

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

October 28, 2010 -- For the Period October 16, 2010 through October 22, 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	Customer Denies Access	Closed
2	1/15/10	{Redacted}	{Redacted}	Napa	Scheduling Problems	Under Investigation	Open
3	2/8/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Customer Denies Access	Closed
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	Customer Denies Access	Closed
7	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
8	2/18/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
9	2/22/10	{Redacted}	{Redacted}	Occidental	Customer Denies Access	Customer Denies Access	Closed
10	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
11	2/23/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Customer Denies Access	Closed
12	2/26/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Customer Denies Access	Closed
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	Customer Denies Access	Closed
23	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
24	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
25	3/10/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Customer Denies Access	Closed
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	Customer Denies Access	Closed
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	Customer Denies Access	Closed
39	3/23/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
40	4/5/10	{Redacted}	{Redacted}	Vacaville	Other	Under Investigation	Open
41	4/14/10	{Redacted}	{Redacted}	Kingsburg	Power Interruption	Under Investigation	Open
42	4/15/10	{Redacted}	{Redacted}	Madera	Other	Under Investigation	Open

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43	4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
44	4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
45	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
46	4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
47	4/30/10			Richmond	Other	Under Investigation	Open
48	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
49	5/7/10			San Jose	Meter/Module	Under Investigation	Open
50	5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
51	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
52	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
53	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
54	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
55	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
56	5/10/10			San Jose	Other	Under Investigation	Open
57	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
58	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
59	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
60	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
61	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
62	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
63	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
64	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
65	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
66	5/13/10			San Jose	Customer Denies Access	Customer Denies Access	Closed
67	5/14/10			Antioch	Meter/Module	Meter Clearance	Closed
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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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	Customer Denies Access	Closed
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			Grass Valley	Customer Denies Access	Under Investigation	Open
109	5/24/10			Livermore	Household items affected by SM installation	Inquiry Regarding Appliances Affected	Closed
110	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
111	5/24/10			Oakland	Customer Denies Access	Customer Denies Access	Closed
112	5/24/10			Oakland	Customer Denies Access	Customer Denies Access	Closed
113	5/24/10			Oakland	Customer Denies Access	Customer Denies Access	Closed
114	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
115	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
116	5/27/10			Oakland	Customer Denies Access	Under Investigation	Open
117	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
118	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
119	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
120	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
121	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
122	6/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
123	6/8/10			Fresno	Power Interruption	Under Investigation	Open
124	6/8/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
125	6/8/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
126	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open

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127	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
128	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
129	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
130	6/10/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
131	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
132	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
133	6/11/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
134	6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
135	6/14/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
136	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
137	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
138	6/15/10			Pleasant Hill	Customer Denies Access	Under Investigation	Open
139	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
140	6/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
141	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
142	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
143	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
144	6/17/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
145	6/17/10			Concord	Customer Denies Access	Under Investigation	Open
146	6/17/10			Pleasanton	Customer Denies Access	Under Investigation	Open
147	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
148	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
149	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
150	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
151	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
152	6/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
153	6/20/10			Milpitas	Power Interruption	Under Investigation	Open
154	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
155	6/21/10			San Jose	Power Interruption	Under Investigation	Open
156	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
157	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
158	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
159	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
160	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
161	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
162	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
163	6/28/10			Santa Clara	Household items affected by SM installatio	Under Investigation	Open
164	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
165	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
166	6/30/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
167	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
168	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open

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

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211	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
212	7/29/10			Placerville	Wellington Installer	Under Investigation	Open
213	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
214	7/29/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
215	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
216	7/30/10			Ben Lomond	Household items affected by SM installatio	Under Investigation	Open
217	7/30/10			Dobbins	Wellington Installer	Under Investigation	Open
218	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
219	8/2/10			La Honda	Customer Denies Access	Under Investigation	Open
220	8/2/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
221	8/3/10			Menlo Park	SmartMeter Customer Communication	Under Investigation	Open
222	8/3/10			Petaluma	Wellington Installer	Under Investigation	Open
223	8/3/10			Pittsburg	Customer Denies Access	Under Investigation	Open
224	8/3/10			San Francisco	Customer Denies Access	Under Investigation	Open
225	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
226	8/4/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
227	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
228	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
229	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
230	8/4/10			Penn Valley	Wellington Installer	Under Investigation	Open
231	8/5/10			San Jose	Wellington Installer	Under Investigation	Open
232	8/6/10			Coulterville	Wellington Installer	Under Investigation	Open
233	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
234	8/6/10			Saratoga	Customer Denies Access	Under Investigation	Open
235	8/8/10			Cloverdale	Power Interruption	Power Interruption	Closed
236	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
237	8/9/10			Cameron Park	Wellington Installer	Under Investigation	Open
238	8/9/10			Camino	Wellington Installer	Under Investigation	Open
239	8/9/10			Saratoga	Wellington Installer	Under Investigation	Open
240	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
241	8/10/10			Pope Valley	Wellington Installer	Under Investigation	Open
242	8/10/10			Tiburon	Wellington Installer	Under Investigation	Open
243	8/11/10			Alamo	Customer wants Smartmeter Removed	Under Investigation	Open
244	8/11/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
245	8/11/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
246	8/12/10			Los Gatos	Wellington Installer	Under Investigation	Open
247	8/12/10			San Jose	Customer Denies Access	Under Investigation	Open
248	8/12/10			Windsor	Wellington Installer	Under Investigation	Open
249	8/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
250	8/13/10			Placerville	Wellington Installer	Under Investigation	Open
251	8/14/10			Oakland	Customer Denies Access	Under Investigation	Open
252	8/16/10			Ben Lomond	Power Interruption	Under Investigation	Open

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253	8/16/10			Chico	Wellington Installer	Under Investigation	Open
254	8/16/10			Concord	SmartMeter Customer Communication	Under Investigation	Open
255	8/16/10			Fremont	Household items affected by SM installatio	Under Investigation	Open
256	8/16/10			Los Gatos	Wellington Installer	Under Investigation	Open
257	8/16/10			Newark	Household items affected by SM installatio	Under Investigation	Open
258	8/16/10			Novato	Customer wants Smartmeter Removed	Other	Closed
259	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
260	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
261	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
262	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
263	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
264	8/16/10			Oakland	Customer Denies Access	Under Investigation	Open
265	8/16/10			Oakland	Wellington Installer	Under Investigation	Open
266	8/16/10			San Jose	Wellington Installer	Under Investigation	Open
267	8/16/10			San Leandro	Scheduling Problems	Under Investigation	Open
268	8/17/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
269	8/17/10			Cloverdale	Wellington Installer	Under Investigation	Open
270	8/17/10			Emeryville	Household items affected by SM installatio	Under Investigation	Open
271	8/17/10			Nevada City	Wellington Installer	Under Investigation	Open
272	8/17/10			Oakland	Customer Denies Access	Under Investigation	Open
273	8/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
274	8/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
275	8/17/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
276	8/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
277	8/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
278	8/17/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
279	8/17/10			Petaluma	Wellington Installer	Under Investigation	Open
280	8/17/10			San Bruno	Household items affected by SM installatio	Under Investigation	Open
281	8/17/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
282	8/17/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
283	8/17/10			San Jose	Wellington Installer	Under Investigation	Open
284	8/17/10			San Leandro	Customer Denies Access	Under Investigation	Open
285	8/17/10			Sonoma	Wellington Installer	Under Investigation	Open
286	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
287	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
288	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
289	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
290	8/18/10			Oakland	Customer Denies Access	Under Investigation	Open
291	8/18/10			Oakland	Wellington Installer	Under Investigation	Open
292	8/18/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
293	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
294	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
295	8/18/10			Sonoma	Wellington Installer	Under Investigation	Open
296	8/19/10			Alameda	Customer wants Smartmeter Removed	Under Investigation	Open
297	8/19/10			Berkeley	Customer Denies Access	Under Investigation	Open
298	8/19/10			Los Gatos	Customer Denies Access	Under Investigation	Open
299	8/19/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
300	8/19/10			Oakland	Customer Denies Access	Under Investigation	Open
301	8/19/10			Oakland	Customer Denies Access	Under Investigation	Open
302	8/19/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
303	8/19/10			Penngrove	Wellington Installer	Under Investigation	Open
304	8/19/10			Richmond	Customer Denies Access	Under Investigation	Open
305	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
306	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
307	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
308	8/19/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
309	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
310	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
311	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
312	8/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
313	8/19/10			Sonoma	Wellington Installer	Under Investigation	Open
314	8/20/10			Berkeley	Customer Denies Access	Under Investigation	Open
315	8/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
316	8/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
317	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
318	8/20/10			Livermore	Customer Denies Access	Under Investigation	Open
319	8/20/10			Oakland	Customer Denies Access	Under Investigation	Open
320	8/20/10			San Francisco	Customer Denies Access	Under Investigation	Open
321	8/20/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
322	8/20/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
323	8/21/10			Los Altos Hills	Household items affected by SM installatio	Under Investigation	Open
324	8/21/10			Oakland	Customer Denies Access	Under Investigation	Open
325	8/21/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
326	8/21/10			Oakland	Wellington Installer	Under Investigation	Open
327	8/22/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
328	8/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
329	8/22/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
330	8/22/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
331	8/22/10			Saratoga	Household items affected by SM installatio	Under Investigation	Open
332	8/23/10			Aptos	Customer Denies Access	Customer Denies Access	Closed
333	8/23/10			Grass Valley	Household items affected by SM installatio	Under Investigation	Open
334	8/23/10			Los Altos	Household items affected by SM installatio	Under Investigation	Open
335	8/23/10			Los Gatos	Customer Denies Access	Under Investigation	Open
336	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open

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337	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
338	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
339	8/23/10			Oakland	Wellington Installer	Under Investigation	Open
340	8/23/10			Pleasant Hill	SmartMeter Customer Communication	Under Investigation	Open
341	8/23/10			Richmond	Customer Denies Access	Under Investigation	Open
342	8/23/10			Richmond	Customer Denies Access	Under Investigation	Open
343	8/23/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
344	8/23/10			San Anselmo	Wellington Installer	Under Investigation	Open
345	8/23/10			San Jose	Customer Denies Access	Customer Denies Access	Closed
346	8/23/10			San Jose	Customer Denies Access	Under Investigation	Open
347	8/23/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
348	8/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
349	8/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
350	8/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
351	8/24/10			Aptos	Customer Denies Access	Under Investigation	Open
352	8/24/10			Berkeley	Customer Denies Access	Under Investigation	Open
353	8/24/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
354	8/24/10			Morgan Hill	Household items affected by SM installatio	Under Investigation	Open
355	8/24/10			Oakland	Customer Denies Access	Under Investigation	Open
356	8/24/10			Oakland	Wellington Installer	Under Investigation	Open
357	8/24/10			San Jose	Customer Denies Access	Under Investigation	Open
358	8/24/10			San Jose	Customer Denies Access	Under Investigation	Open
359	8/24/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
360	8/24/10			San Jose	Meter/Module Equipment	Under Investigation	Open
361	8/24/10			Soquel	Household items affected by SM installatio	Under Investigation	Open
362	8/24/10			Woodside	Customer Denies Access	Under Investigation	Open
363	8/25/10			Campbell	Customer Denies Access	Under Investigation	Open
364	8/25/10			Felton	Household items affected by SM installatio	Under Investigation	Open
365	8/25/10			Freedom	Customer Denies Access	Under Investigation	Open
366	8/25/10			Los Gatos	Customer Denies Access	Under Investigation	Open
367	8/25/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
368	8/25/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
369	8/25/10			Milpitas	Wellington Installer	Under Investigation	Open
370	8/25/10			Novato	Wellington Installer	Under Investigation	Open
371	8/25/10			Oakland	Customer Denies Access	Under Investigation	Open
372	8/25/10			Oakland	Wellington Installer	Under Investigation	Open
373	8/25/10			San Jose	Customer Denies Access	Under Investigation	Open
374	8/25/10			San Jose	Customer Denies Access	Under Investigation	Open
375	8/25/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
376	8/25/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
377	8/25/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
378	8/25/10			San Jose	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
379	8/25/10			Santa Rosa	Wellington Installer	Under Investigation	Open
380	8/25/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
381	8/25/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
382	8/25/10			Watsonville	Customer Denies Access	Under Investigation	Open
383	8/25/10			Windsor	Wellington Installer	Under Investigation	Open
384	8/26/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
385	8/26/10			Boulder Creek	Customer wants Smartmeter Removed	Under Investigation	Open
386	8/26/10			Felton	Customer Denies Access	Under Investigation	Open
387	8/26/10			Felton	Customer Denies Access	Under Investigation	Open
388	8/26/10			Felton	Customer Denies Access	Under Investigation	Open
389	8/26/10			Felton	Customer wants Smartmeter Removed	Under Investigation	Open
390	8/26/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
391	8/26/10			Oakland	Customer Denies Access	Under Investigation	Open
392	8/26/10			Oakland	Customer Denies Access	Under Investigation	Open
393	8/26/10			Piedmont	Customer Denies Access	Under Investigation	Open
394	8/26/10			Richmond	Customer Denies Access	Under Investigation	Open
395	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
396	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
397	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
398	8/26/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
399	8/27/10			Campbell	Customer Denies Access	Under Investigation	Open
400	8/27/10			Capitola	Customer Denies Access	Under Investigation	Open
401	8/27/10			Newark	Customer Denies Access	Under Investigation	Open
402	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
403	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
404	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
405	8/27/10			Oakland	Customer Denies Access	Under Investigation	Open
406	8/27/10			Oakland	Household items affected by SM installatio	Under Investigation	Open
407	8/27/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
408	8/27/10			San Jose	Wellington Installer	Under Investigation	Open
409	8/27/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
410	8/27/10			Sunnyvale	Household items affected by SM installatio	Under Investigation	Open
411	8/28/10			Burlingame	Wellington Installer	Under Investigation	Open
412	8/28/10			Campbell	Customer Denies Access	Under Investigation	Open
413	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
414	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
415	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
416	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
417	8/28/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
418	8/29/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
419	8/29/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
420	8/30/10			Alameda	Wellington Installer	Under Investigation	Open

