10			San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1060	9/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1061	9/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1062	9/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1063	9/29/10			San Jose	Power Interruption	Under Investigation	Open
1064	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
1065	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
1066	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
1067	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
1068	9/29/10			Saratoga	Meter / Module Equipment (Mfg.)	Other	Closed
1069	9/29/10			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
1070	9/30/10			Mill Valley	Wellington Installer	Customer does not want a SmartMeter	Closed
1071	9/30/10			Oakland	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1072	9/30/10			Oakland	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1073	9/30/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1074	9/30/10			Oakland	Wellington Installer	Under Investigation	Open
1075	9/30/10			Oakland	Wellington Installer	Under Investigation	Open
1076	9/30/10			Petaluma	Wellington Installer	Under Investigation	Open
1077	9/30/10			Pleasant Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
1078	9/30/10			Rough & Ready	Wellington Installer	Under Investigation	Open
1079	9/30/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1080	9/30/10			San Jose	Power Interruption	Under Investigation	Open
1081	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1082	10/1/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1083	10/1/10			Chico	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1084	10/1/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1085	10/1/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1086	10/1/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1087	10/1/10			Pebble Beach	SmartMeter Customer Communication	Q on SM communication materials	Closed
1088	10/1/10			Petaluma	Wellington Installer	Under Investigation	Open
1089	10/1/10			San Rafael	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1090	10/1/10			Santa Rosa	Wellington Installer	Customer does not want a SmartMeter	Closed
1091	10/1/10			Twain Harte	Inquiry Regarding Appliances Affected	Under Investigation	Open
1092	10/2/10			Campbell	SmartMeter Customer Communication	Q on SM communication materials	Closed

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

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

October 21, 2010 -- For the Period October 9, 2010 through October 15, 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	10/2/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1094	10/4/10			Campbell	Power Interruption	Under Investigation	Open
1095	10/4/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open
1096	10/4/10			Livermore	Wellington Installer	Under Investigation	Open
1097	10/4/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1098	10/4/10			Mill Valley	Inquiry Regarding Appliances Affected	Other	Closed
1099	10/4/10			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1100	10/4/10			Milpitas	Wellington Installer	Under Investigation	Open
1101	10/4/10			Novato	Customer Denies Access	Under Investigation	Open
1102	10/4/10			Novato	Customer Denies Access	Under Investigation	Open
1103	10/4/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1104	10/4/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1105	10/4/10			Oakland	Power Interruption	Partial Power Outage	Closed
1106	10/4/10			Oakland	Wellington Installer	Under Investigation	Open
1107	10/4/10			Penn Valley	Wellington Installer	Under Investigation	Open
1108	10/4/10			San Francisco	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1109	10/4/10			San Francisco	Wellington Installer	Under Investigation	Open
1110	10/4/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1111	10/4/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1112	10/4/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1113	10/4/10			San Jose	SmartMeter Customer Communication	Other	Closed
1114	10/4/10			San Jose	Wellington Installer	Under Investigation	Open
1115	10/4/10			San Jose	Wellington Installer	Under Investigation	Open
1116	10/4/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1117	10/4/10			Scotts Valley	Customer Denies Access	Unhappy with SM Program	Closed
1118	10/4/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
1119	10/5/10			Chico	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1120	10/5/10			Chico	Wellington Installer	Under Investigation	Open
1121	10/5/10			El Cerrito	SmartMeter Customer Communication	Under Investigation	Open
1122	10/5/10			Grass Valley	Wellington Installer	Under Investigation	Open
1123	10/5/10			Grass Valley	Wellington Installer	Under Investigation	Open
1124	10/5/10			Oakland	Customer Denies Access	Under Investigation	Open
1125	10/5/10			Oakland	Wellington Installer	Under Investigation	Open
1126	10/5/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
1127	10/5/10			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
1128	10/5/10			Salinas	Customer Denies Access	Under Investigation	Open
1129	10/5/10			Salinas	SmartMeter Customer Communication	Other	Closed
1130	10/5/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
1131	10/5/10			Salinas	Wellington Installer	Under Investigation	Open
1132	10/5/10			San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
1133	10/5/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1134	10/5/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed

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

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

October 21, 2010 – For the Period October 9, 2010 through October 15, 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	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1136	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1137	10/5/10			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1138	10/5/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1139	10/5/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1140	10/5/10			San Jose	Wellington Installer	Under Investigation	Open
1141	10/5/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1142	10/5/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1143	10/5/10			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
1144	10/5/10			Woodside	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1145	10/6/10			Chowchilla	Inquiry Regarding Appliances Affected	Other	Closed
1146	10/6/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
1147	10/6/10			Grass Valley	Wellington Installer	Under Investigation	Open
1148	10/6/10			Half Moon Bay	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1149	10/6/10			Magalia	Inquiry Regarding Appliances Affected	Under Investigation	Open
1150	10/6/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1151	10/6/10			Milpitas	Power Interruption	Under Investigation	Open
1152	10/6/10			Novato	Wellington Installer	Under Investigation	Open
1153	10/6/10			Oakland	Wellington Installer	Under Investigation	Open
1154	10/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
1155	10/6/10			Rohnert Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
1156	10/6/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1157	10/6/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1158	10/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1159	10/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1160	10/6/10			San Jose	Wellington Installer	Under Investigation	Open
1161	10/6/10			San Martin	Customer Denies Access	Customer does not want a SmartMeter	Closed
1162	10/7/10			Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
1163	10/7/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1164	10/7/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1165	10/7/10			Glen Ellen	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1166	10/7/10			Mill Valley	Inquiry Regarding Appliances Affected	Other	Closed
1167	10/7/10			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1168	10/7/10			Mill Valley	Wellington Installer	Under Investigation	Open
1169	10/7/10			Milpitas	Power Interruption	Under Investigation	Open
1170	10/7/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
1171	10/7/10			Paradise	Inquiry Regarding Appliances Affected	Other	Closed
1172	10/7/10			Salinas	Wellington Installer	Breaker keeps tripping	Closed
1173	10/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1174	10/7/10			San Jose	Wellington Installer	Under Investigation	Open
1175	10/7/10			San Jose	Wellington Installer	Under Investigation	Open
1176	10/7/10			Windsor	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed

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

October 21, 2010 -- For the Period October 9, 2010 through October 15, 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	10/8/10			Alameda	Inquiry Regarding Appliances Affected	Under Investigation	Open
1178	10/8/10			Ben Lomond	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
1179	10/8/10			Campbell	Inquiry Regarding Appliances Affected	Other	Closed
1180	10/8/10			Castro Valley	SmartMeter Customer Communication	Other	Closed
1181	10/8/10			Grass Valley	Wellington Installer	Under Investigation	Open
1182	10/8/10			Magalia	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1183	10/8/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
1184	10/8/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1185	10/8/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1186	10/8/10			Oakland	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1187	10/8/10			Pleasanton	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
1188	10/8/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
1189	10/8/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
1190	10/8/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1191	10/8/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1192	10/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1193	10/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1194	10/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1195	10/8/10			San Jose	Wellington Installer	Under Investigation	Open
1196	10/8/10			San Rafael	Power Interruption	Flickering Lights	Closed
1197	10/8/10			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
1198	10/8/10			Sutter Creek	SmartMeter Customer Communication	Customer asks when SM will be installed	Closed
1199	10/9/10			Castroville	SmartMeter Customer Communication	Under Investigation	Open
1200	10/9/10			Chico	Customer Denies Access	Customer Denies Wellington Access	Closed
1201	10/9/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1202	10/9/10			Grass Valley	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1203	10/9/10			Occidental	Inquiry Regarding Appliances Affected	Other	Closed
1204	10/9/10			Piedmont	Inquiry Regarding Appliances Affected	Other	Closed
1205	10/9/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
1206	10/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1207	10/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1208	10/10/10			Pacifica	Inquiry Regarding Appliances Affected	Other	Closed
1209	10/10/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1210	10/10/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1211	10/10/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1212	10/11/10			Dinuba	Customer Denies Access	Customer does not want a SmartMeter	Closed
1213	10/11/10			Dinuba	Customer Denies Access	Customer does not want a SmartMeter	Closed
1214	10/11/10			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Closed
1215	10/11/10			Forestville	Customer Denies Access	Medical Concerns	Closed
1216	10/11/10			Grass Valley	Inquiry Regarding Appliances Affected	Other	Closed
1217	10/11/10			Larkspur	Customer Denies Access	Unhappy with SM Program	Closed
1218	10/11/10			Larkspur	Meter Clearance	Under Investigation	Open

