

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

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

November 4, 2010 -- For the Period October 23, 2010 through October 29, 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	1/15/10	{Redacted}	{Redacted}	Napa	Scheduling Problems	Under Investigation	Open
2	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Under Investigation	Open
3	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
4	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
5	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
6	3/1/10	{Redacted}	{Redacted}	Fresno	Wellington Installer	Under Investigation	Open
7	3/1/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
8	3/3/10	{Redacted}	{Redacted}	Glen Ellen	Scheduling Problems	Under Investigation	Open
9	3/7/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
10	3/7/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
11	3/7/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
12	3/8/10	{Redacted}	{Redacted}	Cotati	Household items affected by SM installation	Under Investigation	Open
13	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM installation	Under Investigation	Open
14	3/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
15	3/10/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
16	3/12/10	{Redacted}	{Redacted}	Union City	Meter/Module	Under Investigation	Open
17	3/12/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
18	3/15/10	{Redacted}	{Redacted}	Placerville	Customer Denies Access	Under Investigation	Open
19	3/15/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
20	3/16/10	{Redacted}	{Redacted}	Angels Camp	Customer Denies Access	Under Investigation	Open
21	3/16/10	{Redacted}	{Redacted}	Sunnyvale	Customer Denies Access	Under Investigation	Open
22	3/17/10	{Redacted}	{Redacted}	Napa	Customer Denies Access	Under Investigation	Open
23	3/19/10	{Redacted}	{Redacted}	American Canyon	Customer Denies Access	Under Investigation	Open
24	3/19/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
25	3/22/10	{Redacted}	{Redacted}	San Jose	Scheduling Problems	Under Investigation	Open
26	4/5/10	{Redacted}	{Redacted}	Vacaville	Other	Under Investigation	Open
27	4/14/10	{Redacted}	{Redacted}	Kingsburg	Power Interruption	Under Investigation	Open
28	4/15/10	{Redacted}	{Redacted}	Madera	Other	Under Investigation	Open
29	4/16/10	{Redacted}	{Redacted}	San Jose	Scheduling Problems	Under Investigation	Open
30	4/19/10	{Redacted}	{Redacted}	Brentwood	Household items affected by SM installation	Under Investigation	Open
31	4/21/10	{Redacted}	{Redacted}	Madera	Household items affected by SM installation	Under Investigation	Open
32	4/27/10	{Redacted}	{Redacted}	Lemoore	Customer Denies Access	Under Investigation	Open
33	4/30/10	{Redacted}	{Redacted}	Richmond	Other	Under Investigation	Open
34	5/7/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
35	5/7/10	{Redacted}	{Redacted}	San Jose	Meter/Module	Under Investigation	Open
36	5/10/10	{Redacted}	{Redacted}	Los Gatos	Customer Denies Access	Under Investigation	Open
37	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
38	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
39	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
40	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
41	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
42	5/10/10	{Redacted}	{Redacted}	San Jose	Other	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
44	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
45	5/11/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
46	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
47	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
48	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
49	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
50	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
51	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
52	5/14/10			San Jose	Meter/Module	Under Investigation	Open
53	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
54	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
55	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
56	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
57	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
58	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
59	5/17/10			S. San Francisco	Other	Under Investigation	Open
60	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
61	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
62	5/18/10			Los Gatos	Customer Denies Access	Unhappy with SM program	Closed
63	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
64	5/18/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
65	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
66	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
67	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
68	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
69	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
70	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
71	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
72	5/20/10			Tracy	Power Interruption	Under Investigation	Open
73	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
74	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
75	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
76	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
77	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
78	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
79	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
80	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
81	5/21/10			Los Altos	Household items affected by SM installation	Radio Frequency Concerns	Closed
82	5/21/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
83	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
84	5/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	5/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
86	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
87	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
88	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
89	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
90	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
91	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open
92	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
93	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
94	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
95	5/27/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
96	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
97	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
98	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
99	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
100	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
101	6/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
102	6/8/10			Fresno	Power Interruption	Under Investigation	Open
103	6/8/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
104	6/8/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
105	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
106	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
107	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
108	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
109	6/10/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
110	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
111	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
112	6/11/10			Berkeley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
113	6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
114	6/14/10			El Dorado Hills	Customer Denies Access	Under Investigation	Open
115	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
116	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
117	6/15/10			Pleasant Hill	Customer Denies Access	Under Investigation	Open
118	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
119	6/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
120	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
121	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
122	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
123	6/17/10			Camp Meeker	Customer Denies Access	Under Investigation	Open
124	6/17/10			Concord	Customer Denies Access	Under Investigation	Open
125	6/17/10			Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Closed
126	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
128	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
129	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
130	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
131	6/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
132	6/20/10			Milpitas	Power Interruption	Under Investigation	Open
133	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
134	6/21/10			San Jose	Power Interruption	Under Investigation	Open
135	6/22/10			San Jose	Customer Denies Access	Under Investigation	Open
136	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
137	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
138	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
139	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
140	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
141	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
142	6/28/10			Santa Clara	Household items affected by SM installatio	Under Investigation	Open
143	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
144	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
145	6/30/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
146	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
147	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
148	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
149	7/2/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
150	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
151	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
152	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
153	7/8/10			Placerville	Household items affected by SM installatio	Under Investigation	Open
154	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
155	7/9/10			Oakland	Customer Denies Access	Under Investigation	Open
156	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
157	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
158	7/9/10			Walnut Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
159	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
160	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
161	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
162	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
163	7/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
164	7/15/10			Los Altos	SmartMeter Customer Communication	Other	Closed
165	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
166	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
167	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
168	7/17/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open