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

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
463	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
464	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
465	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
466	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
467	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
468	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
469	8/31/10			San Rafael	Customer Denies Access	Customer Denies Access	Closed
470	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
471	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
472	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
473	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
474	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
475	8/31/10			Saratoga	Customer Denies Access	Under Investigation	Open
476	8/31/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
477	8/31/10			Soquel	Customer Denies Access	Under Investigation	Open
478	8/31/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
479	8/31/10			Windsor	Customer wants Smartmeter Removed	Customer wants Smartmeter Removed	Closed
480	9/1/10			Alviso	Customer Denies Access	Under Investigation	Open
481	9/1/10			Aptos	Customer Denies Access	Under Investigation	Open
482	9/1/10			Aptos	Customer Denies Access	Under Investigation	Open
483	9/1/10			Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
484	9/1/10			Campbell	Customer Denies Access	Under Investigation	Open
485	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
486	9/1/10			El Cerrito	Customer Denies Access	Under Investigation	Open
487	9/1/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
488	9/1/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
489	9/1/10			Los Gatos	Wellington Installer	Under Investigation	Open
490	9/1/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
491	9/1/10			Oakland	Customer Denies Access	Under Investigation	Open
492	9/1/10			Oakland	Customer Denies Access	Under Investigation	Open
493	9/1/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
494	9/1/10			San Jose	Customer Denies Access	Under Investigation	Open
495	9/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
496	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
497	9/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
498	9/1/10			San Jose	Wellington Installer	Under Investigation	Open
499	9/1/10			San Rafael	Customer Denies Access	Customer Denies Access	Closed
500	9/1/10			San Rafael	SmartMeter Customer Communication	SmartMeter Customer Communication	Closed
501	9/1/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
502	9/1/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
503	9/1/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
504	9/1/10			Saratoga	Wellington Installer	Under Investigation	Open

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505	9/1/10			Smartville	Wellington Installer	Under Investigation	Open
506	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
507	9/1/10			Vallejo	SmartMeter Customer Communication	SmartMeter Customer Communication	Closed
508	9/2/10			Berkeley	SmartMeter Customer Communication	Under Investigation	Open
509	9/2/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
510	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
511	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
512	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
513	9/2/10			Fairfax	Customer Denies Access	Customer Denies Access	Closed
514	9/2/10			Felton	Customer Denies Access	Under Investigation	Open
515	9/2/10			Grass Valley	Wellington Installer	Under Investigation	Open
516	9/2/10			Guerneville	Customer Denies Access	Under Investigation	Open
517	9/2/10			Los Altos	Customer Denies Access	Under Investigation	Open
518	9/2/10			Los Altos	Customer Denies Access	Under Investigation	Open
519	9/2/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
520	9/2/10			Mill Valley	Customer Denies Access	Under Investigation	Open
521	9/2/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
522	9/2/10			Novato	Customer Denies Access	Customer Denies Access	Closed
523	9/2/10			Oakland	Customer Denies Access	Under Investigation	Open
524	9/2/10			Petaluma	Customer Denies Access	Under Investigation	Open
525	9/2/10			Richmond	Customer Denies Access	Under Investigation	Open
526	9/2/10			Salinas	Customer Denies Access	Under Investigation	Open
527	9/2/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
528	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
529	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
530	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
531	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
532	9/2/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
533	9/2/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
534	9/2/10			San Jose	Wellington Installer	Under Investigation	Open
535	9/2/10			Santa Rosa	Wellington Installer	Under Investigation	Open
536	9/2/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
537	9/2/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
538	9/2/10			Sebastopol	Customer Denies Access	Under Investigation	Open
539	9/3/10			Albany	Inquiry Regarding Appliances Affected	Under Investigation	Open
540	9/3/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
541	9/3/10			Campbell	Customer Denies Access	Under Investigation	Open
542	9/3/10			Campbell	Customer Denies Access	Under Investigation	Open
543	9/3/10			Gilroy	Customer Denies Access	Under Investigation	Open
544	9/3/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open
545	9/3/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open
546	9/3/10			Kentfield	Customer Denies Access	Customer Denies Access	Closed

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547	9/3/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
548	9/3/10			Novato	Customer Denies Access	Under Investigation	Open
549	9/3/10			Oakland	Customer Denies Access	Under Investigation	Open
550	9/3/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
551	9/3/10			Oakland	Wellington Installer	Under Investigation	Open
552	9/3/10			Rohnert Park	SmartMeter Customer Communication	Under Investigation	Open
553	9/3/10			San Jose	Wellington Installer	Under Investigation	Open
554	9/3/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
555	9/3/10			Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
556	9/3/10			Saratoga	Customer wants Smartmeter Removed	Under Investigation	Open
557	9/4/10			Campbell	Customer Denies Access	Under Investigation	Open
558	9/4/10			Novato	Customer Denies Access	Customer Denies Access	Closed
559	9/4/10			Salinas	Customer Denies Access	Under Investigation	Open
560	9/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
561	9/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
562	9/5/10			Campbell	Customer Denies Access	Under Investigation	Open
563	9/5/10			San Rafael	Customer Denies Access	Under Investigation	Open
564	9/6/10			San Jose	Customer Denies Access	Under Investigation	Open
565	9/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
566	9/7/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
567	9/7/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
568	9/7/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
569	9/7/10			Gilroy	Customer Denies Access	Under Investigation	Open
570	9/7/10			Grass Valley	Potential Wellington Claim	Under Investigation	Open
571	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
572	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
573	9/7/10			Milpitas	Customer Denies Access	Under Investigation	Open
574	9/7/10			Oakland	Customer Denies Access	Under Investigation	Open
575	9/7/10			Oakland	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
576	9/7/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
577	9/7/10			Petaluma	Customer Denies Access	Under Investigation	Open
578	9/7/10			Petaluma	Wellington Installer	Under Investigation	Open
579	9/7/10			San Jose	Customer Denies Access	Under Investigation	Open
580	9/7/10			San Jose	Customer Denies Access	Under Investigation	Open
581	9/7/10			San Jose	Customer Denies Access	Under Investigation	Open
582	9/7/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
583	9/7/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
584	9/7/10			San Rafael	Customer Denies Access	Under Investigation	Open
585	9/7/10			San Rafael	Customer Denies Access	Under Investigation	Open
586	9/7/10			Santa Clara	Customer Denies Access	Under Investigation	Open
587	9/7/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
588	9/7/10			Santa Rosa	SmartMeter Customer Communication	SmartMeter Customer Communication	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
589	9/7/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
590	9/8/10			Belmont	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
591	9/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
592	9/8/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
593	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
594	9/8/10			Larkspur	Customer Denies Access	Under Investigation	Open
595	9/8/10			Milpitas	Customer Denies Access	Under Investigation	Open
596	9/8/10			Oakland	Customer Denies Access	Under Investigation	Open
597	9/8/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
598	9/8/10			Petaluma	SmartMeter Customer Communication	SmartMeter Customer Communication	Closed
599	9/8/10			Pleasant Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
600	9/8/10			San Jose	Customer Denies Access	Under Investigation	Open
601	9/8/10			San Jose	Customer Denies Access	Under Investigation	Open
602	9/8/10			San Jose	Customer Denies Access	Under Investigation	Open
603	9/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
604	9/8/10			San Rafael	Customer Denies Access	Customer Denies Access	Closed
605	9/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
606	9/8/10			San Rafael	Customer Denies Access	Under Investigation	Open
607	9/8/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
608	9/8/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
609	9/8/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
610	9/8/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
611	9/8/10			Windsor	Customer Denies Access	Under Investigation	Open
612	9/9/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
613	9/9/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
614	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
615	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
616	9/9/10			Oakland	Customer Denies Access	Under Investigation	Open
617	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
618	9/9/10			Petaluma	Wellington Installer	Under Investigation	Open
619	9/9/10			Salinas	Customer Denies Access	Under Investigation	Open
620	9/9/10			San Jose	Customer Denies Access	Under Investigation	Open
621	9/9/10			San Jose	Customer Denies Access	Under Investigation	Open
622	9/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
623	9/9/10			San Rafael	Customer Denies Access	Under Investigation	Open
624	9/9/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
625	9/9/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
626	9/9/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
627	9/9/10			Saratoga	Wellington Installer	Under Investigation	Open
628	9/10/10			Aptos	Customer Denies Access	Under Investigation	Open
629	9/10/10			Emeryville	Wellington Installer	Under Investigation	Open
630	9/10/10			Felton	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
631	9/10/10			Grass Valley	Wellington Installer	Under Investigation	Open
632	9/10/10			Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
633	9/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
634	9/10/10			Napa	Customer Denies Access	Under Investigation	Open
635	9/10/10			Novato	Customer Denies Access	Under Investigation	Open
636	9/10/10			Oakland	Customer Denies Access	Under Investigation	Open
637	9/10/10			Oakland	Customer Denies Access	Under Investigation	Open
638	9/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
639	9/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
640	9/10/10			Petaluma	Customer Denies Access	Under Investigation	Open
641	9/10/10			Piedmont	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
642	9/10/10			San Francisco	Wellington Installer	Under Investigation	Open
643	9/10/10			San Jose	Customer Denies Access	Under Investigation	Open
644	9/10/10			San Pablo	Customer wants Smartmeter Removed	Under Investigation	Open
645	9/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
646	9/10/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
647	9/10/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
648	9/10/10			Santa Rosa	Wellington Installer	Under Investigation	Open
649	9/10/10			Sebastopol	Customer Denies Access	Under Investigation	Open
650	9/10/10			Soquel	Customer Denies Access	Under Investigation	Open
651	9/10/10			Vallejo	Customer Denies Access	Under Investigation	Open
652	9/11/10			Benicia	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
653	9/11/10			Danville	Customer wants Smartmeter Removed	Under Investigation	Open
654	9/11/10			El Dorado	Wellington Installer	Under Investigation	Open
655	9/11/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
656	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
657	9/11/10			Piedmont	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
658	9/12/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
659	9/12/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
660	9/12/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
661	9/13/10			Gilroy	Customer Denies Access	Under Investigation	Open
662	9/13/10			Gilroy	Customer Denies Access	Under Investigation	Open
663	9/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
664	9/13/10			Healdsburg	Wellington Installer	Under Investigation	Open
665	9/13/10			Magalia	Wellington Installer	Under Investigation	Open
666	9/13/10			Mill Valley	Customer Denies Access	Under Investigation	Open
667	9/13/10			Mill Valley	Customer Denies Access	Under Investigation	Open
668	9/13/10			Mill Valley	Customer Denies Access	Under Investigation	Open
669	9/13/10			Petaluma	Customer Denies Access	Under Investigation	Open
670	9/13/10			Petaluma	Customer Denies Access	Under Investigation	Open
671	9/13/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
672	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open