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

October 21, 2010 – For the Period October 9, 2010 through October 15, 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	10/11/10			Merced	Customer Denies Access	Customer Denies Wellington Access	Closed
1220	10/11/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1221	10/11/10			Mill Valley	Customer Denies Access	Medical Concerns	Closed
1222	10/11/10			Mill Valley	Customer Denies Access	Medical Concerns	Closed
1223	10/11/10			Mill Valley	Customer Denies Access	Medical Concerns	Closed
1224	10/11/10			Milpitas	Customer Denies Access	Accuracy of Meter	Closed
1225	10/11/10			Milpitas	Customer Denies Access	Medical Concerns	Closed
1226	10/11/10			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1227	10/11/10			Morgan Hill	Power Interruption	Under Investigation	Open
1228	10/11/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1229	10/11/10			Novato	Customer Denies Access	Medical Concerns	Closed
1230	10/11/10			Novato	Customer Denies Access	Medical Concerns	Closed
1231	10/11/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
1232	10/11/10			Oakland	Wellington Installer	Under Investigation	Open
1233	10/11/10			Occidental	Customer Denies Access	Unhappy with SM Program	Closed
1234	10/11/10			Olivehurst	Customer Denies Access	Unhappy with SM Program	Closed
1235	10/11/10			Oroville	Meter Clearance	Meter blocking access to breaker box	Closed
1236	10/11/10			Pacifica	Wellington Installer	Under Investigation	Open
1237	10/11/10			Petaluma	Customer Denies Access	Accuracy of Meter	Closed
1238	10/11/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1239	10/11/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1240	10/11/10			Petaluma	Customer Denies Access	Medical Concerns	Closed
1241	10/11/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
1242	10/11/10			Pleasant Hill	Customer Denies Access	Customer does not want a SmartMeter	Closed
1243	10/11/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
1244	10/11/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
1245	10/11/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
1246	10/11/10			Rohnert Park	Inquiry Regarding Appliances Affected	Other	Closed
1247	10/11/10			Sacramento	Meter Clearance	Meter/Module clearance issues	Closed
1248	10/11/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1249	10/11/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1250	10/11/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1251	10/11/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1252	10/11/10			San Anselmo	Customer Denies Access	Unhappy with SM Program	Closed
1253	10/11/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1254	10/11/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1255	10/11/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1256	10/11/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1257	10/11/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1258	10/11/10			San Jose	Meter Clearance	Under Investigation	Open
1259	10/11/10			San Jose	Wellington Installer	Under Investigation	Open
1260	10/11/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed

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

October 21, 2010 -- For the Period October 9, 2010 through October 15, 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
1261	10/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1262	10/11/10			Smartville	Customer Denies Access	Customer Denies Wellington Access	Closed
1263	10/11/10			Vallejo	Inquiry Regarding Appliances Affected	Other	Closed
1264	10/11/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1265	10/11/10			Watsonville	Customer Denies Access	Medical Concerns	Closed
1266	10/11/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
1267	10/12/10			Auburn	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1268	10/12/10			Benicia	Customer Denies Access	Customer does not want a SmartMeter	Closed
1269	10/12/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1270	10/12/10			Coarsegold	Customer Denies Access	Customer Denies Wellington Access	Closed
1271	10/12/10			Concord	Customer Denies Access	Customer Denies Wellington Access	Closed
1272	10/12/10			Concord	Customer Denies Access	Customer does not want a SmartMeter	Closed
1273	10/12/10			Dinuba	Customer Denies Access	Accuracy of Meter	Closed
1274	10/12/10			Dublin	Customer Denies Access	Customer Denies Wellington Access	Closed
1275	10/12/10			Fremont	Customer Denies Access	Customer does not want a SmartMeter	Closed
1276	10/12/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1277	10/12/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1278	10/12/10			Half Moon Bay	Customer Denies Access	Accuracy of Meter	Closed
1279	10/12/10			Lafayette	Inquiry Regarding Appliances Affected	Under Investigation	Open
1280	10/12/10			Larkspur	Customer Denies Access	Customer does not want a SmartMeter	Closed
1281	10/12/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Closed
1282	10/12/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1283	10/12/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
1284	10/12/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1285	10/12/10			Merced	Customer Denies Access	Customer Denies Wellington Access	Closed
1286	10/12/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1287	10/12/10			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
1288	10/12/10			Nevada City	Power Interruption	Under Investigation	Open
1289	10/12/10			Novato	Customer Denies Access	Accuracy of Meter	Closed
1290	10/12/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1291	10/12/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1292	10/12/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1293	10/12/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1294	10/12/10			Novato	Customer Denies Access	Medical Concerns	Closed
1295	10/12/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1296	10/12/10			Oakland	Wellington Installer	Under Investigation	Open
1297	10/12/10			Pacific Grove	Customer Denies Access	Medical Concerns	Closed
1298	10/12/10			Penn Valley	Power Interruption	Under Investigation	Open
1299	10/12/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Closed
1300	10/12/10			Redwood City	Inquiry Regarding Appliances Affected	Under Investigation	Open
1301	10/12/10			Redwood Ests	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1302	10/12/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed

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

October 21, 2010 -- For the Period October 9, 2010 through October 15, 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
1303	10/12/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
1304	10/12/10			Roseville	Inquiry Regarding Appliances Affected	Other	Closed
1305	10/12/10			Salinas	Customer Denies Access	Medical Concerns	Closed
1306	10/12/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
1307	10/12/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1308	10/12/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
1309	10/12/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1310	10/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1311	10/12/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1312	10/12/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1313	10/12/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1314	10/12/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1315	10/12/10			San Ramon	Customer Denies Access	Customer Denies Wellington Access	Closed
1316	10/12/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Closed
1317	10/12/10			Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Closed
1318	10/12/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1319	10/12/10			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
1320	10/12/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1321	10/12/10			Saratoga	Wellington Installer	Under Investigation	Open
1322	10/12/10			Sausalito	Power Interruption	Complete Power Outage	Closed
1323	10/12/10			Sonoma	Customer Denies Access	Unhappy with SM Program	Closed
1324	10/12/10			Squaw Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1325	10/12/10			Tracy	Customer Denies Access	Unhappy with SM Program	Closed
1326	10/12/10			Vacaville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1327	10/12/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1328	10/12/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1329	10/12/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1330	10/12/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1331	10/12/10			Vallejo	Customer Denies Access	Unhappy with SM Program	Closed
1332	10/12/10			Walnut Creek	Customer Denies Access	Customer Denies Wellington Access	Closed
1333	10/13/10			Antioch	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1334	10/13/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
1335	10/13/10			Chico	Customer wants Smartmeter Removed	Under Investigation	Open
1336	10/13/10			Chico	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
1337	10/13/10			Chico	Inquiry Regarding Appliances Affected	Other	Closed
1338	10/13/10			Chico	Meter Clearance	Meter/Module creating a hazard	Closed
1339	10/13/10			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1340	10/13/10			Fort Bragg	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1341	10/13/10			Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Closed
1342	10/13/10			Glen Ellen	Wellington Installer	Under Investigation	Open
1343	10/13/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1344	10/13/10			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Closed