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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	7/19/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
170	7/19/10			San Francisco	Household items affected by SM installatio	Under Investigation	Open
171	7/19/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
172	7/20/10			San Carlos	Household items affected by SM installatio	Under Investigation	Open
173	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
174	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
175	7/23/10			Paradise	Household items affected by SM installatio	Under Investigation	Open
176	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
177	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
178	7/26/10			Groveland	Household items affected by SM installatio	Under Investigation	Open
179	7/26/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
180	7/27/10			Oakland	Wellington Installer	Under Investigation	Open
181	7/28/10			Oakland	Wellington Installer	Under Investigation	Open
182	7/28/10			Placerville	Wellington Installer	Under Investigation	Open
183	7/28/10			San Jose	Network Equipment Installation	Under Investigation	Open
184	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
185	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
186	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
187	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
188	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
189	7/29/10			Placerville	Wellington Installer	Under Investigation	Open
190	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
191	7/29/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
192	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
193	7/30/10			Ben Lomond	Household items affected by SM installatio	Under Investigation	Open
194	7/30/10			Dobbins	Wellington Installer	Under Investigation	Open
195	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
196	8/2/10			La Honda	Customer Denies Access	Medical Concerns	Closed
197	8/2/10			San Francisco	Customer wants Smartmeter Removed	No reason provided	Closed
198	8/3/10			Menlo Park	SmartMeter Customer Communication	Other	Closed
199	8/3/10			Petaluma	Wellington Installer	Under Investigation	Open
200	8/3/10			Pittsburg	Customer Denies Access	Under Investigation	Open
201	8/3/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
202	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
203	8/4/10			Berkeley	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
204	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
205	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
206	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
207	8/4/10			Penn Valley	Wellington Installer	Under Investigation	Open
208	8/5/10			San Jose	Wellington Installer	Under Investigation	Open
209	8/6/10			Coulterville	Wellington Installer	Under Investigation	Open
210	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open