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673	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
674	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
675	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
676	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
677	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
678	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
679	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
680	9/13/10			San Rafael	Customer Denies Access	Under Investigation	Open
681	9/13/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
682	9/13/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
683	9/13/10			Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
684	9/13/10			Watsonville	Customer Denies Access	Under Investigation	Open
685	9/13/10			Windsor	SmartMeter Customer Communication	Under Investigation	Open
686	9/14/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
687	9/14/10			Gilroy	Customer Denies Access	Under Investigation	Open
688	9/14/10			Los Gatos	Customer Denies Access	Under Investigation	Open
689	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
690	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
691	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
692	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
693	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
694	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
695	9/14/10			Milpitas	Wellington Installer	Under Investigation	Open
696	9/14/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
697	9/14/10			Novato	Wellington Installer	Under Investigation	Open
698	9/14/10			Oakland	Customer Denies Access	Under Investigation	Open
699	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
700	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
701	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
702	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
703	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
704	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
705	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
706	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
707	9/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
708	9/14/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
709	9/14/10			San Jose	Wellington Installer	Under Investigation	Open
710	9/14/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
711	9/14/10			San Rafael	Wellington Installer	Under Investigation	Open
712	9/14/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
713	9/14/10			Santa Rosa	Wellington Installer	Under Investigation	Open
714	9/14/10			Santa Rosa	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
715	9/14/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
716	9/14/10			Watsonville	Customer Denies Access	Under Investigation	Open
717	9/15/10			Aromas	Customer Denies Access	Under Investigation	Open
718	9/15/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
719	9/15/10			Campbell	Wellington Installer	Under Investigation	Open
720	9/15/10			Fulton	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
721	9/15/10			Kentfield	Customer Denies Access	Under Investigation	Open
722	9/15/10			Mill Valley	Customer Denies Access	Under Investigation	Open
723	9/15/10			Muir Beach	Customer Denies Access	Under Investigation	Open
724	9/15/10			Napa	Customer Denies Access	Under Investigation	Open
725	9/15/10			Novato	Customer Denies Access	Under Investigation	Open
726	9/15/10			Oakland	Customer Denies Access	Under Investigation	Open
727	9/15/10			Oakland	Customer wants Smartmeter Removed	Customer wants Smartmeter Removed	Closed
728	9/15/10			Oakland	Power Interruption	Under Investigation	Open
729	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
730	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
731	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
732	9/15/10			Petaluma	Inquiry Regarding Appliances Affected	Under Investigation	Open
733	9/15/10			Richmond	Customer Denies Access	Customer Denies Access	Closed
734	9/15/10			Salinas	Wellington Installer	Under Investigation	Open
735	9/15/10			Salinas	Wellington Installer	Under Investigation	Open
736	9/15/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
737	9/15/10			San Jose	Customer Denies Access	Under Investigation	Open
738	9/15/10			San Jose	Customer Denies Access	Under Investigation	Open
739	9/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
740	9/15/10			San Rafael	Customer Denies Access	Under Investigation	Open
741	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
742	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
743	9/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
744	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
745	9/15/10			Tiburon	Customer Denies Access	Under Investigation	Open
746	9/16/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
747	9/16/10			Berkeley	Customer Denies Access	Customer Denies Access	Closed
748	9/16/10			Berkeley	Customer Denies Access	Under Investigation	Open
749	9/16/10			Campbell	Customer Denies Access	Under Investigation	Open
750	9/16/10			Coarsegold	Customer Denies Access	Under Investigation	Open
751	9/16/10			Felton	Customer Denies Access	Under Investigation	Open
752	9/16/10			Felton	Customer Denies Access	Under Investigation	Open
753	9/16/10			Forestville	SmartMeter Customer Communication	Under Investigation	Open
754	9/16/10			Gilroy	Customer Denies Access	Under Investigation	Open
755	9/16/10			Guerneville	Customer Denies Access	Under Investigation	Open
756	9/16/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
757	9/16/10			Los Gatos	Customer Denies Access	Under Investigation	Open
758	9/16/10			Los Gatos	Customer Denies Access	Under Investigation	Open
759	9/16/10			Mill Valley	Customer Denies Access	Under Investigation	Open
760	9/16/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
761	9/16/10			Novato	Customer Denies Access	Under Investigation	Open
762	9/16/10			Novato	Customer Denies Access	Under Investigation	Open
763	9/16/10			Oakland	Customer Denies Access	Under Investigation	Open
764	9/16/10			Oakland	Customer Denies Access	Under Investigation	Open
765	9/16/10			Oakland	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
766	9/16/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
767	9/16/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
768	9/16/10			Salinas	Customer Denies Access	Under Investigation	Open
769	9/16/10			San Anselmo	Customer wants Smartmeter Removed	Under Investigation	Open
770	9/16/10			San Jose	Customer Denies Access	Under Investigation	Open
771	9/16/10			San Jose	Customer Denies Access	Under Investigation	Open
772	9/16/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
773	9/16/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
774	9/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
775	9/16/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
776	9/16/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
777	9/16/10			Sausalito	Customer Denies Access	Under Investigation	Open
778	9/16/10			Windsor	Customer Denies Access	Under Investigation	Open
779	9/16/10			Windsor	Customer Denies Access	Under Investigation	Open
780	9/16/10			Windsor	Customer wants Smartmeter Removed	Under Investigation	Open
781	9/17/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
782	9/17/10			Cazadero	Customer Denies Access	Under Investigation	Open
783	9/17/10			Cazadero	Customer Denies Access	Under Investigation	Open
784	9/17/10			Cupertino	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
785	9/17/10			Milpitas	Customer Denies Access	Under Investigation	Open
786	9/17/10			Oakland	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
787	9/17/10			Oakland	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
788	9/17/10			Occidental	SmartMeter Customer Communication	Under Investigation	Open
789	9/17/10			Petaluma	Wellington Installer	Under Investigation	Open
790	9/17/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
791	9/17/10			San Rafael	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
792	9/17/10			San Rafael	Wellington Installer	Under Investigation	Open
793	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
794	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
795	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
796	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
797	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
798	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
799	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
800	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
801	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
802	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
803	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
804	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
805	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
806	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
807	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
808	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
809	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
810	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
811	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
812	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
813	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
814	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
815	9/17/10			Santa Cruz	Customer Denies Access	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 Rosa	Customer Denies Access	Under Investigation	Open
836	9/17/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
837	9/18/10			Gilroy	Customer Denies Access	Under Investigation	Open
838	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
839	9/18/10			Oakland	Scheduling Problems	Scheduling Problems	Closed
840	9/18/10			Petaluma	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
841	9/18/10			Salinas	Wellington Installer	Under Investigation	Open
842	9/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
843	9/18/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
844	9/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
845	9/18/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
846	9/20/10			Benicia	Customer Denies Access	Under Investigation	Open
847	9/20/10			Castro Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
848	9/20/10			Fairfax	Customer Denies Access	Under Investigation	Open
849	9/20/10			Grass Valley	Wellington Installer	Under Investigation	Open
850	9/20/10			Napa	Customer Denies Access	Under Investigation	Open
851	9/20/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
852	9/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
853	9/20/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
854	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
855	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
856	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
857	9/20/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
858	9/20/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
859	9/20/10			Saratoga	Customer Denies Access	Under Investigation	Open
860	9/20/10			Sonoma	Customer Denies Access	Under Investigation	Open
861	9/21/10			Campbell	Customer Denies Access	Under Investigation	Open
862	9/21/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
863	9/21/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
864	9/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
865	9/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
866	9/21/10			Mill Valley	Customer Denies Access	Under Investigation	Open
867	9/21/10			Mill Valley	Customer Denies Access	Under Investigation	Open
868	9/21/10			Oakland	Customer Denies Access	Under Investigation	Open
869	9/21/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
870	9/21/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
871	9/21/10			Oakland	Wellington Installer	Under Investigation	Open
872	9/21/10			Oakland	Wellington Installer	Under Investigation	Open
873	9/21/10			Salinas	Customer Denies Access	Under Investigation	Open
874	9/21/10			Salinas	Customer Denies Access	Under Investigation	Open
875	9/21/10			Salinas	Customer Denies Access	Under Investigation	Open
876	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
877	9/21/10			San Jose	Customer Denies Access	Under Investigation	Open
878	9/21/10			San Jose	Customer Denies Access	Under Investigation	Open
879	9/21/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
880	9/21/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
881	9/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
882	9/21/10			Sunnyvale	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
883	9/21/10			Vallejo	Customer Denies Access	Under Investigation	Open
884	9/22/10			Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
885	9/22/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
886	9/22/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
887	9/22/10			Gonzales	Customer wants Smartmeter Removed	Under Investigation	Open
888	9/22/10			Guerneville	Customer Denies Access	Under Investigation	Open
889	9/22/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
890	9/22/10			Magalia	Wellington Installer	Under Investigation	Open
891	9/22/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
892	9/22/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
893	9/22/10			Oakland	Wellington Installer	Under Investigation	Open
894	9/22/10			Salinas	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
895	9/22/10			Salinas	Wellington Installer	Inquiry Regarding Appliances Affected	Closed
896	9/22/10			San Anselmo	Wellington Installer	Under Investigation	Open
897	9/22/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
898	9/22/10			San Jose	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
899	9/22/10			San Jose	Wellington Installer	Under Investigation	Open
900	9/22/10			San Rafael	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
901	9/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
902	9/22/10			Vallejo	Customer Denies Access	Under Investigation	Open
903	9/22/10			Watsonville	Customer wants Smartmeter Removed	Under Investigation	Open
904	9/23/10			Campbell	Wellington Installer	Under Investigation	Open
905	9/23/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
906	9/23/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
907	9/23/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
908	9/23/10			Lafayette	Customer Denies Access	Under Investigation	Open
909	9/23/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
910	9/23/10			Los Gatos	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
911	9/23/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
912	9/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
913	9/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
914	9/23/10			Oakland	Customer Denies Access	Under Investigation	Open
915	9/23/10			Oakland	Customer Denies Access	Under Investigation	Open
916	9/23/10			Oakland	Wellington Installer	Under Investigation	Open
917	9/23/10			Richmond	Inquiry Regarding Appliances Affected	Scheduling Problems	Closed
918	9/23/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
919	9/23/10			San Jose	Customer Denies Access	Under Investigation	Open
920	9/23/10			San Jose	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
921	9/23/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
922	9/23/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
923	9/23/10			San Rafael	Customer Denies Access	Under Investigation	Open
924	9/23/10			San Rafael	Customer Denies Access	Under Investigation	Open

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925	9/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
926	9/23/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
927	9/23/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
928	9/23/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
929	9/23/10			Soquel	Customer Denies Access	Under Investigation	Open
930	9/23/10			Watsonville	Customer wants Smartmeter Removed	Under Investigation	Open
931	9/23/10			Windsor	Customer Denies Access	Under Investigation	Open
932	9/23/10			Windsor	Wellington Installer	Under Investigation	Open
933	9/24/10			Campbell	Customer wants Smartmeter Removed	Under Investigation	Open
934	9/24/10			Campbell	Customer wants Smartmeter Removed	Under Investigation	Open
935	9/24/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
936	9/24/10			Marshall	Customer Denies Access	Under Investigation	Open
937	9/24/10			Oakland	Customer Denies Access	Under Investigation	Open
938	9/24/10			Oakland	Customer Denies Access	Under Investigation	Open
939	9/24/10			Oakland	Potential Wellington Claim	Under Investigation	Open
940	9/24/10			Oakley	SmartMeter Customer Communication	Under Investigation	Open
941	9/24/10			Richmond	Power Interruption	Under Investigation	Open
942	9/24/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
943	9/24/10			San Jose	Customer Denies Access	Under Investigation	Open
944	9/24/10			San Jose	Customer Denies Access	Under Investigation	Open
945	9/24/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
946	9/24/10			San Rafael	Customer Denies Access	Under Investigation	Open
947	9/24/10			San Rafael	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
948	9/24/10			San Rafael	Wellington Installer	Under Investigation	Open
949	9/24/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
950	9/24/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
951	9/24/10			Saratoga	Customer Denies Access	Under Investigation	Open
952	9/24/10			Watsonville	Inquiry Regarding Appliances Affected	Under Investigation	Open
953	9/25/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
954	9/25/10			Santa Rosa	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
955	9/25/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
956	9/26/10			Concord	SmartMeter Customer Communication	Under Investigation	Open
957	9/26/10			Newark	Inquiry Regarding Appliances Affected	Under Investigation	Open
958	9/26/10			Oakland	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
959	9/26/10			Penngrove	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
960	9/26/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
961	9/26/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
962	9/27/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
963	9/27/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
964	9/27/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
965	9/27/10			Campbell	Wellington Installer	Under Investigation	Open
966	9/27/10			Campbell	Wellington Installer	Under Investigation	Open

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967	9/27/10			Gonzales	Wellington Installer	Under Investigation	Open
968	9/27/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
969	9/27/10			Mill Valley	Customer Denies Access	Under Investigation	Open
970	9/27/10			Mill Valley	Customer Denies Access	Under Investigation	Open
971	9/27/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
972	9/27/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
973	9/27/10			Oakland	Wellington Installer	Under Investigation	Open
974	9/27/10			Penn Valley	Wellington Installer	Under Investigation	Open
975	9/27/10			Portola Valley	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
976	9/27/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
977	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
978	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
979	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
980	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
981	9/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
982	9/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
983	9/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
984	9/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
985	9/27/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
986	9/27/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
987	9/27/10			Vallejo	Wellington Installer	Under Investigation	Open
988	9/27/10			Windsor	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
989	9/27/10			Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
990	9/28/10			Atherton	Power Interruption	Under Investigation	Open
991	9/28/10			Mill Valley	Other	Under Investigation	Open
992	9/28/10			Nevada City	Wellington Installer	Under Investigation	Open
993	9/28/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
994	9/28/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
995	9/28/10			Penn Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
996	9/28/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
997	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
998	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
999	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1000	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1001	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
1002	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
1003	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
1004	9/28/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1005	9/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1006	9/28/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1007	9/28/10			Saratoga	Wellington Installer	Under Investigation	Open
1008	9/28/10			Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open