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

October 21, 2010 – For the Period October 9, 2010 through October 15, 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	10/13/10			Healdsburg	Customer Denies Access	Unhappy with SM Program	Closed
1346	10/13/10			Le Grand	Customer Denies Access	Customer Denies Wellington Access	Closed
1347	10/13/10			Livermore	Customer wants Smartmeter Removed	Under Investigation	Open
1348	10/13/10			Madera	Customer Denies Access	Accuracy of Meter	Closed
1349	10/13/10			Martinez	Inquiry Regarding Appliances Affected	Other	Closed
1350	10/13/10			Marysville	Inquiry Regarding Appliances Affected	Under Investigation	Open
1351	10/13/10			Marysville	Wellington Installer	Under Investigation	Open
1352	10/13/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1353	10/13/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1354	10/13/10			Mill Valley	Customer Denies Access	Medical Concerns	Closed
1355	10/13/10			Milpitas	Wellington Installer	Under Investigation	Open
1356	10/13/10			Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
1357	10/13/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
1358	10/13/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
1359	10/13/10			Oakland	Power Interruption	Partial Power Outage	Closed
1360	10/13/10			Oregon House	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1361	10/13/10			Pacific Grove	Inquiry Regarding Appliances Affected	Under Investigation	Open
1362	10/13/10			Paradise	Inquiry Regarding Appliances Affected	Other	Closed
1363	10/13/10			Petaluma	Customer Denies Access	Medical Concerns	Closed
1364	10/13/10			Placerville	Customer Denies Access	Accuracy of Meter	Closed
1365	10/13/10			Pleasant Hill	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1366	10/13/10			Raymond	Inquiry Regarding Appliances Affected	Other	Closed
1367	10/13/10			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
1368	10/13/10			Sacramento	Meter Clearance	Meter/Module clearance issues	Closed
1369	10/13/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1370	10/13/10			Salinas	Customer Denies Access	Unhappy with SM Program	Closed
1371	10/13/10			Salinas	Power Interruption	Under Investigation	Open
1372	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
1373	10/13/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1374	10/13/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1375	10/13/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
1376	10/13/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
1377	10/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1378	10/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1379	10/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1380	10/13/10			San Jose	Customer Denies Access	Medical Concerns	Closed
1381	10/13/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1382	10/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1383	10/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1384	10/13/10			San Jose	Power Interruption	Under Investigation	Open
1385	10/13/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1386	10/13/10			San Jose	Wellington Installer	Under Investigation	Open

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

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

October 21, 2010 -- For the Period October 9, 2010 through October 15, 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
1387	10/13/10			San Mateo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1388	10/13/10			San Rafael	Customer Denies Access	Medical Concerns	Closed
1389	10/13/10			San Rafael	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1390	10/13/10			San Rafael	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1391	10/13/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Closed
1392	10/13/10			Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Closed
1393	10/13/10			Santa Clara	Network Equipment	Under Investigation	Open
1394	10/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1395	10/13/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1396	10/13/10			Santa Rosa	Customer Denies Access	Unhappy with SM Program	Closed
1397	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1398	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1399	10/13/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1400	10/13/10			Squaw Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
1401	10/13/10			Tracy	Customer Denies Access	Customer Denies Wellington Access	Closed
1402	10/13/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1403	10/13/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1404	10/13/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1405	10/13/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1406	10/14/10			Bethel Island	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1407	10/14/10			Browns Valley	SmartMeter Customer Communication	Under Investigation	Open
1408	10/14/10			El Sobrante	Customer Denies Access	Customer does not want a SmartMeter	Closed
1409	10/14/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1410	10/14/10			Emeryville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1411	10/14/10			Eureka	Customer Denies Access	Unhappy with SM Program	Closed
1412	10/14/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
1413	10/14/10			Forestville	Customer Denies Access	Radio Frequency Concerns	Closed
1414	10/14/10			Gilroy	Customer Denies Access	Accuracy of Meter	Closed
1415	10/14/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1416	10/14/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1417	10/14/10			Gilroy	Customer Denies Access	Medical Concerns	Closed
1418	10/14/10			Gilroy	Customer Denies Access	Radio Frequency Concerns	Closed
1419	10/14/10			Gilroy	Customer Denies Access	Unhappy with SM Program	Closed
1420	10/14/10			Gilroy	Customer Denies Access	Unhappy with SM Program	Closed
1421	10/14/10			Gilroy	Wellington Installer	Under Investigation	Open
1422	10/14/10			Gilroy	Wellington Installer	Under Investigation	Open
1423	10/14/10			Glen Ellen	Customer wants Smartmeter Removed	Under Investigation	Open
1424	10/14/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1425	10/14/10			Grass Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1426	10/14/10			Hayward	Inquiry Regarding Appliances Affected	Other	Closed
1427	10/14/10			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Closed
1428	10/14/10			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Closed

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

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

October 21, 2010 – For the Period October 9, 2010 through October 15, 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	10/14/10			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Closed
1430	10/14/10			Larkspur	Inquiry Regarding Appliances Affected	Other	Closed
1431	10/14/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Closed
1432	10/14/10			Los Banos	Inquiry Regarding Appliances Affected	Other	Closed
1433	10/14/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1434	10/14/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1435	10/14/10			Merced	Customer Denies Access	Customer Denies Wellington Access	Closed
1436	10/14/10			Mill Valley	Customer Denies Access	Unhappy with SM Program	Closed
1437	10/14/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1438	10/14/10			Milpitas	Customer Denies Access	Unhappy with SM Program	Closed
1439	10/14/10			Monterey	Customer Denies Access	Customer does not want a SmartMeter	Closed
1440	10/14/10			Mountain View	Customer Denies Access	Customer does not want a SmartMeter	Closed
1441	10/14/10			Nicasio	Customer Denies Access	Customer does not want a SmartMeter	Closed
1442	10/14/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
1443	10/14/10			Novato	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1444	10/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1445	10/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1446	10/14/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
1447	10/14/10			Olivehurst	Customer Denies Access	Customer does not want a SmartMeter	Closed
1448	10/14/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1449	10/14/10			Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed
1450	10/14/10			Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed
1451	10/14/10			Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed
1452	10/14/10			Petaluma	Customer Denies Access	Accuracy of Meter	Closed
1453	10/14/10			Petaluma	Customer Denies Access	Accuracy of Meter	Closed
1454	10/14/10			Petaluma	Customer Denies Access	Accuracy of Meter	Closed
1455	10/14/10			Petaluma	Customer Denies Access	Accuracy of Meter	Closed
1456	10/14/10			Petaluma	Customer Denies Access	Medical Concerns	Closed
1457	10/14/10			Piedmont	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1458	10/14/10			Pinole	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1459	10/14/10			Placerville	Customer Denies Access	Customer Denies Wellington Access	Closed
1460	10/14/10			Placerville	Customer Denies Access	Unhappy with SM Program	Closed
1461	10/14/10			Redwood City	Inquiry Regarding Appliances Affected	Under Investigation	Open
1462	10/14/10			Reedley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1463	10/14/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
1464	10/14/10			Salinas	Customer Denies Access	Accuracy of Meter	Closed
1465	10/14/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1466	10/14/10			Salinas	Customer Denies Access	Customer Opts for Solar Power	Closed
1467	10/14/10			Salinas	Customer Denies Access	Medical Concerns	Closed
1468	10/14/10			Salinas	Customer Denies Access	Medical Concerns	Closed
1469	10/14/10			Salinas	Power Interruption	Partial Power Outage	Closed
1470	10/14/10			Salinas	Wellington Installer	Under Investigation	Open

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

October 21, 2010 -- For the Period October 9, 2010 through October 15, 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
1471	10/14/10			San Anselmo	Customer Denies Access	Accuracy of Meter	Closed
1472	10/14/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1473	10/14/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1474	10/14/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1475	10/14/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1476	10/14/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1477	10/14/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1478	10/14/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1479	10/14/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1480	10/14/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1481	10/14/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1482	10/14/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1483	10/14/10			San Anselmo	Customer Denies Access	Medical Concerns	Closed
1484	10/14/10			San Anselmo	Customer Denies Access	Medical Concerns	Closed
1485	10/14/10			San Anselmo	Customer Denies Access	Medical Concerns	Closed
1486	10/14/10			San Anselmo	Customer Denies Access	Radio Frequency Concerns	Closed
1487	10/14/10			San Geronimo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1488	10/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1489	10/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1490	10/14/10			San Jose	Customer Denies Access	Customer Opts for Solar Power	Closed
1491	10/14/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1492	10/14/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1493	10/14/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1494	10/14/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1495	10/14/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1496	10/14/10			San Jose	Wellington Installer	Under Investigation	Open
1497	10/14/10			San Rafael	Customer Denies Access	Accuracy of Meter	Closed
1498	10/14/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1499	10/14/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1500	10/14/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1501	10/14/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1502	10/14/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1503	10/14/10			San Rafael	Customer Denies Access	Unhappy with SM Program	Closed
1504	10/14/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
1505	10/14/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1506	10/14/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1507	10/14/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1508	10/14/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1509	10/14/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1510	10/14/10			Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
1511	10/14/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
1512	10/14/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed