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211	8/6/10			Saratoga	Customer Denies Access	Under Investigation	Open
212	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
213	8/9/10			Cameron Park	Wellington Installer	Under Investigation	Open
214	8/9/10			Camino	Wellington Installer	Under Investigation	Open
215	8/9/10			Saratoga	Wellington Installer	Under Investigation	Open
216	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
217	8/10/10			Pope Valley	Wellington Installer	Under Investigation	Open
218	8/10/10			Tiburon	Wellington Installer	Under Investigation	Open
219	8/11/10			Alamo	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
220	8/11/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
221	8/11/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
222	8/12/10			Los Gatos	Wellington Installer	Under Investigation	Open
223	8/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
224	8/12/10			Windsor	Wellington Installer	Under Investigation	Open
225	8/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
226	8/13/10			Placerville	Wellington Installer	Under Investigation	Open
227	8/14/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
228	8/16/10			Ben Lomond	Power Interruption	Under Investigation	Open
229	8/16/10			Chico	Wellington Installer	Under Investigation	Open
230	8/16/10			Concord	SmartMeter Customer Communication	Under Investigation	Open
231	8/16/10			Fremont	Household items affected by SM installatio	Under Investigation	Open
232	8/16/10			Los Gatos	Wellington Installer	Under Investigation	Open
233	8/16/10			Newark	Household items affected by SM installatio	Radio Frequency Concerns	Closed
234	8/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
235	8/16/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
236	8/16/10			Oakland	Customer Denies Access	Unhappy with SM program	Closed
237	8/16/10			Oakland	Customer Denies Access	Unhappy with SM program	Closed
238	8/16/10			Oakland	Customer Denies Access	Unhappy with SM program	Closed
239	8/16/10			Oakland	Customer Denies Access	Unhappy with SM program	Closed
240	8/16/10			Oakland	Wellington Installer	Under Investigation	Open
241	8/16/10			San Jose	Wellington Installer	Under Investigation	Open
242	8/16/10			San Leandro	Scheduling Problems	Other	Closed
243	8/17/10			Antioch	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
244	8/17/10			Cloverdale	Wellington Installer	Under Investigation	Open
245	8/17/10			Emeryville	Household items affected by SM installatio	Other	Closed
246	8/17/10			Nevada City	Wellington Installer	Under Investigation	Open
247	8/17/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
248	8/17/10			Oakland	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
249	8/17/10			Oakland	Customer wants Smartmeter Removed	No reason provided	Closed
250	8/17/10			Oakland	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
251	8/17/10			Oakland	SmartMeter Customer Communication	Customer needs help to read meter	Closed
252	8/17/10			Oakland	SmartMeter Customer Communication	Concern doorhanger may trigger theft	Closed

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253	8/17/10			Oakland	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
254	8/17/10			Petaluma	Wellington Installer	Under Investigation	Open
255	8/17/10			San Bruno	Household items affected by SM installatio	Under Investigation	Open
256	8/17/10			San Jose	Household items affected by SM installatio	Radio Frequency Concerns	Closed
257	8/17/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
258	8/17/10			San Jose	Wellington Installer	Under Investigation	Open
259	8/17/10			San Leandro	Customer Denies Access	Customer does not want a SmartMeter	Closed
260	8/17/10			Sonoma	Wellington Installer	Under Investigation	Open
261	8/18/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
262	8/18/10			Oakland	Customer Denies Access	Unhappy with SM program	Closed
263	8/18/10			Oakland	Customer Denies Access	Unhappy with SM program	Closed
264	8/18/10			Oakland	Customer Denies Access	Unhappy with SM program	Closed
265	8/18/10			Oakland	Customer Denies Access	Unhappy with SM program	Closed
266	8/18/10			Oakland	Wellington Installer	Under Investigation	Open
267	8/18/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
268	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
269	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
270	8/18/10			Sonoma	Wellington Installer	Under Investigation	Open
271	8/19/10			Alameda	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
272	8/19/10			Berkeley	Customer Denies Access	Privacy Concerns	Closed
273	8/19/10			Los Gatos	Customer Denies Access	Under Investigation	Open
274	8/19/10			Novato	SmartMeter Customer Communication	Radio Frequency Concerns	Closed
275	8/19/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
276	8/19/10			Oakland	Customer Denies Access	Unhappy with SM program	Closed
277	8/19/10			Pennngrove	Wellington Installer	Under Investigation	Open
278	8/19/10			Richmond	Customer Denies Access	Accuracy of Meter	Closed
279	8/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
280	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
281	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
282	8/19/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
283	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
284	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
285	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
286	8/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
287	8/19/10			Sonoma	Wellington Installer	Under Investigation	Open
288	8/20/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
289	8/20/10			Berkeley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
290	8/20/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
291	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
292	8/20/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Closed
293	8/20/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
294	8/20/10			San Francisco	Customer Denies Access	Medical Concerns	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
295	8/20/10			San Jose	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
296	8/20/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
297	8/21/10			Los Altos Hills	Household items affected by SM installatio	Under Investigation	Open
298	8/21/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
299	8/21/10			Oakland	Household items affected by SM installatio	Damaged Refrigerator	Closed
300	8/21/10			Oakland	Wellington Installer	Unhappy with SM program	Closed
301	8/22/10			Ben Lomond	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
302	8/22/10			Berkeley	Customer Denies Access	Under Investigation	Open
303	8/22/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
304	8/22/10			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
305	8/22/10			Saratoga	Household items affected by SM installatio	Under Investigation	Open
306	8/23/10			Grass Valley	Household items affected by SM installatio	Under Investigation	Open
307	8/23/10			Los Altos	Household items affected by SM installatio	Under Investigation	Open
308	8/23/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
309	8/23/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
310	8/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
311	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
312	8/23/10			Oakland	Wellington Installer	Under Investigation	Open
313	8/23/10			Pleasant Hill	SmartMeter Customer Communication	Other	Closed
314	8/23/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
315	8/23/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
316	8/23/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
317	8/23/10			San Anselmo	Wellington Installer	Under Investigation	Open
318	8/23/10			San Jose	Customer Denies Access	Under Investigation	Open
319	8/23/10			San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
320	8/23/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
321	8/23/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
322	8/23/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
323	8/24/10			Aptos	Customer Denies Access	Medical Concerns	Closed
324	8/24/10			Berkeley	Customer Denies Access	Medical Concerns	Closed
325	8/24/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
326	8/24/10			Morgan Hill	Household items affected by SM installatio	Under Investigation	Open
327	8/24/10			Oakland	Customer Denies Access	Unhappy with SM program	Closed
328	8/24/10			Oakland	Wellington Installer	Under Investigation	Open
329	8/24/10			San Jose	Customer Denies Access	Medical Concerns	Closed
330	8/24/10			San Jose	Customer Denies Access	Under Investigation	Open
331	8/24/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
332	8/24/10			San Jose	Meter/Module Equipment	Under Investigation	Open
333	8/24/10			Soquel	Household items affected by SM installatio	Under Investigation	Open
334	8/24/10			Woodside	Customer Denies Access	Customer does not want a SmartMeter	Closed
335	8/25/10			Campbell	Customer Denies Access	Under Investigation	Open
336	8/25/10			Felton	Household items affected by SM installatio	Under Investigation	Open