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1009	9/29/10			Fremont	Customer Denies Access	Under Investigation	Open
1010	9/29/10			Fremont	Customer Denies Access	Under Investigation	Open
1011	9/29/10			Gilroy	Wellington Installer	Under Investigation	Open
1012	9/29/10			Grass Valley	Wellington Installer	Under Investigation	Open
1013	9/29/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1014	9/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1015	9/29/10			Mill Valley	Wellington Installer	Under Investigation	Open
1016	9/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1017	9/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1018	9/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1019	9/29/10			San Jose	Power Interruption	Under Investigation	Open
1020	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
1021	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
1022	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
1023	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
1024	9/29/10			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
1025	9/30/10			Oakland	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
1026	9/30/10			Oakland	Wellington Installer	Under Investigation	Open
1027	9/30/10			Oakland	Wellington Installer	Under Investigation	Open
1028	9/30/10			Petaluma	Wellington Installer	Under Investigation	Open
1029	9/30/10			Pleasant Hill	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
1030	9/30/10			Rough & Ready	Wellington Installer	Under Investigation	Open
1031	9/30/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1032	9/30/10			San Jose	Power Interruption	Under Investigation	Open
1033	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1034	10/1/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1035	10/1/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1036	10/1/10			Oakland	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
1037	10/1/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1038	10/1/10			Petaluma	Wellington Installer	Under Investigation	Open
1039	10/1/10			San Rafael	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1040	10/1/10			Twain Harte	Inquiry Regarding Appliances Affected	Under Investigation	Open
1041	10/2/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1042	10/4/10			Campbell	Power Interruption	Under Investigation	Open
1043	10/4/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open
1044	10/4/10			Livermore	Wellington Installer	Under Investigation	Open
1045	10/4/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1046	10/4/10			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1047	10/4/10			Milpitas	Wellington Installer	Under Investigation	Open
1048	10/4/10			Novato	Customer Denies Access	Under Investigation	Open
1049	10/4/10			Novato	Customer Denies Access	Under Investigation	Open
1050	10/4/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open

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1051	10/4/10			Oakland	Wellington Installer	Under Investigation	Open
1052	10/4/10			Penn Valley	Wellington Installer	Under Investigation	Open
1053	10/4/10			San Francisco	Wellington Installer	Under Investigation	Open
1054	10/4/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1055	10/4/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1056	10/4/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1057	10/4/10			San Jose	Wellington Installer	Under Investigation	Open
1058	10/4/10			San Jose	Wellington Installer	Under Investigation	Open
1059	10/4/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1060	10/5/10			Chico	Wellington Installer	Under Investigation	Open
1061	10/5/10			El Cerrito	SmartMeter Customer Communication	Under Investigation	Open
1062	10/5/10			Grass Valley	Wellington Installer	Under Investigation	Open
1063	10/5/10			Grass Valley	Wellington Installer	Under Investigation	Open
1064	10/5/10			Oakland	Customer Denies Access	Under Investigation	Open
1065	10/5/10			Oakland	Wellington Installer	Under Investigation	Open
1066	10/5/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
1067	10/5/10			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
1068	10/5/10			Salinas	Customer Denies Access	Under Investigation	Open
1069	10/5/10			Salinas	SmartMeter Customer Communication	SmartMeter Customer Communication	Closed
1070	10/5/10			Salinas	Wellington Installer	Under Investigation	Open
1071	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1072	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1073	10/5/10			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1074	10/5/10			San Jose	SmartMeter Customer Communication	SmartMeter Customer Communication	Closed
1075	10/5/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1076	10/5/10			San Jose	Wellington Installer	Under Investigation	Open
1077	10/5/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1078	10/5/10			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
1079	10/6/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
1080	10/6/10			Grass Valley	Wellington Installer	Under Investigation	Open
1081	10/6/10			Magalia	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
1082	10/6/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1083	10/6/10			Milpitas	Power Interruption	Under Investigation	Open
1084	10/6/10			Novato	Wellington Installer	Under Investigation	Open
1085	10/6/10			Oakland	Wellington Installer	Under Investigation	Open
1086	10/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
1087	10/6/10			Rohnert Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
1088	10/6/10			San Jose	Customer wants Smartmeter Removed	Customer wants Smartmeter Removed	Closed
1089	10/6/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1090	10/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1091	10/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1092	10/6/10			San Jose	Wellington Installer	Under Investigation	Open

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1093	10/7/10			Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
1094	10/7/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1095	10/7/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1096	10/7/10			Glen Ellen	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1097	10/7/10			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1098	10/7/10			Mill Valley	Wellington Installer	Under Investigation	Open
1099	10/7/10			Milpitas	Power Interruption	Under Investigation	Open
1100	10/7/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
1101	10/7/10			San Jose	Wellington Installer	Under Investigation	Open
1102	10/7/10			San Jose	Wellington Installer	Under Investigation	Open
1103	10/8/10			Alameda	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
1104	10/8/10			Grass Valley	Wellington Installer	Under Investigation	Open
1105	10/8/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
1106	10/8/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1107	10/8/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1108	10/8/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
1109	10/8/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
1110	10/8/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1111	10/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1112	10/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1113	10/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1114	10/8/10			San Jose	Wellington Installer	Under Investigation	Open
1115	10/8/10			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
1116	10/9/10			Castroville	SmartMeter Customer Communication	SmartMeter Customer Communication	Closed
1117	10/9/10			Salinas	Customer wants Smartmeter Removed	Customer wants Smartmeter Removed	Closed
1118	10/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1119	10/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1120	10/10/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1121	10/11/10			Larkspur	Meter Clearance	Under Investigation	Open
1122	10/11/10			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1123	10/11/10			Morgan Hill	Power Interruption	Under Investigation	Open
1124	10/11/10			Oakland	Wellington Installer	Under Investigation	Open
1125	10/11/10			Pacifica	Wellington Installer	Under Investigation	Open
1126	10/11/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
1127	10/11/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1128	10/11/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1129	10/11/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1130	10/11/10			San Jose	Meter Clearance	Under Investigation	Open
1131	10/11/10			San Jose	Wellington Installer	Under Investigation	Open
1132	10/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1133	10/11/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1134	10/12/10			Lafayette	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed

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1135	10/12/10			Nevada City	Power Interruption	Power Interruption	Closed
1136	10/12/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1137	10/12/10			Oakland	Wellington Installer	Under Investigation	Open
1138	10/12/10			Penn Valley	Power Interruption	Power Interruption	Closed
1139	10/12/10			Redwood City	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
1140	10/12/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
1141	10/12/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1142	10/12/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
1143	10/12/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1144	10/12/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1145	10/12/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1146	10/12/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1147	10/12/10			Saratoga	Wellington Installer	Under Investigation	Open
1148	10/13/10			Chico	Customer wants Smartmeter Removed	Customer wants Smartmeter Removed	Closed
1149	10/13/10			Fort Bragg	Meter / Module Equipment (Mfg.)	Customer Denies Access	Closed
1150	10/13/10			Glen Ellen	Wellington Installer	Under Investigation	Open
1151	10/13/10			Livermore	Customer wants Smartmeter Removed	Customer wants Smartmeter Removed	Closed
1152	10/13/10			Marysville	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
1153	10/13/10			Marysville	Wellington Installer	Inquiry Regarding Appliances Affected	Closed
1154	10/13/10			Milpitas	Wellington Installer	Under Investigation	Open
1155	10/13/10			Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
1156	10/13/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
1157	10/13/10			Pacific Grove	Inquiry Regarding Appliances Affected	Under Investigation	Open
1158	10/13/10			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
1159	10/13/10			Salinas	Power Interruption	Under Investigation	Open
1160	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
1161	10/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1162	10/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1163	10/13/10			San Jose	Power Interruption	Under Investigation	Open
1164	10/13/10			San Jose	SmartMeter Customer Communication	SmartMeter Customer Communication	Closed
1165	10/13/10			San Jose	Wellington Installer	Customer Denies Access	Closed
1166	10/13/10			Santa Clara	Network Equipment	Network Equipment	Closed
1167	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1168	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1169	10/14/10			Browns Valley	SmartMeter Customer Communication	SmartMeter Customer Communication	Closed
1170	10/14/10			Gilroy	Wellington Installer	Under Investigation	Open
1171	10/14/10			Gilroy	Wellington Installer	Under Investigation	Open
1172	10/14/10			Glen Ellen	Customer wants Smartmeter Removed	Under Investigation	Open
1173	10/14/10			Grass Valley	Inquiry Regarding Appliances Affected	Inquiries Only	Closed
1174	10/14/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1175	10/14/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
1176	10/14/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1177	10/14/10			Redwood City	Inquiry Regarding Appliances Affected	Under Investigation	Open
1178	10/14/10			Salinas	Wellington Installer	Under Investigation	Open
1179	10/14/10			San Jose	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
1180	10/14/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1181	10/14/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1182	10/14/10			San Jose	Wellington Installer	Under Investigation	Open
1183	10/14/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
1184	10/14/10			Sonoma	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
1185	10/14/10			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
1186	10/14/10			Woodacre	Customer Denies Access	Customer Denies Access	Closed
1187	10/14/10			Woodside	SmartMeter Customer Communication	SmartMeter Customer Communication	Closed
1188	10/15/10			Chico	Customer wants Smartmeter Removed	Customer wants Smartmeter Removed	Closed
1189	10/15/10			Gilroy	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
1190	10/15/10			Healdsburg	Customer Denies Access	Under Investigation	Open
1191	10/15/10			Oakland	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
1192	10/15/10			Redwood City	Customer wants Smartmeter Removed	Customer wants Smartmeter Removed	Closed
1193	10/15/10			Salinas	Customer Denies Access	Under Investigation	Open
1194	10/15/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1195	10/15/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1196	10/15/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1197	10/15/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
1198	10/15/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1199	10/15/10			Walnut Creek	Inquiry Regarding Appliances Affected	Inquiry Regarding Appliances Affected	Closed
1200	10/16/10			Annapolis	Customer Denies Access	Unhappy with SM Program	Closed
1201	10/16/10			Arcata	Customer Denies Access	Unhappy with SM Program	Closed
1202	10/16/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1203	10/16/10			Larkspur	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1204	10/16/10			Oakland	Wellington Installer	Under Investigation	Open
1205	10/16/10			Petaluma	Customer Denies Access	Accuracy of Meter	Closed
1206	10/16/10			Petaluma	SmartMeter Customer Communication	Under Investigation	Open
1207	10/16/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1208	10/16/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1209	10/16/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1210	10/17/10			Los Gatos	Customer Denies Access	Accuracy of Meter	Closed
1211	10/17/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1212	10/17/10			Novato	Customer Denies Access	Medical Concerns	Closed
1213	10/17/10			Novato	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1214	10/17/10			Salinas	Customer Denies Access	Accuracy of Meter	Closed
1215	10/17/10			Salinas	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1216	10/17/10			San Francisco	Power Interruption	Under Investigation	Open
1217	10/17/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1218	10/17/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open

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1219	10/17/10			San Ramon	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1220	10/17/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1221	10/17/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
1222	10/18/10			Albany	Meter Clearance	Meter/Module creating a hazard	Closed
1223	10/18/10			Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
1224	10/18/10			Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
1225	10/18/10			Bakersfield	Power Interruption	Partial Power Outage	Closed
1226	10/18/10			Belvedere	Customer Denies Access	Unhappy with SM Program	Closed
1227	10/18/10			Berkeley	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1228	10/18/10			Bolinas	Customer Denies Access	Radio Frequency Concerns	Closed
1229	10/18/10			Brentwood	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1230	10/18/10			Browns Valley	Wellington Installer	Under Investigation	Open
1231	10/18/10			Campbell	Customer Denies Access	Accuracy of Meter	Closed
1232	10/18/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1233	10/18/10			Carmel	Customer Denies Access	Customer does not want a SmartMeter	Closed
1234	10/18/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
1235	10/18/10			Chico	Customer Denies Access	Unhappy with SM Program	Closed
1236	10/18/10			Cotati	Customer Denies Access	Accuracy of Meter	Closed
1237	10/18/10			Cupertino	Customer Denies Access	Customer Denies Wellington Access	Closed
1238	10/18/10			El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
1239	10/18/10			Forestville	Customer Denies Access	Radio Frequency Concerns	Closed
1240	10/18/10			Gilroy	Customer Denies Access	Customer Opts for Solar Power	Closed
1241	10/18/10			Gilroy	Wellington Installer	Under Investigation	Open
1242	10/18/10			Gilroy	Wellington Installer	Under Investigation	Open
1243	10/18/10			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Closed
1244	10/18/10			Healdsburg	Customer Denies Access	Radio Frequency Concerns	Closed
1245	10/18/10			Kingsburg	Inquiry Regarding Appliances Affected	Other	Closed
1246	10/18/10			Larkspur	Customer Denies Access	Radio Frequency Concerns	Closed
1247	10/18/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1248	10/18/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1249	10/18/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1250	10/18/10			Menlo Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
1251	10/18/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1252	10/18/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1253	10/18/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
1254	10/18/10			Monte Rio	Customer Denies Access	Radio Frequency Concerns	Closed
1255	10/18/10			Moraga	Customer Denies Access	Customer does not want a SmartMeter	Closed
1256	10/18/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1257	10/18/10			Novato	Customer Denies Access	Unhappy with SM Program	Closed
1258	10/18/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
1259	10/18/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1260	10/18/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed