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 SmartMeter™ Issues and Complaints Report  
 SmartMeter™ Installation Issues Report

October 21, 2010 – For the Period October 9, 2010 through October 15, 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
1513	10/14/10			Sonoma	Inquiry Regarding Appliances Affected	Under Investigation	Open
1514	10/14/10			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
1515	10/14/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1516	10/14/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1517	10/14/10			Windsor	Inquiry Regarding Appliances Affected	Other	Closed
1518	10/14/10			Woodacre	Customer Denies Access	Under Investigation	Open
1519	10/14/10			Woodside	SmartMeter Customer Communication	Under Investigation	Open
1520	10/14/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1521	10/15/10			Ben Lomond	Customer Denies Access	Medical Concerns	Closed
1522	10/15/10			Chico	Customer wants Smartmeter Removed	Under Investigation	Open
1523	10/15/10			Clovis	Inquiry Regarding Appliances Affected	Other	Closed
1524	10/15/10			Daly City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1525	10/15/10			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
1526	10/15/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1527	10/15/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1528	10/15/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1529	10/15/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1530	10/15/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1531	10/15/10			Gilroy	Customer Denies Access	Medical Concerns	Closed
1532	10/15/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1533	10/15/10			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Closed
1534	10/15/10			Healdsburg	Customer Denies Access	Under Investigation	Open
1535	10/15/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
1536	10/15/10			Magalia	Customer Denies Access	Customer does not want a SmartMeter	Closed
1537	10/15/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1538	10/15/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1539	10/15/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1540	10/15/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1541	10/15/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1542	10/15/10			Monterey	Customer Denies Access	Radio Frequency Concerns	Closed
1543	10/15/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1544	10/15/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1545	10/15/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
1546	10/15/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1547	10/15/10			Paso Robles	Customer Denies Access	Accuracy of Meter	Closed
1548	10/15/10			Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed
1549	10/15/10			Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed
1550	10/15/10			Paso Robles	Customer Denies Access	Radio Frequency Concerns	Closed
1551	10/15/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Closed
1552	10/15/10			Redwood City	Customer wants Smartmeter Removed	Under Investigation	Open
1553	10/15/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
1554	10/15/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed

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

October 21, 2010 – For the Period October 9, 2010 through October 15, 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
1555	10/15/10			Salinas	Customer Denies Access	Medical Concerns	Closed
1556	10/15/10			Salinas	Customer Denies Access	Under Investigation	Open
1557	10/15/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1558	10/15/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1559	10/15/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1560	10/15/10			San Anselmo	Customer Denies Access	Medical Concerns	Closed
1561	10/15/10			San Anselmo	Customer Denies Access	Radio Frequency Concerns	Closed
1562	10/15/10			San Anselmo	Customer Denies Access	Unhappy with SM Program	Closed
1563	10/15/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1564	10/15/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1565	10/15/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1566	10/15/10			San Rafael	Customer Denies Access	Accuracy of Meter	Closed
1567	10/15/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1568	10/15/10			San Rafael	Customer Denies Access	Unhappy with SM Program	Closed
1569	10/15/10			San Rafael	Inquiry Regarding Appliances Affected	Other	Closed
1570	10/15/10			San Rafael	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1571	10/15/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1572	10/15/10			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
1573	10/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1574	10/15/10			Santa Rosa	Customer Denies Access	Unhappy with SM Program	Closed
1575	10/15/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1576	10/15/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
1577	10/15/10			Templeton	Customer Denies Access	Customer does not want a SmartMeter	Closed
1578	10/15/10			Walnut Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
1579	10/15/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1580	10/15/10			Windsor	Inquiry Regarding Appliances Affected	Other	Closed
1581	10/15/10			Yuba City	Customer wants Smartmeter Removed	Accuracy of Meter	Closed

**1,198**      **Open Issues on Last Report**  
**83**        **Open Issues Closed Since the Last Report**  
**383**       **New Issues Since the Last Report**  
**299**       **New Issues Closed Since the Last Report**  
**84**        **New Issues Open**























































































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

October 21, 2010 -- For the Period October 9, 2010 through October 15, 2010

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

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

43	4/16/10
44	4/19/10
45	4/21/10
46	4/27/10
47	4/30/10
48	5/7/10
49	5/7/10
50	5/10/10
51	5/10/10
52	5/10/10
53	5/10/10
54	5/10/10
55	5/10/10
56	5/10/10
57	5/10/10
58	5/11/10
59	5/11/10
60	5/11/10
61	5/11/10
62	5/11/10
63	5/11/10
64	5/12/10
65	5/12/10
66	5/13/10
67	5/14/10
68	5/14/10
69	5/15/10
70	5/15/10
71	5/15/10
72	5/17/10
73	5/17/10
74	5/17/10
75	5/17/10
76	5/17/10
77	5/17/10
78	5/18/10
79	5/18/10
80	5/18/10
81	5/18/10
82	5/18/10
83	5/19/10
84	5/19/10
85	5/19/10
86	5/19/10
87	5/19/10
88	5/20/10
89	5/20/10
90	5/21/10
91	5/21/10
92	5/21/10
93	5/21/10

San Jose	Scheduling Problems	Under Investigation	Open
Brentwood	Household items affected by SM installation	Under Investigation	Open
Madera	Household items affected by SM installation	Under Investigation	Open
Lemoore	Customer Denies Access	Under Investigation	Open
Richmond	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	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
Alamo	Scheduling Problems	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
S. San Francisco	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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
Guerneville	Customer Denies Access	Under Investigation	Open
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open

94	5/21/10
95	5/21/10
96	5/21/10
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	5/22/10
105	5/22/10
106	5/22/10
107	5/22/10
108	5/24/10
109	5/24/10
110	5/24/10
111	5/24/10
112	5/24/10
113	5/24/10
114	5/24/10
115	5/24/10
116	5/24/10
117	5/24/10
118	5/24/10
119	5/24/10
120	5/25/10
121	5/26/10
122	5/27/10
123	5/27/10
124	5/30/10
125	5/30/10
126	6/4/10
127	6/7/10
128	6/7/10
129	6/8/10
130	6/8/10
131	6/8/10
132	6/9/10
133	6/9/10
134	6/10/10
135	6/10/10
136	6/10/10
137	6/10/10
138	6/10/10
139	6/11/10
140	6/11/10
141	6/14/10
142	6/14/10
143	6/15/10
144	6/15/10

El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Los Altos	Household items affected by SM installation	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
Concord	Household items affected by SM installation	Radio Frequency Concerns	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	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Other	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Fairfield	Power Interruption	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
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
Fresno	Power Interruption	Under Investigation	Open
Milpitas	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
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

145	6/15/10
146	6/15/10
147	6/15/10
148	6/16/10
149	6/16/10
150	6/17/10
151	6/17/10
152	6/17/10
153	6/17/10
154	6/17/10
155	6/17/10
156	6/18/10
157	6/18/10
158	6/18/10
159	6/20/10
160	6/21/10
161	6/21/10
162	6/22/10
163	6/23/10
164	6/23/10
165	6/23/10
166	6/25/10
167	6/28/10
168	6/28/10
169	6/28/10
170	6/29/10
171	6/30/10
172	6/30/10
173	7/1/10
174	7/1/10
175	7/1/10
176	7/2/10
177	7/6/10
178	7/6/10
179	7/6/10
180	7/8/10
181	7/8/10
182	7/9/10
183	7/9/10
184	7/9/10
185	7/9/10
186	7/9/10
187	7/10/10
188	7/12/10
189	7/13/10
190	7/13/10
191	7/14/10
192	7/15/10
193	7/15/10
194	7/15/10
195	7/15/10