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337	8/25/10			Freedom	Customer Denies Access	Under Investigation	Open
338	8/25/10			Los Gatos	Customer Denies Access	Under Investigation	Open
339	8/25/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
340	8/25/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
341	8/25/10			Milpitas	Wellington Installer	Under Investigation	Open
342	8/25/10			Novato	Wellington Installer	Under Investigation	Open
343	8/25/10			Oakland	Customer Denies Access	Medical Concerns	Closed
344	8/25/10			Oakland	Wellington Installer	Under Investigation	Open
345	8/25/10			San Jose	Customer Denies Access	Under Investigation	Open
346	8/25/10			San Jose	Customer Denies Access	Under Investigation	Open
347	8/25/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
348	8/25/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
349	8/25/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
350	8/25/10			San Jose	Wellington Installer	Under Investigation	Open
351	8/25/10			Santa Rosa	Wellington Installer	Under Investigation	Open
352	8/25/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
353	8/25/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
354	8/25/10			Watsonville	Customer Denies Access	Under Investigation	Open
355	8/25/10			Windsor	Wellington Installer	Under Investigation	Open
356	8/26/10			Boulder Creek	Customer Denies Access	Customer does not want a SmartMeter	Closed
357	8/26/10			Boulder Creek	Customer wants Smartmeter Removed	Under Investigation	Open
358	8/26/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Closed
359	8/26/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Closed
360	8/26/10			Felton	Customer Denies Access	Under Investigation	Open
361	8/26/10			Felton	Customer wants Smartmeter Removed	Under Investigation	Open
362	8/26/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
363	8/26/10			Oakland	Customer Denies Access	Unhappy with SM program	Closed
364	8/26/10			Oakland	Customer Denies Access	Unhappy with SM program	Closed
365	8/26/10			Piedmont	Customer Denies Access	Unhappy with SM program	Closed
366	8/26/10			Richmond	Customer Denies Access	Unhappy with SM program	Closed
367	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
368	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
369	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
370	8/26/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
371	8/27/10			Campbell	Customer Denies Access	Under Investigation	Open
372	8/27/10			Capitola	Customer Denies Access	Under Investigation	Open
373	8/27/10			Newark	Customer Denies Access	Customer does not want a SmartMeter	Closed
374	8/27/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
375	8/27/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
376	8/27/10			Oakland	Customer Denies Access	Unhappy with SM program	Closed
377	8/27/10			Oakland	Customer Denies Access	Unhappy with SM program	Closed
378	8/27/10			Oakland	Household items affected by SM installatio	Damaged Refrigerator	Closed