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1261	10/18/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
1262	10/18/10			Oakland	Power Interruption	Flickering Lights	Closed
1263	10/18/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Closed
1264	10/18/10			Paso Robles	Customer Denies Access	Accuracy of Meter	Closed
1265	10/18/10			Paso Robles	Customer Denies Access	Accuracy of Meter	Closed
1266	10/18/10			Paso Robles	Customer Denies Access	Medical Concerns	Closed
1267	10/18/10			Petaluma	Customer Denies Access	Accuracy of Meter	Closed
1268	10/18/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1269	10/18/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1270	10/18/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
1271	10/18/10			Railroad Flat	Inquiry Regarding Appliances Affected	Under Investigation	Open
1272	10/18/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1273	10/18/10			Salinas	Customer Denies Access	Accuracy of Meter	Closed
1274	10/18/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1275	10/18/10			Salinas	Customer Denies Access	Customer Opts for Solar Power	Closed
1276	10/18/10			Salinas	Customer Denies Access	Medical Concerns	Closed
1277	10/18/10			Salinas	Customer Denies Access	Radio Frequency Concerns	Closed
1278	10/18/10			Salinas	Customer Denies Access	Unhappy with SM Program	Closed
1279	10/18/10			Salinas	Wellington Installer	Under Investigation	Open
1280	10/18/10			San Anselmo	Customer Denies Access	Radio Frequency Concerns	Closed
1281	10/18/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
1282	10/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1283	10/18/10			San Jose	Customer Denies Access	Radio Frequency Concerns	Closed
1284	10/18/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1285	10/18/10			San Jose	Power Interruption	Under Investigation	Open
1286	10/18/10			San Martin	Customer Denies Access	Customer Opts for Solar Power	Closed
1287	10/18/10			San Rafael	Customer Denies Access	Unhappy with SM Program	Closed
1288	10/18/10			Ukiah	Customer Denies Access	Medical Concerns	Closed
1289	10/18/10			Walnut Creek	Power Interruption	Breaker keeps tripping	Closed
1290	10/18/10			Wilseyville	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1291	10/19/10			Aptos	Customer Denies Access	Under Investigation	Open
1292	10/19/10			Berkeley	Customer Denies Access	Customer Denies Wellington Access	Closed
1293	10/19/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1294	10/19/10			Campbell	Wellington Installer	Under Investigation	Open
1295	10/19/10			Chico	Customer Denies Access	Accuracy of Meter	Closed
1296	10/19/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
1297	10/19/10			Chico	Power Interruption	Partial Power Outage	Closed
1298	10/19/10			Chico	SmartMeter Customer Communication	Other	Closed
1299	10/19/10			Durham	Wellington Installer	Under Investigation	Open
1300	10/19/10			Emeryville	Customer Denies Access	Customer Denies Wellington Access	Closed
1301	10/19/10			Eureka	Inquiry Regarding Appliances Affected	Other	Closed
1302	10/19/10			Forestville	Customer Denies Access	Radio Frequency Concerns	Closed

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1303	10/19/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1304	10/19/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1305	10/19/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1306	10/19/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1307	10/19/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1308	10/19/10			Larkspur	Customer Denies Access	Radio Frequency Concerns	Closed
1309	10/19/10			Livermore	Customer Denies Access	Medical Concerns	Closed
1310	10/19/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1311	10/19/10			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1312	10/19/10			Nevada City	Customer Denies Access	Customer Opts for Solar Power	Closed
1313	10/19/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
1314	10/19/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
1315	10/19/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
1316	10/19/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1317	10/19/10			Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed
1318	10/19/10			Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed
1319	10/19/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1320	10/19/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1321	10/19/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1322	10/19/10			Pleasant Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
1323	10/19/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Closed
1324	10/19/10			Redding	Customer Denies Access	Customer does not want a SmartMeter	Closed
1325	10/19/10			Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
1326	10/19/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1327	10/19/10			Rohnert Park	Wellington Installer	Under Investigation	Open
1328	10/19/10			Rough & Ready	Customer Denies Access	Customer does not want a SmartMeter	Closed
1329	10/19/10			Salinas	Customer Denies Access	Accuracy of Meter	Closed
1330	10/19/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1331	10/19/10			Salinas	Customer Denies Access	Under Investigation	Open
1332	10/19/10			Salinas	Scheduling Problems	Other	Closed
1333	10/19/10			San Anselmo	Customer Denies Access	Accuracy of Meter	Closed
1334	10/19/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1335	10/19/10			San Francisco	Customer Denies Access	Radio Frequency Concerns	Closed
1336	10/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1337	10/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1338	10/19/10			San Jose	Customer Denies Access	Radio Frequency Concerns	Closed
1339	10/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1340	10/19/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1341	10/19/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1342	10/19/10			San Rafael	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1343	10/19/10			San Rafael	Power Interruption	Under Investigation	Open
1344	10/19/10			Santa Cruz	Customer Denies Access	Medical Concerns	Closed

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1345	10/19/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1346	10/19/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1347	10/19/10			Sonoma	Customer Denies Access	Medical Concerns	Closed
1348	10/19/10			Sonoma	Inquiry Regarding Appliances Affected	Other	Closed
1349	10/19/10			Tracy	Customer Denies Access	Customer Denies Wellington Access	Closed
1350	10/19/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1351	10/19/10			Vallejo	Inquiry Regarding Appliances Affected	Other	Closed
1352	10/19/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
1353	10/19/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1354	10/20/10			American Canyon	Customer Denies Access	Customer does not want a SmartMeter	Closed
1355	10/20/10			Atascadero	Customer Denies Access	Customer Opts for Solar Power	Closed
1356	10/20/10			Atascadero	Inquiry Regarding Appliances Affected	Other	Closed
1357	10/20/10			Atascadero	Power Interruption	Other	Closed
1358	10/20/10			Belmont	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
1359	10/20/10			Berkeley	Power Interruption	Under Investigation	Open
1360	10/20/10			Bodega Bay	Customer wants Smartmeter Removed	Under Investigation	Open
1361	10/20/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
1362	10/20/10			Cupertino	Customer Denies Access	Customer does not want a SmartMeter	Closed
1363	10/20/10			Dos Palos	Customer Denies Access	Customer Denies Wellington Access	Closed
1364	10/20/10			Dublin	Customer Denies Access	Customer Denies Wellington Access	Closed
1365	10/20/10			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Closed
1366	10/20/10			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Closed
1367	10/20/10			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Closed
1368	10/20/10			El Dorado Hills	Customer Denies Access	Customer Denies Wellington Access	Closed
1369	10/20/10			Forest Knolls	Customer Denies Access	Radio Frequency Concerns	Closed
1370	10/20/10			Gilroy	Customer Denies Access	Accuracy of Meter	Closed
1371	10/20/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1372	10/20/10			Glen Ellen	Inquiry Regarding Appliances Affected	Other	Closed
1373	10/20/10			Kentfield	Customer Denies Access	Under Investigation	Open
1374	10/20/10			Kenwood	Customer Denies Access	Accuracy of Meter	Closed
1375	10/20/10			Kenwood	Wellington Installer	Under Investigation	Open
1376	10/20/10			Live Oak	Customer Denies Access	Customer Denies Wellington Access	Closed
1377	10/20/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Closed
1378	10/20/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
1379	10/20/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
1380	10/20/10			Marysville	SmartMeter Customer Communication	Other	Closed
1381	10/20/10			Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
1382	10/20/10			Nicasio	Customer Denies Access	Radio Frequency Concerns	Closed
1383	10/20/10			Nicasio	Customer Denies Access	Radio Frequency Concerns	Closed
1384	10/20/10			Novato	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1385	10/20/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
1386	10/20/10			Oroville	Inquiry Regarding Appliances Affected	Damaged Television	Closed

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1387	10/20/10			Pacifica	Power Interruption	Flickering Lights	Closed
1388	10/20/10			Piedmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
1389	10/20/10			Placerville	Customer Denies Access	Customer Denies Wellington Access	Closed
1390	10/20/10			Pleasanton	Inquiry Regarding Appliances Affected	Other	Closed
1391	10/20/10			Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
1392	10/20/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1393	10/20/10			Rio Nido	Customer Denies Access	Customer does not want a SmartMeter	Closed
1394	10/20/10			Rio Nido	Customer Denies Access	Customer does not want a SmartMeter	Closed
1395	10/20/10			Rio Nido	Customer Denies Access	Customer does not want a SmartMeter	Closed
1396	10/20/10			Saint Helena	Customer Denies Access	Accuracy of Meter	Closed
1397	10/20/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1398	10/20/10			Salinas	Power Interruption	Under Investigation	Open
1399	10/20/10			San Francisco	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1400	10/20/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1401	10/20/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1402	10/20/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1403	10/20/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1404	10/20/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1405	10/20/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1406	10/20/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1407	10/20/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1408	10/20/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1409	10/20/10			San Jose	Customer Denies Access	Radio Frequency Concerns	Closed
1410	10/20/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1411	10/20/10			San Jose	Wellington Installer	Under Investigation	Open
1412	10/20/10			San Pablo	Customer Denies Access	Customer Denies Wellington Access	Closed
1413	10/20/10			San Pablo	Customer Denies Access	Customer Denies Wellington Access	Closed
1414	10/20/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1415	10/20/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1416	10/20/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1417	10/20/10			San Rafael	Wellington Installer	Under Investigation	Open
1418	10/20/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Closed
1419	10/20/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1420	10/20/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1421	10/20/10			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
1422	10/20/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
1423	10/20/10			Stirling City	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1424	10/20/10			Tracy	Customer Denies Access	Accuracy of Meter	Closed
1425	10/20/10			Tracy	Customer Denies Access	Customer Denies Wellington Access	Closed
1426	10/20/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1427	10/20/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1428	10/20/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed

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1429	10/20/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1430	10/20/10			Walnut Creek	Customer Denies Access	Accuracy of Meter	Closed
1431	10/20/10			Walnut Creek	Customer Denies Access	Unhappy with SM Program	Closed
1432	10/20/10			Walnut Creek	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1433	10/20/10			Woodacre	Customer Denies Access	Customer does not want a SmartMeter	Closed
1434	10/21/10			Ben Lomond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1435	10/21/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
1436	10/21/10			Coalinga	Customer Denies Access	Customer Denies Wellington Access	Closed
1437	10/21/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
1438	10/21/10			Daly City	Inquiry Regarding Appliances Affected	Under Investigation	Open
1439	10/21/10			El Dorado	Customer Denies Access	Customer Denies Wellington Access	Closed
1440	10/21/10			El Granada	Inquiry Regarding Appliances Affected	Under Investigation	Open
1441	10/21/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
1442	10/21/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
1443	10/21/10			Fairfax	Customer Denies Access	Unhappy with SM Program	Closed
1444	10/21/10			Felton	Customer wants Smartmeter Removed	Under Investigation	Open
1445	10/21/10			Forestville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1446	10/21/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1447	10/21/10			Greenbrae	Customer Denies Access	Radio Frequency Concerns	Closed
1448	10/21/10			Hollister	Wellington Installer	Under Investigation	Open
1449	10/21/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1450	10/21/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1451	10/21/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1452	10/21/10			Novato	Customer Denies Access	Customer Opts for Solar Power	Closed
1453	10/21/10			Novato	Customer Denies Access	Medical Concerns	Closed
1454	10/21/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
1455	10/21/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
1456	10/21/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1457	10/21/10			Oroville	Power Interruption	Flickering Lights	Closed
1458	10/21/10			Paso Robles	Customer Denies Access	Radio Frequency Concerns	Closed
1459	10/21/10			Paso Robles	SmartMeter Customer Communication	Other	Closed
1460	10/21/10			Petaluma	Customer Denies Access	Medical Concerns	Closed
1461	10/21/10			Placerville	Wellington Installer	Under Investigation	Open
1462	10/21/10			Pleasant Hill	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1463	10/21/10			Reedley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1464	10/21/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1465	10/21/10			Ripon	Inquiry Regarding Appliances Affected	Other	Closed
1466	10/21/10			Salinas	Power Interruption	Under Investigation	Open
1467	10/21/10			Salinas	Wellington Installer	Under Investigation	Open
1468	10/21/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1469	10/21/10			San Anselmo	Customer Denies Access	Unhappy with SM Program	Closed
1470	10/21/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed