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
San Jose	Household items affected by SM installation	Under Investigation	Open
San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
Camp Meeker	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Under Investigation	Open
Richmond	Service Planning (misc)	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Milpitas	Power Interruption	Under Investigation	Open
Newcastle	Household items affected by SM installation	under investigation	Open
San Jose	Power Interruption	Under Investigation	Open
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
San Jose	Household items affected by SM installatio	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Santa Clara	Household items affected by SM installatio	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Tracy	Household items affected by SM installatio	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
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
Placerville	Household items affected by SM installatio	Under Investigation	Open
San Francisco	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Household items affected by SM installatio	Under Investigation	Open
San Jose	Scheduling Problems	Under Investigation	Open
Vacaville	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Amador City	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Berkeley	Household items affected by SM installation	Under Investigation	Open
Los Altos	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Saratoga	Customer Denies Access	Under Investigation	Open



196	7/15/10
197	7/17/10
198	7/19/10
199	7/19/10

Saratoga	Customer Denies Access	Under Investigation	Open
Los Gatos	Household items affected by SM installatio	Under Investigation	Open
Campbell	SmartMeter Customer Communication	Under Investigation	Open
San Francisco	Household items affected by SM installatio	Under Investigation	Open

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

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

43	4/16/10
44	4/19/10
45	4/21/10
46	4/27/10
47	4/30/10
48	5/7/10
49	5/7/10
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
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76	5/17/10
77	5/17/10
78	5/18/10
79	5/18/10
80	5/18/10
81	5/18/10
82	5/18/10
83	5/19/10
84	5/19/10
85	5/19/10
86	5/19/10
87	5/19/10
88	5/20/10
89	5/20/10
90	5/21/10
91	5/21/10
92	5/21/10
93	5/21/10

San Jose	Scheduling Problems	Under Investigation	Open
Brentwood	Household items affected by SM installation	Under Investigation	Open
Madera	Household items affected by SM installation	Under Investigation	Open
Lemoore	Customer Denies Access	Under Investigation	Open
Richmond	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	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
Alamo	Scheduling Problems	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
S. San Francisco	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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
Guerneville	Customer Denies Access	Under Investigation	Open
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open

94	5/21/10
95	5/21/10
96	5/21/10
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	5/22/10
105	5/22/10
106	5/22/10
107	5/22/10
108	5/24/10
109	5/24/10
110	5/24/10
111	5/24/10
112	5/24/10
113	5/24/10
114	5/24/10
115	5/24/10
116	5/24/10
117	5/24/10
118	5/24/10
119	5/24/10
120	5/25/10
121	5/26/10
122	5/27/10
123	5/27/10
124	5/30/10
125	5/30/10
126	6/4/10
127	6/7/10
128	6/7/10
129	6/8/10
130	6/8/10
131	6/8/10
132	6/9/10
133	6/9/10
134	6/10/10
135	6/10/10
136	6/10/10
137	6/10/10
138	6/10/10
139	6/11/10
140	6/11/10
141	6/14/10
142	6/14/10
143	6/15/10
144	6/15/10

El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Los Altos	Household items affected by SM installation	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
Concord	Household items affected by SM installation	Radio Frequency Concerns	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	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Other	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Fairfield	Power Interruption	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
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
Fresno	Power Interruption	Under Investigation	Open
Milpitas	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
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

145	6/15/10
146	6/15/10
147	6/15/10
148	6/16/10
149	6/16/10
150	6/17/10
151	6/17/10
152	6/17/10
153	6/17/10
154	6/17/10
155	6/17/10
156	6/18/10
157	6/18/10
158	6/18/10
159	6/20/10
160	6/21/10
161	6/21/10
162	6/22/10
163	6/23/10
164	6/23/10
165	6/23/10
166	6/25/10
167	6/28/10
168	6/28/10
169	6/28/10
170	6/29/10
171	6/30/10
172	6/30/10
173	7/1/10
174	7/1/10
175	7/1/10
176	7/2/10
177	7/6/10
178	7/6/10
179	7/6/10
180	7/8/10
181	7/8/10
182	7/9/10
183	7/9/10
184	7/9/10
185	7/9/10
186	7/9/10
187	7/10/10
188	7/12/10
189	7/13/10
190	7/13/10
191	7/14/10
192	7/15/10
193	7/15/10
194	7/15/10
195	7/15/10

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
San Jose	Household items affected by SM installation	Under Investigation	Open
San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
Camp Meeker	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Under Investigation	Open
Richmond	Service Planning (misc)	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Milpitas	Power Interruption	Under Investigation	Open
Newcastle	Household items affected by SM installation	under investigation	Open
San Jose	Power Interruption	Under Investigation	Open
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
San Jose	Household items affected by SM installatio	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Santa Clara	Household items affected by SM installatio	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Tracy	Household items affected by SM installatio	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
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
Placerville	Household items affected by SM installatio	Under Investigation	Open
San Francisco	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Household items affected by SM installatio	Under Investigation	Open
San Jose	Scheduling Problems	Under Investigation	Open
Vacaville	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Amador City	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Berkeley	Household items affected by SM installation	Under Investigation	Open
Los Altos	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Saratoga	Customer Denies Access	Under Investigation	Open

196	7/15/10
197	7/17/10
198	7/19/10
199	7/19/10

Saratoga	Customer Denies Access	Under Investigation	Open
Los Gatos	Household items affected by SM installatio	Under Investigation	Open
Campbell	SmartMeter Customer Communication	Under Investigation	Open
San Francisco	Household items affected by SM installatio	Under Investigation	Open

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

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

43	4/16/10
44	4/19/10
45	4/21/10
46	4/27/10
47	4/30/10
48	5/7/10
49	5/7/10
50	5/10/10
51	5/10/10
52	5/10/10
53	5/10/10
54	5/10/10
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72	5/17/10
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77	5/17/10
78	5/18/10
79	5/18/10
80	5/18/10
81	5/18/10
82	5/18/10
83	5/19/10
84	5/19/10
85	5/19/10
86	5/19/10
87	5/19/10
88	5/20/10
89	5/20/10
90	5/21/10
91	5/21/10
92	5/21/10
93	5/21/10

San Jose	Scheduling Problems	Under Investigation	Open
Brentwood	Household items affected by SM installation	Under Investigation	Open
Madera	Household items affected by SM installation	Under Investigation	Open
Lemoore	Customer Denies Access	Under Investigation	Open
Richmond	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	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
Alamo	Scheduling Problems	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
S. San Francisco	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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
Guerneville	Customer Denies Access	Under Investigation	Open
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open



94	5/21/10
95	5/21/10
96	5/21/10
97	5/21/10
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102	5/21/10
103	5/21/10
104	5/22/10
105	5/22/10
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108	5/24/10
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117	5/24/10
118	5/24/10
119	5/24/10
120	5/25/10
121	5/26/10
122	5/27/10
123	5/27/10
124	5/30/10
125	5/30/10
126	6/4/10
127	6/7/10
128	6/7/10
129	6/8/10
130	6/8/10
131	6/8/10
132	6/9/10
133	6/9/10
134	6/10/10
135	6/10/10
136	6/10/10
137	6/10/10
138	6/10/10
139	6/11/10
140	6/11/10
141	6/14/10
142	6/14/10
143	6/15/10
144	6/15/10

El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Los Altos	Household items affected by SM installation	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
Concord	Household items affected by SM installation	Radio Frequency Concerns	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	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Other	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Fairfield	Power Interruption	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
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
Fresno	Power Interruption	Under Investigation	Open
Milpitas	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
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

145	6/15/10
146	6/15/10
147	6/15/10
148	6/16/10
149	6/16/10
150	6/17/10
151	6/17/10
152	6/17/10
153	6/17/10
154	6/17/10
155	6/17/10
156	6/18/10
157	6/18/10
158	6/18/10
159	6/20/10
160	6/21/10
161	6/21/10
162	6/22/10
163	6/23/10
164	6/23/10
165	6/23/10
166	6/25/10
167	6/28/10
168	6/28/10
169	6/28/10
170	6/29/10
171	6/30/10
172	6/30/10
173	7/1/10
174	7/1/10
175	7/1/10
176	7/2/10
177	7/6/10
178	7/6/10
179	7/6/10
180	7/8/10
181	7/8/10
182	7/9/10
183	7/9/10
184	7/9/10
185	7/9/10
186	7/9/10
187	7/10/10
188	7/12/10
189	7/13/10
190	7/13/10
191	7/14/10
192	7/15/10
193	7/15/10
194	7/15/10
195	7/15/10