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

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379	8/27/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
380	8/27/10			San Jose	Wellington Installer	Under Investigation	Open
381	8/27/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
382	8/27/10			Sunnyvale	Household items affected by SM installatio	Under Investigation	Open
383	8/28/10			Burlingame	Wellington Installer	Under Investigation	Open
384	8/28/10			Campbell	Customer Denies Access	Under Investigation	Open
385	8/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
386	8/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
387	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
388	8/28/10			San Jose	Customer Denies Access	Under Investigation	Open
389	8/28/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
390	8/29/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
391	8/29/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
392	8/30/10			Alameda	Wellington Installer	Under Investigation	Open
393	8/30/10			Aptos	Customer Denies Access	Under Investigation	Open
394	8/30/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
395	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
396	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
397	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
398	8/30/10			Campbell	Customer Denies Access	Under Investigation	Open
399	8/30/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
400	8/30/10			Felton	Inquiry Regarding Appliances Affected	Under Investigation	Open
401	8/30/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
402	8/30/10			Larkspur	Customer Denies Access	Under Investigation	Open
403	8/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
404	8/30/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
405	8/30/10			Oakland	Customer Denies Access	Other	Closed
406	8/30/10			Oakland	Customer Denies Access	Under Investigation	Open
407	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
408	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
409	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
410	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
411	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
412	8/30/10			San Jose	Customer Denies Access	Under Investigation	Open
413	8/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
414	8/30/10			San Jose	Wellington Installer	Under Investigation	Open
415	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
416	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
417	8/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
418	8/30/10			Saratoga	Customer Denies Access	Customer does not want a SmartMeter	Closed
419	8/30/10			Saratoga	Customer Denies Access	Under Investigation	Open
420	8/30/10			Smartville	Wellington Installer	Under Investigation	Open

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421	8/31/10			Aptos	Customer Denies Access	Under Investigation	Open
422	8/31/10			Aptos	Customer Denies Access	Under Investigation	Open
423	8/31/10			Capitola	Customer wants Smartmeter Removed	Under Investigation	Open
424	8/31/10			Los Altos	Customer Denies Access	Under Investigation	Open
425	8/31/10			Menlo Park	Power Interruption	Breaker keeps tripping	Closed
426	8/31/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
427	8/31/10			Oakland	Customer Denies Access	Unhappy with SM program	Closed
428	8/31/10			Oakland	Customer Denies Access	Unhappy with SM program	Closed
429	8/31/10			Piedmont	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
430	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
431	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
432	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
433	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
434	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
435	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
436	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
437	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
438	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
439	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
440	8/31/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
441	8/31/10			Saratoga	Customer Denies Access	Under Investigation	Open
442	8/31/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
443	8/31/10			Soquel	Customer Denies Access	Under Investigation	Open
444	8/31/10			Soquel	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
445	9/1/10			Alviso	Customer Denies Access	Under Investigation	Open
446	9/1/10			Aptos	Customer Denies Access	Under Investigation	Open
447	9/1/10			Aptos	Customer Denies Access	Under Investigation	Open
448	9/1/10			Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
449	9/1/10			Campbell	Customer Denies Access	Under Investigation	Open
450	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
451	9/1/10			El Cerrito	Customer Denies Access	Under Investigation	Open
452	9/1/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
453	9/1/10			Los Gatos	SmartMeter Customer Communication	Under Investigation	Open
454	9/1/10			Los Gatos	Wellington Installer	Under Investigation	Open
455	9/1/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
456	9/1/10			Oakland	Customer Denies Access	Under Investigation	Open
457	9/1/10			Oakland	Customer Denies Access	Unhappy with SM program	Closed
458	9/1/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
459	9/1/10			San Jose	Customer Denies Access	Under Investigation	Open
460	9/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
461	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
462	9/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open