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

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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	10/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1472	10/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1473	10/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1474	10/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1475	10/21/10			San Jose	Customer Denies Access	Unhappy with SM Program	Closed
1476	10/21/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1477	10/21/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1478	10/21/10			San Jose	Wellington Installer	Under Investigation	Open
1479	10/21/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1480	10/21/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1481	10/21/10			San Rafael	Customer Denies Access	Medical Concerns	Closed
1482	10/21/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1483	10/21/10			San Rafael	Inquiry Regarding Appliances Affected	Other	Closed
1484	10/21/10			San Rafael	Inquiry Regarding Appliances Affected	Other	Closed
1485	10/21/10			San Rafael	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1486	10/21/10			San Rafael	Wellington Installer	Under Investigation	Open
1487	10/21/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1488	10/21/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1489	10/21/10			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
1490	10/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1491	10/21/10			Scotts Valley	Wellington Installer	Under Investigation	Open
1492	10/21/10			Sebastopol	Customer Denies Access	Medical Concerns	Closed
1493	10/21/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Closed
1494	10/21/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
1495	10/21/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
1496	10/21/10			Sonoma	Inquiry Regarding Appliances Affected	Under Investigation	Open
1497	10/21/10			Suisun	Customer Denies Access	Customer does not want a SmartMeter	Closed
1498	10/21/10			Vallejo	Customer Denies Access	Accuracy of Meter	Closed
1499	10/21/10			Windsor	Inquiry Regarding Appliances Affected	Other	Closed
1500	10/21/10			Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
1501	10/21/10			Yuba City	Wellington Installer	Under Investigation	Open
1502	10/22/10			Bolinas	Customer Denies Access	Radio Frequency Concerns	Closed
1503	10/22/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1504	10/22/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1505	10/22/10			Chico	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1506	10/22/10			Chico	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1507	10/22/10			Cotati	Customer Denies Access	Customer does not want a SmartMeter	Closed
1508	10/22/10			Dobbins	Customer Denies Access	Customer Opts for Solar Power	Closed
1509	10/22/10			Gilroy	Customer Denies Access	Accuracy of Meter	Closed
1510	10/22/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1511	10/22/10			Gilroy	Customer Denies Access	Unhappy with SM Program	Closed
1512	10/22/10			Guerneville	Inquiry Regarding Appliances Affected	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1513	10/22/10			Livermore	Customer Denies Access	Accuracy of Meter	Closed
1514	10/22/10			Los Altos Hills	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1515	10/22/10			Los Gatos	Wellington Installer	Under Investigation	Open
1516	10/22/10			Marshall	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1517	10/22/10			Merced	Customer Denies Access	Customer does not want a SmartMeter	Closed
1518	10/22/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1519	10/22/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1520	10/22/10			Millbrae	Inquiry Regarding Appliances Affected	Under Investigation	Open
1521	10/22/10			Monte Rio	Customer Denies Access	Accuracy of Meter	Closed
1522	10/22/10			Morro Bay	Customer Denies Access	Customer does not want a SmartMeter	Closed
1523	10/22/10			Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
1524	10/22/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Closed
1525	10/22/10			Nevada City	Customer Denies Access	Medical Concerns	Closed
1526	10/22/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1527	10/22/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1528	10/22/10			Oakland	Wellington Installer	Under Investigation	Open
1529	10/22/10			Oroville	Power Interruption	Breaker keeps tripping	Closed
1530	10/22/10			Paradise	Power Interruption	Breaker keeps tripping	Closed
1531	10/22/10			Paradise	Wellington Installer	Under Investigation	Open
1532	10/22/10			Paso Robles	Inquiry Regarding Appliances Affected	Other	Closed
1533	10/22/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1534	10/22/10			Placerville	SmartMeter Customer Communication	Q on SM communication materials	Closed
1535	10/22/10			Sacramento	Inquiry Regarding Appliances Affected	Under Investigation	Open
1536	10/22/10			Salinas	Inquiry Regarding Appliances Affected	Other	Closed
1537	10/22/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1538	10/22/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1539	10/22/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1540	10/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1541	10/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1542	10/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1543	10/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1544	10/22/10			San Jose	Customer Denies Access	Radio Frequency Concerns	Closed
1545	10/22/10			San Jose	Customer Denies Access	Unhappy with SM Program	Closed
1546	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1547	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1548	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1549	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1550	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1551	10/22/10			San Pablo	Customer Denies Access	Customer Denies Wellington Access	Closed
1552	10/22/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1553	10/22/10			San Rafael	Customer Denies Access	Medical Concerns	Closed
1554	10/22/10			San Rafael	Customer Denies Access	Radio Frequency Concerns	Closed

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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	10/22/10			San Rafael	Customer Denies Access	Radio Frequency Concerns	Closed
1556	10/22/10			San Rafael	Inquiry Regarding Appliances Affected	Other	Closed
1557	10/22/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1558	10/22/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1559	10/22/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
1560	10/22/10			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
1561	10/22/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1562	10/22/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1563	10/22/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1564	10/22/10			Sonoma	Wellington Installer	Under Investigation	Open
1565	10/22/10			Stinson Beach	Customer Denies Access	Customer does not want a SmartMeter	Closed
1566	10/22/10			Stinson Beach	Customer Denies Access	Medical Concerns	Closed
1567	10/22/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
1568	10/22/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Closed
1569	10/22/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1570	10/22/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1571	10/22/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1572	10/22/10			Wheatland	Power Interruption	Partial Power Outage	Closed
1573	10/22/10			Yuba City	Inquiry Regarding Appliances Affected	Under Investigation	Open
1574	10/22/10			Yuba City	SmartMeter Customer Communication	Under Investigation	Open

1,199 **Open Issues on Last Report**
106 **Open Issues Closed Since the Last Report**
375 **New Issues Since the Last Report**
279 **New Issues Closed Since the Last Report**
96 **New Issues Open**

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**Pacific Gas and Electric Company
SmartMeter™ Issues and Complaints Report
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October 28, 2010 -- For the Period October 16, 2010 through October 22, 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	Customer Denies Access	Closed
2	1/15/10	{Redacted}	{Redacted}	Napa	Scheduling Problems	Under Investigation	Open
3	2/8/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Customer Denies Access	Closed
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	Customer Denies Access	Closed
7	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
8	2/18/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
9	2/22/10	{Redacted}	{Redacted}	Occidental	Customer Denies Access	Customer Denies Access	Closed
10	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
11	2/23/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Customer Denies Access	Closed
12	2/26/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Customer Denies Access	Closed
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	Customer Denies Access	Closed
23	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
24	3/10/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
25	3/10/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Customer Denies Access	Closed
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	Customer Denies Access	Closed
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	Customer Denies Access	Closed
39	3/23/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
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
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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
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72	5/17/10
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78	5/18/10
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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	Customer Denies Access	Closed
Antioch	Meter/Module	Meter Clearance	Closed
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	Customer Denies Access	Closed
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	5/25/10
115	5/26/10
116	5/27/10
117	5/27/10
118	5/30/10
119	5/30/10
120	6/4/10
121	6/7/10
122	6/7/10
123	6/8/10
124	6/8/10
125	6/8/10
126	6/9/10
127	6/9/10
128	6/10/10
129	6/10/10
130	6/10/10
131	6/10/10
132	6/10/10
133	6/11/10
134	6/11/10
135	6/14/10
136	6/14/10
137	6/15/10
138	6/15/10
139	6/15/10
140	6/15/10
141	6/15/10
142	6/16/10
143	6/16/10
144	6/17/10

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
Grass Valley	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Inquiry Regarding Appliances Affected	Closed
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer Denies Access	Closed
Oakland	Customer Denies Access	Customer Denies Access	Closed
Oakland	Customer Denies Access	Customer Denies Access	Closed
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
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

145	6/17/10
146	6/17/10
147	6/17/10
148	6/17/10
149	6/17/10
150	6/18/10
151	6/18/10
152	6/18/10
153	6/20/10
154	6/21/10
155	6/21/10
156	6/22/10
157	6/23/10
158	6/23/10
159	6/23/10
160	6/25/10
161	6/28/10
162	6/28/10
163	6/28/10
164	6/29/10
165	6/30/10
166	6/30/10
167	7/1/10
168	7/1/10
169	7/1/10
170	7/2/10
171	7/6/10
172	7/6/10
173	7/6/10
174	7/8/10
175	7/8/10
176	7/9/10
177	7/9/10
178	7/9/10
179	7/9/10
180	7/9/10
181	7/10/10
182	7/12/10
183	7/13/10
184	7/13/10
185	7/14/10
186	7/15/10
187	7/15/10
188	7/15/10
189	7/15/10
190	7/15/10
191	7/17/10
192	7/19/10
193	7/19/10
194	7/19/10
195	7/20/10

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	Inquiry Regarding Appliances Affected	Closed
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	Inquiry Regarding Appliances Affected	Closed
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
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
Tracy	Household items affected by SM installatio	Under Investigation	Open
San Carlos	Household items affected by SM installatio	Under Investigation	Open

196	7/21/10
197	7/21/10
198	7/23/10
199	7/23/10

Bolinas	Network Equipment Installation	Under Investigation	Open
Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
Paradise	Household items affected by SM installatio	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open

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

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

43	4/16/10
44	4/19/10
45	4/21/10
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47	4/30/10
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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	Customer Denies Access	Closed
Antioch	Meter/Module	Meter Clearance	Closed
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	Customer Denies Access	Closed
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
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
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111	5/24/10
112	5/24/10
113	5/24/10
114	5/25/10
115	5/26/10
116	5/27/10
117	5/27/10
118	5/30/10
119	5/30/10
120	6/4/10
121	6/7/10
122	6/7/10
123	6/8/10
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125	6/8/10
126	6/9/10
127	6/9/10
128	6/10/10
129	6/10/10
130	6/10/10
131	6/10/10
132	6/10/10
133	6/11/10
134	6/11/10
135	6/14/10
136	6/14/10
137	6/15/10
138	6/15/10
139	6/15/10
140	6/15/10
141	6/15/10
142	6/16/10
143	6/16/10
144	6/17/10

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
Grass Valley	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Inquiry Regarding Appliances Affected	Closed
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer Denies Access	Closed
Oakland	Customer Denies Access	Customer Denies Access	Closed
Oakland	Customer Denies Access	Customer Denies Access	Closed
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
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

145	6/17/10
146	6/17/10
147	6/17/10
148	6/17/10
149	6/17/10
150	6/18/10
151	6/18/10
152	6/18/10
153	6/20/10
154	6/21/10
155	6/21/10
156	6/22/10
157	6/23/10
158	6/23/10
159	6/23/10
160	6/25/10
161	6/28/10
162	6/28/10
163	6/28/10
164	6/29/10
165	6/30/10
166	6/30/10
167	7/1/10
168	7/1/10
169	7/1/10
170	7/2/10
171	7/6/10
172	7/6/10
173	7/6/10
174	7/8/10
175	7/8/10
176	7/9/10
177	7/9/10
178	7/9/10
179	7/9/10
180	7/9/10
181	7/10/10
182	7/12/10
183	7/13/10
184	7/13/10
185	7/14/10
186	7/15/10
187	7/15/10
188	7/15/10
189	7/15/10
190	7/15/10
191	7/17/10
192	7/19/10
193	7/19/10
194	7/19/10
195	7/20/10

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	Inquiry Regarding Appliances Affected	Closed
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	Inquiry Regarding Appliances Affected	Closed
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
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
Tracy	Household items affected by SM installatio	Under Investigation	Open
San Carlos	Household items affected by SM installatio	Under Investigation	Open

196	7/21/10
197	7/21/10
198	7/23/10
199	7/23/10

Bolinas	Network Equipment Installation	Under Investigation	Open
Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
Paradise	Household items affected by SM installatio	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open

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

Customer Name	Account	Service City	Core Process	Nature of Issue	Status
{Redacted}	{Redacted}	Menlo Park	Customer Denies Access	Customer Denies Access	Closed
		Napa	Scheduling Problems	Under Investigation	Open
		Sonoma	Customer Denies Access	Customer Denies Access	Closed
		Carmel	Network Equipment Installation	Under Investigation	Open
		Cupertino	Scheduling Problems	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
		Vallejo	Wellington Installer	Under Investigation	Open
		Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
		Occidental	Customer Denies Access	Customer Denies Access	Closed
		Vallejo	Network Equipment Installation	Under Investigation	Open
		Sebastopol	Customer Denies Access	Customer Denies Access	Closed
		Sebastopol	Customer Denies Access	Customer Denies Access	Closed
		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	Customer Denies Access	Closed
		Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
		Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
		Sonoma	Customer Denies Access	Customer Denies Access	Closed
		Vallejo	Customer Denies Access	Under Investigation	Open
		Union City	Meter/Module	Under Investigation	Open
		Vallejo	Customer Denies Access	Customer Denies Access	Closed
		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	Customer Denies Access	Closed
		Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
		Vacaville	Other	Under Investigation	Open
		Kingsburg	Power Interruption	Under Investigation	Open
		Madera	Other	Under Investigation	Open

43	4/16/10
44	4/19/10
45	4/21/10
46	4/27/10
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49	5/7/10
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51	5/10/10
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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	Customer Denies Access	Closed
Antioch	Meter/Module	Meter Clearance	Closed
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	Customer Denies Access	Closed
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	5/25/10
115	5/26/10
116	5/27/10
117	5/27/10
118	5/30/10
119	5/30/10
120	6/4/10
121	6/7/10
122	6/7/10
123	6/8/10
124	6/8/10
125	6/8/10
126	6/9/10
127	6/9/10
128	6/10/10
129	6/10/10
130	6/10/10
131	6/10/10
132	6/10/10
133	6/11/10
134	6/11/10
135	6/14/10
136	6/14/10
137	6/15/10
138	6/15/10
139	6/15/10
140	6/15/10
141	6/15/10
142	6/16/10
143	6/16/10
144	6/17/10

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
Grass Valley	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Inquiry Regarding Appliances Affected	Closed
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer Denies Access	Closed
Oakland	Customer Denies Access	Customer Denies Access	Closed
Oakland	Customer Denies Access	Customer Denies Access	Closed
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
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