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
San Jose	Household items affected by SM installation	Under Investigation	Open
San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
Camp Meeker	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Under Investigation	Open
Richmond	Service Planning (misc)	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Milpitas	Power Interruption	Under Investigation	Open
Newcastle	Household items affected by SM installation	under investigation	Open
San Jose	Power Interruption	Under Investigation	Open
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
San Jose	Household items affected by SM installatio	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Santa Clara	Household items affected by SM installatio	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Tracy	Household items affected by SM installatio	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
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
Placerville	Household items affected by SM installatio	Under Investigation	Open
San Francisco	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Household items affected by SM installatio	Under Investigation	Open
San Jose	Scheduling Problems	Under Investigation	Open
Vacaville	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Amador City	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Berkeley	Household items affected by SM installation	Under Investigation	Open
Los Altos	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Saratoga	Customer Denies Access	Under Investigation	Open

196	7/15/10
197	7/17/10
198	7/19/10
199	7/19/10

Saratoga	Customer Denies Access	Under Investigation	Open
Los Gatos	Household items affected by SM installatio	Under Investigation	Open
Campbell	SmartMeter Customer Communication	Under Investigation	Open
San Francisco	Household items affected by SM installatio	Under Investigation	Open

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

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

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

San Jose	Scheduling Problems	Under Investigation	Open
Brentwood	Household items affected by SM installation	Under Investigation	Open
Madera	Household items affected by SM installation	Under Investigation	Open
Lemoore	Customer Denies Access	Under Investigation	Open
Richmond	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	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
Alamo	Scheduling Problems	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
S. San Francisco	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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
Guerneville	Customer Denies Access	Under Investigation	Open
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open

94	5/21/10
95	5/21/10
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122	5/27/10
123	5/27/10
124	5/30/10
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126	6/4/10
127	6/7/10
128	6/7/10
129	6/8/10
130	6/8/10
131	6/8/10
132	6/9/10
133	6/9/10
134	6/10/10
135	6/10/10
136	6/10/10
137	6/10/10
138	6/10/10
139	6/11/10
140	6/11/10
141	6/14/10
142	6/14/10
143	6/15/10
144	6/15/10

El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Los Altos	Household items affected by SM installation	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
Concord	Household items affected by SM installation	Radio Frequency Concerns	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	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Other	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Fairfield	Power Interruption	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
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
Fresno	Power Interruption	Under Investigation	Open
Milpitas	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
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

145	6/15/10
146	6/15/10
147	6/15/10
148	6/16/10
149	6/16/10
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151	6/17/10
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163	6/23/10
164	6/23/10
165	6/23/10
166	6/25/10
167	6/28/10
168	6/28/10
169	6/28/10
170	6/29/10
171	6/30/10
172	6/30/10
173	7/1/10
174	7/1/10
175	7/1/10
176	7/2/10
177	7/6/10
178	7/6/10
179	7/6/10
180	7/8/10
181	7/8/10
182	7/9/10
183	7/9/10
184	7/9/10
185	7/9/10
186	7/9/10
187	7/10/10
188	7/12/10
189	7/13/10
190	7/13/10
191	7/14/10
192	7/15/10
193	7/15/10
194	7/15/10
195	7/15/10

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
San Jose	Household items affected by SM installation	Under Investigation	Open
San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
Camp Meeker	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Under Investigation	Open
Richmond	Service Planning (misc)	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Milpitas	Power Interruption	Under Investigation	Open
Newcastle	Household items affected by SM installation	under investigation	Open
San Jose	Power Interruption	Under Investigation	Open
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
San Jose	Household items affected by SM installatio	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Santa Clara	Household items affected by SM installatio	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Tracy	Household items affected by SM installatio	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
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
Placerville	Household items affected by SM installatio	Under Investigation	Open
San Francisco	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Household items affected by SM installatio	Under Investigation	Open
San Jose	Scheduling Problems	Under Investigation	Open
Vacaville	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Amador City	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Berkeley	Household items affected by SM installation	Under Investigation	Open
Los Altos	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Saratoga	Customer Denies Access	Under Investigation	Open

196	7/15/10
197	7/17/10
198	7/19/10
199	7/19/10

Saratoga	Customer Denies Access	Under Investigation	Open
Los Gatos	Household items affected by SM installatio	Under Investigation	Open
Campbell	SmartMeter Customer Communication	Under Investigation	Open
San Francisco	Household items affected by SM installatio	Under Investigation	Open



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

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

43	4/16/10
44	4/19/10
45	4/21/10
46	4/27/10
47	4/30/10
48	5/7/10
49	5/7/10
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	5/18/10
79	5/18/10
80	5/18/10
81	5/18/10
82	5/18/10
83	5/19/10
84	5/19/10
85	5/19/10
86	5/19/10
87	5/19/10
88	5/20/10
89	5/20/10
90	5/21/10
91	5/21/10
92	5/21/10
93	5/21/10

San Jose	Scheduling Problems	Under Investigation	Open
Brentwood	Household items affected by SM installation	Under Investigation	Open
Madera	Household items affected by SM installation	Under Investigation	Open
Lemoore	Customer Denies Access	Under Investigation	Open
Richmond	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	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
Alamo	Scheduling Problems	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
S. San Francisco	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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
Guerneville	Customer Denies Access	Under Investigation	Open
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open

94	5/21/10
95	5/21/10
96	5/21/10
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	5/22/10
105	5/22/10
106	5/22/10
107	5/22/10
108	5/24/10
109	5/24/10
110	5/24/10
111	5/24/10
112	5/24/10
113	5/24/10
114	5/24/10
115	5/24/10
116	5/24/10
117	5/24/10
118	5/24/10
119	5/24/10
120	5/25/10
121	5/26/10
122	5/27/10
123	5/27/10
124	5/30/10
125	5/30/10
126	6/4/10
127	6/7/10
128	6/7/10
129	6/8/10
130	6/8/10
131	6/8/10
132	6/9/10
133	6/9/10
134	6/10/10
135	6/10/10
136	6/10/10
137	6/10/10
138	6/10/10
139	6/11/10
140	6/11/10
141	6/14/10
142	6/14/10
143	6/15/10
144	6/15/10

El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Los Altos	Household items affected by SM installation	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
Concord	Household items affected by SM installation	Radio Frequency Concerns	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	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Other	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Fairfield	Power Interruption	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
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
Fresno	Power Interruption	Under Investigation	Open
Milpitas	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
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

145	6/15/10
146	6/15/10
147	6/15/10
148	6/16/10
149	6/16/10
150	6/17/10
151	6/17/10
152	6/17/10
153	6/17/10
154	6/17/10
155	6/17/10
156	6/18/10
157	6/18/10
158	6/18/10
159	6/20/10
160	6/21/10
161	6/21/10
162	6/22/10
163	6/23/10
164	6/23/10
165	6/23/10
166	6/25/10
167	6/28/10
168	6/28/10
169	6/28/10
170	6/29/10
171	6/30/10
172	6/30/10
173	7/1/10
174	7/1/10
175	7/1/10
176	7/2/10
177	7/6/10
178	7/6/10
179	7/6/10
180	7/8/10
181	7/8/10
182	7/9/10
183	7/9/10
184	7/9/10
185	7/9/10
186	7/9/10
187	7/10/10
188	7/12/10
189	7/13/10
190	7/13/10
191	7/14/10
192	7/15/10
193	7/15/10
194	7/15/10
195	7/15/10

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
San Jose	Household items affected by SM installation	Under Investigation	Open
San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
Camp Meeker	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Under Investigation	Open
Richmond	Service Planning (misc)	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Milpitas	Power Interruption	Under Investigation	Open
Newcastle	Household items affected by SM installation	under investigation	Open
San Jose	Power Interruption	Under Investigation	Open
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
San Jose	Household items affected by SM installatio	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Santa Clara	Household items affected by SM installatio	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Tracy	Household items affected by SM installatio	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
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
Placerville	Household items affected by SM installatio	Under Investigation	Open
San Francisco	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Household items affected by SM installatio	Under Investigation	Open
San Jose	Scheduling Problems	Under Investigation	Open
Vacaville	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Amador City	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Berkeley	Household items affected by SM installation	Under Investigation	Open
Los Altos	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Saratoga	Customer Denies Access	Under Investigation	Open

196	7/15/10
197	7/17/10
198	7/19/10
199	7/19/10

Saratoga	Customer Denies Access	Under Investigation	Open
Los Gatos	Household items affected by SM installatio	Under Investigation	Open
Campbell	SmartMeter Customer Communication	Under Investigation	Open
San Francisco	Household items affected by SM installatio	Under Investigation	Open

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

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

43	4/16/10
44	4/19/10
45	4/21/10
46	4/27/10
47	4/30/10
48	5/7/10
49	5/7/10
50	5/10/10
51	5/10/10
52	5/10/10
53	5/10/10
54	5/10/10
55	5/10/10
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
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74	5/17/10
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77	5/17/10
78	5/18/10
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80	5/18/10
81	5/18/10
82	5/18/10
83	5/19/10
84	5/19/10
85	5/19/10
86	5/19/10
87	5/19/10
88	5/20/10
89	5/20/10
90	5/21/10
91	5/21/10
92	5/21/10
93	5/21/10

San Jose	Scheduling Problems	Under Investigation	Open
Brentwood	Household items affected by SM installation	Under Investigation	Open
Madera	Household items affected by SM installation	Under Investigation	Open
Lemoore	Customer Denies Access	Under Investigation	Open
Richmond	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	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
Alamo	Scheduling Problems	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
S. San Francisco	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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
Guerneville	Customer Denies Access	Under Investigation	Open
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open

94	5/21/10
95	5/21/10
96	5/21/10
97	5/21/10
98	5/21/10
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100	5/21/10
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102	5/21/10
103	5/21/10
104	5/22/10
105	5/22/10
106	5/22/10
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108	5/24/10
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118	5/24/10
119	5/24/10
120	5/25/10
121	5/26/10
122	5/27/10
123	5/27/10
124	5/30/10
125	5/30/10
126	6/4/10
127	6/7/10
128	6/7/10
129	6/8/10
130	6/8/10
131	6/8/10
132	6/9/10
133	6/9/10
134	6/10/10
135	6/10/10
136	6/10/10
137	6/10/10
138	6/10/10
139	6/11/10
140	6/11/10
141	6/14/10
142	6/14/10
143	6/15/10
144	6/15/10

El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Los Altos	Household items affected by SM installation	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
Concord	Household items affected by SM installation	Radio Frequency Concerns	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	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Other	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Fairfield	Power Interruption	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
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
Fresno	Power Interruption	Under Investigation	Open
Milpitas	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
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



145	6/15/10
146	6/15/10
147	6/15/10
148	6/16/10
149	6/16/10
150	6/17/10
151	6/17/10
152	6/17/10
153	6/17/10
154	6/17/10
155	6/17/10
156	6/18/10
157	6/18/10
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166	6/25/10
167	6/28/10
168	6/28/10
169	6/28/10
170	6/29/10
171	6/30/10
172	6/30/10
173	7/1/10
174	7/1/10
175	7/1/10
176	7/2/10
177	7/6/10
178	7/6/10
179	7/6/10
180	7/8/10
181	7/8/10
182	7/9/10
183	7/9/10
184	7/9/10
185	7/9/10
186	7/9/10
187	7/10/10
188	7/12/10
189	7/13/10
190	7/13/10
191	7/14/10
192	7/15/10
193	7/15/10
194	7/15/10
195	7/15/10

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
San Jose	Household items affected by SM installation	Under Investigation	Open
San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
Camp Meeker	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Under Investigation	Open
Richmond	Service Planning (misc)	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Milpitas	Power Interruption	Under Investigation	Open
Newcastle	Household items affected by SM installation	under investigation	Open
San Jose	Power Interruption	Under Investigation	Open
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
San Jose	Household items affected by SM installatio	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Santa Clara	Household items affected by SM installatio	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Tracy	Household items affected by SM installatio	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
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
Placerville	Household items affected by SM installatio	Under Investigation	Open
San Francisco	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Household items affected by SM installatio	Under Investigation	Open
San Jose	Scheduling Problems	Under Investigation	Open
Vacaville	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Amador City	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Berkeley	Household items affected by SM installation	Under Investigation	Open
Los Altos	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Saratoga	Customer Denies Access	Under Investigation	Open

196	7/15/10
197	7/17/10
198	7/19/10
199	7/19/10

Saratoga	Customer Denies Access	Under Investigation	Open
Los Gatos	Household items affected by SM installatio	Under Investigation	Open
Campbell	SmartMeter Customer Communication	Under Investigation	Open
San Francisco	Household items affected by SM installatio	Under Investigation	Open



43	4/16/10
44	4/19/10
45	4/21/10
46	4/27/10
47	4/30/10
48	5/7/10
49	5/7/10
50	5/10/10
51	5/10/10
52	5/10/10
53	5/10/10
54	5/10/10
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57	5/10/10
58	5/11/10
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64	5/12/10
65	5/12/10
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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
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77	5/17/10
78	5/18/10
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80	5/18/10
81	5/18/10
82	5/18/10
83	5/19/10
84	5/19/10
85	5/19/10
86	5/19/10
87	5/19/10
88	5/20/10
89	5/20/10
90	5/21/10
91	5/21/10
92	5/21/10
93	5/21/10

San Jose	Scheduling Problems	Under Investigation	Open
Brentwood	Household items affected by SM installation	Under Investigation	Open
Madera	Household items affected by SM installation	Under Investigation	Open
Lemoore	Customer Denies Access	Under Investigation	Open
Richmond	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	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
Alamo	Scheduling Problems	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
S. San Francisco	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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
Guerneville	Customer Denies Access	Under Investigation	Open
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open

94	5/21/10
95	5/21/10
96	5/21/10
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	5/22/10
105	5/22/10
106	5/22/10
107	5/22/10
108	5/24/10
109	5/24/10
110	5/24/10
111	5/24/10
112	5/24/10
113	5/24/10
114	5/24/10
115	5/24/10
116	5/24/10
117	5/24/10
118	5/24/10
119	5/24/10
120	5/25/10
121	5/26/10
122	5/27/10
123	5/27/10
124	5/30/10
125	5/30/10
126	6/4/10
127	6/7/10
128	6/7/10
129	6/8/10
130	6/8/10
131	6/8/10
132	6/9/10
133	6/9/10
134	6/10/10
135	6/10/10
136	6/10/10
137	6/10/10
138	6/10/10
139	6/11/10
140	6/11/10
141	6/14/10
142	6/14/10
143	6/15/10
144	6/15/10

El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Los Altos	Household items affected by SM installation	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
Concord	Household items affected by SM installation	Radio Frequency Concerns	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	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Other	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Fairfield	Power Interruption	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
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
Fresno	Power Interruption	Under Investigation	Open
Milpitas	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
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

145	6/15/10
146	6/15/10
147	6/15/10
148	6/16/10
149	6/16/10
150	6/17/10
151	6/17/10
152	6/17/10
153	6/17/10
154	6/17/10
155	6/17/10
156	6/18/10
157	6/18/10
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160	6/21/10
161	6/21/10
162	6/22/10
163	6/23/10
164	6/23/10
165	6/23/10
166	6/25/10
167	6/28/10
168	6/28/10
169	6/28/10
170	6/29/10
171	6/30/10
172	6/30/10
173	7/1/10
174	7/1/10
175	7/1/10
176	7/2/10
177	7/6/10
178	7/6/10
179	7/6/10
180	7/8/10
181	7/8/10
182	7/9/10
183	7/9/10
184	7/9/10
185	7/9/10
186	7/9/10
187	7/10/10
188	7/12/10
189	7/13/10
190	7/13/10
191	7/14/10
192	7/15/10
193	7/15/10
194	7/15/10
195	7/15/10