145	6/17/10
146	6/17/10
147	6/17/10
148	6/17/10
149	6/17/10
150	6/18/10
151	6/18/10
152	6/18/10
153	6/20/10
154	6/21/10
155	6/21/10
156	6/22/10
157	6/23/10
158	6/23/10
159	6/23/10
160	6/25/10
161	6/28/10
162	6/28/10
163	6/28/10
164	6/29/10
165	6/30/10
166	6/30/10
167	7/1/10
168	7/1/10
169	7/1/10
170	7/2/10
171	7/6/10
172	7/6/10
173	7/6/10
174	7/8/10
175	7/8/10
176	7/9/10
177	7/9/10
178	7/9/10
179	7/9/10
180	7/9/10
181	7/10/10
182	7/12/10
183	7/13/10
184	7/13/10
185	7/14/10
186	7/15/10
187	7/15/10
188	7/15/10
189	7/15/10
190	7/15/10
191	7/17/10
192	7/19/10
193	7/19/10
194	7/19/10
195	7/20/10

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	Inquiry Regarding Appliances Affected	Closed
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	Inquiry Regarding Appliances Affected	Closed
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
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
Tracy	Household items affected by SM installatio	Under Investigation	Open
San Carlos	Household items affected by SM installatio	Under Investigation	Open

196	7/21/10
197	7/21/10
198	7/23/10
199	7/23/10



Bolinas	Network Equipment Installation	Under Investigation	Open
Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
Paradise	Household items affected by SM installatio	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open

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

Account	Service City	Core Process	Nature of Issue	Status
{Redacted}	Menlo Park	Customer Denies Access	Customer Denies Access	Closed
	Napa	Scheduling Problems	Under Investigation	Open
	Sonoma	Customer Denies Access	Customer Denies Access	Closed
	Carmel	Network Equipment Installation	Under Investigation	Open
	Cupertino	Scheduling Problems	Under Investigation	Open
	Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
	Vallejo	Wellington Installer	Under Investigation	Open
	Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
	Occidental	Customer Denies Access	Customer Denies Access	Closed
	Vallejo	Network Equipment Installation	Under Investigation	Open
	Sebastopol	Customer Denies Access	Customer Denies Access	Closed
	Sebastopol	Customer Denies Access	Customer Denies Access	Closed
	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	Customer Denies Access	Closed
	Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
	Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
	Sonoma	Customer Denies Access	Customer Denies Access	Closed
	Vallejo	Customer Denies Access	Under Investigation	Open
	Union City	Meter/Module	Under Investigation	Open
	Vallejo	Customer Denies Access	Customer Denies Access	Closed
	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	Customer Denies Access	Closed
	Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
	Vacaville	Other	Under Investigation	Open
	Kingsburg	Power Interruption	Under Investigation	Open
	Madera	Other	Under Investigation	Open

43	4/16/10
44	4/19/10
45	4/21/10
46	4/27/10
47	4/30/10
48	5/7/10
49	5/7/10
50	5/10/10
51	5/10/10
52	5/10/10
53	5/10/10
54	5/10/10
55	5/10/10
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58	5/11/10
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63	5/11/10
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
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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	Customer Denies Access	Closed
Antioch	Meter/Module	Meter Clearance	Closed
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	Customer Denies Access	Closed
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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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
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	5/25/10
115	5/26/10
116	5/27/10
117	5/27/10
118	5/30/10
119	5/30/10
120	6/4/10
121	6/7/10
122	6/7/10
123	6/8/10
124	6/8/10
125	6/8/10
126	6/9/10
127	6/9/10
128	6/10/10
129	6/10/10
130	6/10/10
131	6/10/10
132	6/10/10
133	6/11/10
134	6/11/10
135	6/14/10
136	6/14/10
137	6/15/10
138	6/15/10
139	6/15/10
140	6/15/10
141	6/15/10
142	6/16/10
143	6/16/10
144	6/17/10

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
Grass Valley	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Inquiry Regarding Appliances Affected	Closed
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer Denies Access	Closed
Oakland	Customer Denies Access	Customer Denies Access	Closed
Oakland	Customer Denies Access	Customer Denies Access	Closed
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
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

145	6/17/10
146	6/17/10
147	6/17/10
148	6/17/10
149	6/17/10
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151	6/18/10
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154	6/21/10
155	6/21/10
156	6/22/10
157	6/23/10
158	6/23/10
159	6/23/10
160	6/25/10
161	6/28/10
162	6/28/10
163	6/28/10
164	6/29/10
165	6/30/10
166	6/30/10
167	7/1/10
168	7/1/10
169	7/1/10
170	7/2/10
171	7/6/10
172	7/6/10
173	7/6/10
174	7/8/10
175	7/8/10
176	7/9/10
177	7/9/10
178	7/9/10
179	7/9/10
180	7/9/10
181	7/10/10
182	7/12/10
183	7/13/10
184	7/13/10
185	7/14/10
186	7/15/10
187	7/15/10
188	7/15/10
189	7/15/10
190	7/15/10
191	7/17/10
192	7/19/10
193	7/19/10
194	7/19/10
195	7/20/10

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	Inquiry Regarding Appliances Affected	Closed
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	Inquiry Regarding Appliances Affected	Closed
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
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
Tracy	Household items affected by SM installatio	Under Investigation	Open
San Carlos	Household items affected by SM installatio	Under Investigation	Open

196	7/21/10
197	7/21/10
198	7/23/10
199	7/23/10

Bolinas	Network Equipment Installation	Under Investigation	Open
Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
Paradise	Household items affected by SM installatio	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open

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

Service City	Core Process	Nature of Issue	Status
Menlo Park	Customer Denies Access	Customer Denies Access	Closed
Napa	Scheduling Problems	Under Investigation	Open
Sonoma	Customer Denies Access	Customer Denies Access	Closed
Carmel	Network Equipment Installation	Under Investigation	Open
Cupertino	Scheduling Problems	Under Investigation	Open
Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
Vallejo	Wellington Installer	Under Investigation	Open
Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
Occidental	Customer Denies Access	Customer Denies Access	Closed
Vallejo	Network Equipment Installation	Under Investigation	Open
Sebastopol	Customer Denies Access	Customer Denies Access	Closed
Sebastopol	Customer Denies Access	Customer Denies Access	Closed
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	Customer Denies Access	Closed
Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
Sonoma	Customer Denies Access	Customer Denies Access	Closed
Vallejo	Customer Denies Access	Under Investigation	Open
Union City	Meter/Module	Under Investigation	Open
Vallejo	Customer Denies Access	Customer Denies Access	Closed
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	Customer Denies Access	Closed
Santa Rosa	Customer Denies Access	Customer Denies Access	Closed
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	Customer Denies Access	Closed
Antioch	Meter/Module	Meter Clearance	Closed
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	Customer Denies Access	Closed
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
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114	5/25/10
115	5/26/10
116	5/27/10
117	5/27/10
118	5/30/10
119	5/30/10
120	6/4/10
121	6/7/10
122	6/7/10
123	6/8/10
124	6/8/10
125	6/8/10
126	6/9/10
127	6/9/10
128	6/10/10
129	6/10/10
130	6/10/10
131	6/10/10
132	6/10/10
133	6/11/10
134	6/11/10
135	6/14/10
136	6/14/10
137	6/15/10
138	6/15/10
139	6/15/10
140	6/15/10
141	6/15/10
142	6/16/10
143	6/16/10
144	6/17/10

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
Grass Valley	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Inquiry Regarding Appliances Affected	Closed
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer Denies Access	Closed
Oakland	Customer Denies Access	Customer Denies Access	Closed
Oakland	Customer Denies Access	Customer Denies Access	Closed
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
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

145	6/17/10
146	6/17/10
147	6/17/10
148	6/17/10
149	6/17/10
150	6/18/10
151	6/18/10
152	6/18/10
153	6/20/10
154	6/21/10
155	6/21/10
156	6/22/10
157	6/23/10
158	6/23/10
159	6/23/10
160	6/25/10
161	6/28/10
162	6/28/10
163	6/28/10
164	6/29/10
165	6/30/10
166	6/30/10
167	7/1/10
168	7/1/10
169	7/1/10
170	7/2/10
171	7/6/10
172	7/6/10
173	7/6/10
174	7/8/10
175	7/8/10
176	7/9/10
177	7/9/10
178	7/9/10
179	7/9/10
180	7/9/10
181	7/10/10
182	7/12/10
183	7/13/10
184	7/13/10
185	7/14/10
186	7/15/10
187	7/15/10
188	7/15/10
189	7/15/10
190	7/15/10
191	7/17/10
192	7/19/10
193	7/19/10
194	7/19/10
195	7/20/10

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	Inquiry Regarding Appliances Affected	Closed
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	Inquiry Regarding Appliances Affected	Closed
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
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
Tracy	Household items affected by SM installatio	Under Investigation	Open
San Carlos	Household items affected by SM installatio	Under Investigation	Open

196	7/21/10
197	7/21/10
198	7/23/10
199	7/23/10

Bolinas	Network Equipment Installation	Under Investigation	Open
Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
Paradise	Household items affected by SM installatio	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open

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

Core Process	Nature of Issue	Status
Customer Denies Access	Customer Denies Access	Closed
Scheduling Problems	Under Investigation	Open
Customer Denies Access	Customer Denies Access	Closed
Network Equipment Installation	Under Investigation	Open
Scheduling Problems	Under Investigation	Open
Customer Denies Access	Customer Denies Access	Closed
Wellington Installer	Under Investigation	Open
Customer Denies Access	Customer Denies Access	Closed
Customer Denies Access	Customer Denies Access	Closed
Network Equipment Installation	Under Investigation	Open
Customer Denies Access	Customer Denies Access	Closed
Customer Denies Access	Customer Denies Access	Closed
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	Customer Denies Access	Closed
Customer Denies Access	Customer Denies Access	Closed
Customer Denies Access	Customer Denies Access	Closed
Customer Denies Access	Customer Denies Access	Closed
Customer Denies Access	Under Investigation	Open
Meter/Module	Under Investigation	Open
Customer Denies Access	Customer Denies Access	Closed
Wellington Installer	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Wellington Installer	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Customer Denies Access	Under Investigation	Open
Scheduling Problems	Under Investigation	Open
Customer Denies Access	Customer Denies Access	Closed
Customer Denies Access	Customer Denies Access	Closed
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
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58	5/11/10
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62	5/11/10
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64	5/12/10
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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	Customer Denies Access	Closed
Antioch	Meter/Module	Meter Clearance	Closed
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	Customer Denies Access	Closed
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

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104	5/22/10
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107	5/22/10
108	5/24/10
109	5/24/10
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111	5/24/10
112	5/24/10
113	5/24/10
114	5/25/10
115	5/26/10
116	5/27/10
117	5/27/10
118	5/30/10
119	5/30/10
120	6/4/10
121	6/7/10
122	6/7/10
123	6/8/10
124	6/8/10
125	6/8/10
126	6/9/10
127	6/9/10
128	6/10/10
129	6/10/10
130	6/10/10
131	6/10/10
132	6/10/10
133	6/11/10
134	6/11/10
135	6/14/10
136	6/14/10
137	6/15/10
138	6/15/10
139	6/15/10
140	6/15/10
141	6/15/10
142	6/16/10
143	6/16/10
144	6/17/10

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
Grass Valley	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Inquiry Regarding Appliances Affected	Closed
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer Denies Access	Closed
Oakland	Customer Denies Access	Customer Denies Access	Closed
Oakland	Customer Denies Access	Customer Denies Access	Closed
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
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

145	6/17/10
146	6/17/10
147	6/17/10
148	6/17/10
149	6/17/10
150	6/18/10
151	6/18/10
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153	6/20/10
154	6/21/10
155	6/21/10
156	6/22/10
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159	6/23/10
160	6/25/10
161	6/28/10
162	6/28/10
163	6/28/10
164	6/29/10
165	6/30/10
166	6/30/10
167	7/1/10
168	7/1/10
169	7/1/10
170	7/2/10
171	7/6/10
172	7/6/10
173	7/6/10
174	7/8/10
175	7/8/10
176	7/9/10
177	7/9/10
178	7/9/10
179	7/9/10
180	7/9/10
181	7/10/10
182	7/12/10
183	7/13/10
184	7/13/10
185	7/14/10
186	7/15/10
187	7/15/10
188	7/15/10
189	7/15/10
190	7/15/10
191	7/17/10
192	7/19/10
193	7/19/10
194	7/19/10
195	7/20/10

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	Inquiry Regarding Appliances Affected	Closed
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	Inquiry Regarding Appliances Affected	Closed
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
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
Tracy	Household items affected by SM installatio	Under Investigation	Open
San Carlos	Household items affected by SM installatio	Under Investigation	Open

196	7/21/10
197	7/21/10
198	7/23/10
199	7/23/10

Bolinas	Network Equipment Installation	Under Investigation	Open
Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
Paradise	Household items affected by SM installatio	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open

Section 583.