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
San Jose	Household items affected by SM installation	Under Investigation	Open
San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
Camp Meeker	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Under Investigation	Open
Richmond	Service Planning (misc)	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Milpitas	Power Interruption	Under Investigation	Open
Newcastle	Household items affected by SM installation	under investigation	Open
San Jose	Power Interruption	Under Investigation	Open
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
San Jose	Household items affected by SM installatio	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Santa Clara	Household items affected by SM installatio	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Tracy	Household items affected by SM installatio	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
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
Placerville	Household items affected by SM installatio	Under Investigation	Open
San Francisco	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Household items affected by SM installatio	Under Investigation	Open
San Jose	Scheduling Problems	Under Investigation	Open
Vacaville	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Amador City	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Berkeley	Household items affected by SM installation	Under Investigation	Open
Los Altos	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Saratoga	Customer Denies Access	Under Investigation	Open

196	7/15/10
197	7/17/10
198	7/19/10
199	7/19/10

Saratoga	Customer Denies Access	Under Investigation	Open
Los Gatos	Household items affected by SM installatio	Under Investigation	Open
Campbell	SmartMeter Customer Communication	Under Investigation	Open
San Francisco	Household items affected by SM installatio	Under Investigation	Open





43	4/16/10
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57	5/10/10
58	5/11/10
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67	5/14/10
68	5/14/10
69	5/15/10
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72	5/17/10
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87	5/19/10
88	5/20/10
89	5/20/10
90	5/21/10
91	5/21/10
92	5/21/10
93	5/21/10

San Jose	Scheduling Problems	Under Investigation	Open
Brentwood	Household items affected by SM installation	Under Investigation	Open
Madera	Household items affected by SM installation	Under Investigation	Open
Lemoore	Customer Denies Access	Under Investigation	Open
Richmond	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Meter/Module	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Other	Under Investigation	Open
Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	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
Alamo	Scheduling Problems	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
S. San Francisco	Other	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Customer Denies Access	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Placerville	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
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
Guerneville	Customer Denies Access	Under Investigation	Open
Tracy	Power Interruption	Under Investigation	Open
Auburn	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open
Browns Valley	Customer Denies Access	Under Investigation	Open

94	5/21/10
95	5/21/10
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120	5/25/10
121	5/26/10
122	5/27/10
123	5/27/10
124	5/30/10
125	5/30/10
126	6/4/10
127	6/7/10
128	6/7/10
129	6/8/10
130	6/8/10
131	6/8/10
132	6/9/10
133	6/9/10
134	6/10/10
135	6/10/10
136	6/10/10
137	6/10/10
138	6/10/10
139	6/11/10
140	6/11/10
141	6/14/10
142	6/14/10
143	6/15/10
144	6/15/10

El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Los Altos	Household items affected by SM installation	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Grass Valley	Customer Denies Access	Under Investigation	Open
Nevada City	Customer Denies Access	Under Investigation	Open
Vacaville	Meter/Module	Under Investigation	Open
Concord	Household items affected by SM installation	Radio Frequency Concerns	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	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Accuracy of Meter	Closed
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Oakland	Customer Denies Access	Other	Closed
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Fairfield	Power Interruption	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
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
Fresno	Power Interruption	Under Investigation	Open
Milpitas	Household items affected by SM installation	Under Investigation	Open
Santa Rosa	Potential Wellington Claim	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
San Jose	Meter/Module Equipment	Under Investigation	Open
Saratoga	SmartMeter Customer Communication	Under Investigation	Open
Sunnyvale	Meter/Module Equipment	Under Investigation	Open
Vallejo	Household items affected by SM installation	Under Investigation	Open
Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
Saratoga	Household items affected by SM installation	Under Investigation	Open
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

145	6/15/10
146	6/15/10
147	6/15/10
148	6/16/10
149	6/16/10
150	6/17/10
151	6/17/10
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153	6/17/10
154	6/17/10
155	6/17/10
156	6/18/10
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160	6/21/10
161	6/21/10
162	6/22/10
163	6/23/10
164	6/23/10
165	6/23/10
166	6/25/10
167	6/28/10
168	6/28/10
169	6/28/10
170	6/29/10
171	6/30/10
172	6/30/10
173	7/1/10
174	7/1/10
175	7/1/10
176	7/2/10
177	7/6/10
178	7/6/10
179	7/6/10
180	7/8/10
181	7/8/10
182	7/9/10
183	7/9/10
184	7/9/10
185	7/9/10
186	7/9/10
187	7/10/10
188	7/12/10
189	7/13/10
190	7/13/10
191	7/14/10
192	7/15/10
193	7/15/10
194	7/15/10
195	7/15/10

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
San Jose	Household items affected by SM installation	Under Investigation	Open
San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
Camp Meeker	Customer Denies Access	Under Investigation	Open
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Under Investigation	Open
Richmond	Service Planning (misc)	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
Milpitas	Power Interruption	Under Investigation	Open
Newcastle	Household items affected by SM installation	under investigation	Open
San Jose	Power Interruption	Under Investigation	Open
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
San Jose	Household items affected by SM installatio	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Santa Clara	Household items affected by SM installatio	Under Investigation	Open
Los Gatos	Customer Denies Access	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Tracy	Household items affected by SM installatio	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
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
Placerville	Household items affected by SM installatio	Under Investigation	Open
San Francisco	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Under Investigation	Open
Oakland	Household items affected by SM installatio	Under Investigation	Open
San Jose	Scheduling Problems	Under Investigation	Open
Vacaville	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
Chico	Customer Denies Access	Under Investigation	Open
Sunnyvale	Household items affected by SM installation	Under Investigation	Open
Amador City	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Berkeley	Household items affected by SM installation	Under Investigation	Open
Los Altos	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open
Saratoga	Customer Denies Access	Under Investigation	Open

196	7/15/10
197	7/17/10
198	7/19/10
199	7/19/10

Saratoga	Customer Denies Access	Under Investigation	Open
Los Gatos	Household items affected by SM installatio	Under Investigation	Open
Campbell	SmartMeter Customer Communication	Under Investigation	Open
San Francisco	Household items affected by SM installatio	Under Investigation	Open

















Sacramento	Customer Denies Access	Under Investigation	Open
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212	7/28/10
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ichmond

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San Jose	Network Equipment Installation	Under Investigation	Open
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213	7/28/10
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San Jose	SmartMeter Customer Communication	Under Investigation	Open
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airfield  
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San Jose 7/28/10

San Jose  
Sunnyvale  
San Jose  
San Mateo  
Camp Meeker  
Concord  
Leasanton  
Richmond  
San Jose  
San Jose  
San Jose  
San Jose  
San Jose  
Milpitas  
Newcastle  
San Jose  
San Jose  
Ridgeville  
Mission Village  
San Jose  
Avis  
San Jose  
San Jose  
Santa Clara  
Los Gatos  
San Jose  
Racine  
San Jose  
San Jose  
San Jose  
San Jose  
Roville  
Paradise  
Tockton  
Lacerville  
San Francisco  
Oakland  
Oakland  
San Jose  
Castroville  
Alnut Creek  
Hico  
Sunnyvale  
Madison City  
Oakland  
San Jose  
Berkeley  
Los Altos  
San Jose  
Mariposa

San Jose	Wellington Installer	Under Investigation	Open
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2154 7/28/10

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San Jose	Wellington Installer	Under Investigation	Open
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216	7/29/10
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Los Gatos	Wellington Installer	Under Investigation	Open
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217	7/29/10
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Oakland	Wellington Installer	Under Investigation	Open
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218	7/29/10
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Placerville	Wellington Installer	Under Investigation	Open
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Rancho Cordova	Wellington Installer	Under Investigation	Open
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Customer Data Access

Household items affected by SM installation

SmartMeter Customer Communication

Household items affected by SM installation

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San Jose

Household items affected by SM installatio

Under Investigation

Open

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Pacific Gas and Electric Company  
**SmartMeter™ Issues and Complaints Report**  
**High-Bill Complaint Report For Customers With SmartMeter™ Devices\***  
 October 21, 2010 -- For the Period October 9, 2010 through October 15, 2010

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

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

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

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

Pacific Gas and Electric Company  
**SmartMeter™ Issues and Complaints Report**  
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5 Open Complaints on Last Report  
 0 Open Complaints Closed Since the Last Report  
 1 New Complaints Since the Last Report  
 1 New Complaints Closed Since the Last Report  
 0 New Complaints Open