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

Nature of Issue	Status
Customer Denies Access	Closed
Under Investigation	Open
Customer Denies Access	Closed
Under Investigation	Open
Under Investigation	Open
Customer Denies Access	Closed
Under Investigation	Open
Customer Denies Access	Closed
Customer Denies Access	Closed
Under Investigation	Open
Customer Denies Access	Closed
Customer Denies Access	Closed
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Customer Denies Access	Closed
Customer Denies Access	Closed
Customer Denies Access	Closed
Customer Denies Access	Closed
Under Investigation	Open
Under Investigation	Open
Customer Denies Access	Closed
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Under Investigation	Open
Customer Denies Access	Closed
Customer Denies Access	Closed
Under Investigation	Open
Under Investigation	Open
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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54	5/10/10
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58	5/11/10
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72	5/17/10
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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	Customer Denies Access	Closed
Antioch	Meter/Module	Meter Clearance	Closed
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	Customer Denies Access	Closed
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
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
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112	5/24/10
113	5/24/10
114	5/25/10
115	5/26/10
116	5/27/10
117	5/27/10
118	5/30/10
119	5/30/10
120	6/4/10
121	6/7/10
122	6/7/10
123	6/8/10
124	6/8/10
125	6/8/10
126	6/9/10
127	6/9/10
128	6/10/10
129	6/10/10
130	6/10/10
131	6/10/10
132	6/10/10
133	6/11/10
134	6/11/10
135	6/14/10
136	6/14/10
137	6/15/10
138	6/15/10
139	6/15/10
140	6/15/10
141	6/15/10
142	6/16/10
143	6/16/10
144	6/17/10

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
Grass Valley	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Inquiry Regarding Appliances Affected	Closed
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer Denies Access	Closed
Oakland	Customer Denies Access	Customer Denies Access	Closed
Oakland	Customer Denies Access	Customer Denies Access	Closed
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
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

145	6/17/10
146	6/17/10
147	6/17/10
148	6/17/10
149	6/17/10
150	6/18/10
151	6/18/10
152	6/18/10
153	6/20/10
154	6/21/10
155	6/21/10
156	6/22/10
157	6/23/10
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159	6/23/10
160	6/25/10
161	6/28/10
162	6/28/10
163	6/28/10
164	6/29/10
165	6/30/10
166	6/30/10
167	7/1/10
168	7/1/10
169	7/1/10
170	7/2/10
171	7/6/10
172	7/6/10
173	7/6/10
174	7/8/10
175	7/8/10
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182	7/12/10
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185	7/14/10
186	7/15/10
187	7/15/10
188	7/15/10
189	7/15/10
190	7/15/10
191	7/17/10
192	7/19/10
193	7/19/10
194	7/19/10
195	7/20/10

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	Inquiry Regarding Appliances Affected	Closed
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	Inquiry Regarding Appliances Affected	Closed
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
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
Tracy	Household items affected by SM installatio	Under Investigation	Open
San Carlos	Household items affected by SM installatio	Under Investigation	Open

196	7/21/10
197	7/21/10
198	7/23/10
199	7/23/10

Bolinas	Network Equipment Installation	Under Investigation	Open
Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
Paradise	Household items affected by SM installatio	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open

43	4/16/10
44	4/19/10
45	4/21/10
46	4/27/10
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51	5/10/10
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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	Customer Denies Access	Closed
Antioch	Meter/Module	Meter Clearance	Closed
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	Customer Denies Access	Closed
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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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
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108	5/24/10
109	5/24/10
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114	5/25/10
115	5/26/10
116	5/27/10
117	5/27/10
118	5/30/10
119	5/30/10
120	6/4/10
121	6/7/10
122	6/7/10
123	6/8/10
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125	6/8/10
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127	6/9/10
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129	6/10/10
130	6/10/10
131	6/10/10
132	6/10/10
133	6/11/10
134	6/11/10
135	6/14/10
136	6/14/10
137	6/15/10
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139	6/15/10
140	6/15/10
141	6/15/10
142	6/16/10
143	6/16/10
144	6/17/10

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
Grass Valley	Customer Denies Access	Under Investigation	Open
Livermore	Household items affected by SM installation	Inquiry Regarding Appliances Affected	Closed
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer Denies Access	Closed
Oakland	Customer Denies Access	Customer Denies Access	Closed
Oakland	Customer Denies Access	Customer Denies Access	Closed
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
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

145	6/17/10
146	6/17/10
147	6/17/10
148	6/17/10
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151	6/18/10
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154	6/21/10
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160	6/25/10
161	6/28/10
162	6/28/10
163	6/28/10
164	6/29/10
165	6/30/10
166	6/30/10
167	7/1/10
168	7/1/10
169	7/1/10
170	7/2/10
171	7/6/10
172	7/6/10
173	7/6/10
174	7/8/10
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181	7/10/10
182	7/12/10
183	7/13/10
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185	7/14/10
186	7/15/10
187	7/15/10
188	7/15/10
189	7/15/10
190	7/15/10
191	7/17/10
192	7/19/10
193	7/19/10
194	7/19/10
195	7/20/10

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	Inquiry Regarding Appliances Affected	Closed
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	Inquiry Regarding Appliances Affected	Closed
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
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
Tracy	Household items affected by SM installatio	Under Investigation	Open
San Carlos	Household items affected by SM installatio	Under Investigation	Open

196	7/21/10
197	7/21/10
198	7/23/10
199	7/23/10

Bolinas	Network Equipment Installation	Under Investigation	Open
Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
Paradise	Household items affected by SM installatio	Under Investigation	Open
San Jose	Customer Denies Access	Under Investigation	Open



Sacramento	Customer Denies Access	Under Investigation	Open
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212	7/29/10
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rentwood
adera
emoore
ichmond

Placerville	Wellington Installer	Under Investigation	Open
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213	7/29/10
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Rancho Cordova	Wellington Installer	Under Investigation	Open
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I Dorado Hills
airfield
hico
leasant Hill
an Jose
an Jose
hingle Springs
an Jose
an Mateo
amp Meeker

i

Order 7/29/10

leasanton
richmond
san Jose
san Jose
san Jose
san Jose
san Jose
ilpitas
ewcastle
san Jose
san Jose
ridgeville
i Wuk Village
san Jose
avis
san Jose
san Jose
anta Clara
os Gatos
san Jose
racy
san Jose
san Jose
san Jose
san Jose
roville
aradise
tockton
lacerville
san Francisco
akland
akland
san Jose
acaville
alnut Creek
hico
unnyvale
mador City
akland
san Jose
erkeley
os Altos
san Jose
aratoga
aratoga
os Gatos
ampbell
san Francisco
racy
san Carlos

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San Jose	Household items affected by SM installatio	Under Investigation	Open
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07/15	7/29/10
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Michigan Bluff
paradise
San Jose

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Santa Rosa	Customer Denies Access	Under Investigation	Open
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217	7/30/10
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household items affected by SM installation
household items affected by SM installation
customer Denies Access
ther

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Dobbins	Wellington Installer	Under Investigation	Open
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ustomer Denies Access
ousehold items affected by SM installation
ousehold items affected by SM installation
ustomer Denies Access
ustomer wants Smartmeter Removed
ousehold items affected by SM installation
ousehold items affected by SM installation
ousehold items affected by SM installation
ustomer wants Smartmeter Removed
ustomer Denies Access

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Customer Denies Access

Customer Denies Access

Service Planning (misc)

Household items affected by SM installation

Household items affected by SM installation

Household items affected by SM installation

Household items affected by SM installation

SmartMeter Customer Communication

Power Interruption

Household items affected by SM installation

Power Interruption

Customer Denies Access

Network Equipment Installation

Household items affected by SM installation

Household items affected by SM installation

Household items affected by SM installation

Household items affected by SM installation

Household items affected by SM installation

Household items affected by SM installation

Customer Denies Access

Customer wants Smartmeter Removed

Household items affected by SM installation

Customer wants Smartmeter Removed

Customer wants Smartmeter Removed

SmartMeter Customer Communication

Household items affected by SM installation

Customer Denies Access

SmartMeter Customer Communication

SmartMeter Customer Communication

Household items affected by SM installation

SmartMeter Customer Communication

Customer Denies Access

Household items affected by SM installation

Scheduling Problems

Customer Denies Access

Customer wants Smartmeter Removed

Customer Denies Access

Household items affected by SM installation

SmartMeter Customer Communication

Household items affected by SM installation

Customer Denies Access

Household items affected by SM installation

SmartMeter Customer Communication

Customer Denies Access

Customer Denies Access

Customer Denies Access

Household items affected by SM installation

SmartMeter Customer Communication

Household items affected by SM installation

Household items affected by SM installation

Household items affected by SM installation

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La Honda	Customer Denies Access	Under Investigation	Open
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Network Equipment Installation
Customer wants Smartmeter Removed
Household items affected by SM installation
Customer Denies Access



San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
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221	8/3/10
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Menlo Park	SmartMeter Customer Communication	Under Investigation	Open
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ustomer Denies Access
eter Clearance

ustomer Denies Access

223	8/3/10
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Pittsburg	Customer Denies Access	Under Investigation	Open
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nquiry Regarding Appliances Affected

ustomer Denies Access

ustomer Denies Access

ustomer Denies Access

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224	8/3/10
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San Francisco	Customer Denies Access	Under Investigation	Open
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nquiry Regarding Appliances Affected

nquiry Regarding Appliances Affected

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225	8/3/10
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San Jose	Wellington Installer	Under Investigation	Open
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losed
losed

losed

228	8/4/10
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Paradise	Wellington Installer	Under Investigation	Open
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losed

losed

losed

losed

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229	8/4/10
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Paradise	Wellington Installer	Under Investigation	Open
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losed

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Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 October 28, 2010 -- For the Period October 16, 2010 through October 22, 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	Closed	Bill is Accurate. Service initiated on 8/1/97. Electric SmartMeter installed on 9/9/09 and gas SmartMeter on 9/3/09. Electric meter tested on 9/15/10 and passed. Customer is disputing gas and electric usage from 6/20/10-7/21/10, where electric ADU was 41.19 kWh and gas ADU was 0.28 therms. Over 8 months passed between SmartMeter installation and initial high bill complaint. Electric ADU variation during disputed period was 4%, 2%, 23%, and -1% when compared to same periods in 2009, 2008, 2007, and 2006, respectively. Gas ADU variation during disputed period was 87%, 75%, 12%, and 47% compared to those same years. However, because the amounts were so minimal, customer's gas bill totaled \$9.71 during disputed period. Customer informs representative that daughter and family were living at location until 6/30/10 and they have 2 refrigerators. Contacted customer and provided her with hourly usage history. Said she would contact Customer Relations if she questions usage increases in future.
4	9/13/10	{Redacted}	{Redacted}	LOS ALTOS HILLS	Open	Under Investigation
5	9/29/10	{Redacted}	{Redacted}	RICHMOND	Closed	Bill is Accurate. Service initiated on 11/21/06. Electric SmartMeter installed 7/05/10. Customer disputes electric charges for period 7/22/10-8/20/10. Meter passed test 9/08/10. Usage in disputed period reflects 18.52 kWh ADU, compared to ADU (10.66 kWh) in billing period immediately prior to SmartMeter installation. Data review shows usage pattern changed starting on 7/27/10 when a large number of 15 minute intervals showed increased usage hovering about 0.8 kWh but regularly dipping to 0.1 kWh. Starting 8/14/10, usage followed similar pattern but never fell below 0.8 kWh. Usage pattern continued through 9/12/10 when it returned to more consistent usage similar to period before 7/27/10. Based on accurate meter test and consistent usage at 0.8 kWh, an adjustment to the account was not deemed appropriate at this time. PG&E attempted to contact customer many times, offering an energy audit but could not reach him. Customer was sent billing history and letter inviting customer to call PG&E to discuss usage history and/or to schedule an energy audit.
6	10/21/10	{Redacted}	{Redacted}	SAN JOSE	Closed	Bill is Accurate. Service initiated on 2/3/86. Electric SmartMeter installed on 9/9/10. Customer concerned that usage increased due to SmartMeter installation. Customer has received one bill since installation; ADU for that period (9/20/10-10/19/10) is 9.34 kWh. Analysis of customer's historical usage shows 9.34 kWh is lower than or approximates historical usage for same billing period in prior years. October ADU for 2009-2007 was 13.24, 9.17 and 9.03, respectively, representing a variation of -29%, 2% and 3%. October usage is also in line when compared to prior six months (9.13, 7.72, 10, 9.6, 9.66, 10.31). Customer was advised that an adjustment was not warranted based on the consistent usage.

* 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
- 2 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
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 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
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6	10/21/10	{Redacted}	{Redacted}	SAN JOSE	Closed	Bill is Accurate. Service initiated on 2/3/86. Electric SmartMeter installed on 9/9/10. Customer concerned that usage increased due to SmartMeter installation. Customer has received one bill since installation; ADU for that period (9/20/10-10/19/10) is 9.34 kWh. Analysis of customer's historical usage shows 9.34 kWh is lower than or approximates historical usage for same billing period in prior years. October ADU for 2009-2007 was 13.24, 9.17 and 9.03, respectively, representing a variation of -29%, 2% and 3%. October usage is also in line when compared to prior six months (9.13, 7.72, 10, 9.6, 9.66, 10.31). Customer was advised that an adjustment was not warranted based on the consistent usage.

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