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463	9/1/10			San Jose	Wellington Installer	Under Investigation	Open
464	9/1/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
465	9/1/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
466	9/1/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
467	9/1/10			Saratoga	Wellington Installer	Under Investigation	Open
468	9/1/10			Smartville	Wellington Installer	Under Investigation	Open
469	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
470	9/2/10			Berkeley	SmartMeter Customer Communication	Under Investigation	Open
471	9/2/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
472	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
473	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
474	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
475	9/2/10			Felton	Customer Denies Access	Under Investigation	Open
476	9/2/10			Grass Valley	Wellington Installer	Under Investigation	Open
477	9/2/10			Guerneville	Customer Denies Access	Customer does not want a SmartMeter	Closed
478	9/2/10			Los Altos	Customer Denies Access	Under Investigation	Open
479	9/2/10			Los Altos	Customer Denies Access	Under Investigation	Open
480	9/2/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
481	9/2/10			Mill Valley	Customer Denies Access	Under Investigation	Open
482	9/2/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
483	9/2/10			Oakland	Customer Denies Access	Under Investigation	Open
484	9/2/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
485	9/2/10			Richmond	Customer Denies Access	Under Investigation	Open
486	9/2/10			Salinas	Customer Denies Access	Under Investigation	Open
487	9/2/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
488	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
489	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
490	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
491	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
492	9/2/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
493	9/2/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
494	9/2/10			San Jose	Wellington Installer	Under Investigation	Open
495	9/2/10			Santa Rosa	Wellington Installer	Under Investigation	Open
496	9/2/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
497	9/2/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
498	9/2/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
499	9/3/10			Albany	Inquiry Regarding Appliances Affected	Under Investigation	Open
500	9/3/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
501	9/3/10			Campbell	Customer Denies Access	Under Investigation	Open
502	9/3/10			Campbell	Customer Denies Access	Under Investigation	Open
503	9/3/10			Gilroy	Customer Denies Access	Under Investigation	Open
504	9/3/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open



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505	9/3/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open
506	9/3/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
507	9/3/10			Novato	Customer Denies Access	Customer Opts for Solar Power	Closed
508	9/3/10			Oakland	Customer Denies Access	Under Investigation	Open
509	9/3/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
510	9/3/10			Oakland	Wellington Installer	Under Investigation	Open
511	9/3/10			Rohnert Park	SmartMeter Customer Communication	Other	Closed
512	9/3/10			San Jose	Wellington Installer	Under Investigation	Open
513	9/3/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
514	9/3/10			Saratoga	Customer wants Smartmeter Removed	Under Investigation	Open
515	9/4/10			Campbell	Customer Denies Access	Under Investigation	Open
516	9/4/10			Salinas	Customer Denies Access	Under Investigation	Open
517	9/4/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
518	9/4/10			San Rafael	Customer Denies Access	Medical Concerns	Closed
519	9/5/10			Campbell	Customer Denies Access	Under Investigation	Open
520	9/5/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
521	9/6/10			San Jose	Customer Denies Access	Under Investigation	Open
522	9/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
523	9/7/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
524	9/7/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
525	9/7/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
526	9/7/10			Gilroy	Customer Denies Access	Under Investigation	Open
527	9/7/10			Grass Valley	Potential Wellington Claim	Under Investigation	Open
528	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
529	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
530	9/7/10			Milpitas	Customer Denies Access	Under Investigation	Open
531	9/7/10			Oakland	Customer Denies Access	Under Investigation	Open
532	9/7/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
533	9/7/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
534	9/7/10			Petaluma	Wellington Installer	Under Investigation	Open
535	9/7/10			San Jose	Customer Denies Access	Under Investigation	Open
536	9/7/10			San Jose	Customer Denies Access	Under Investigation	Open
537	9/7/10			San Jose	Customer Denies Access	Under Investigation	Open
538	9/7/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
539	9/7/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
540	9/7/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
541	9/7/10			San Rafael	Customer Denies Access	Radio Frequency Concerns	Closed
542	9/7/10			Santa Clara	Customer Denies Access	Under Investigation	Open
543	9/7/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
544	9/7/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
545	9/8/10			Berkeley	Customer Denies Access	Under Investigation	Open
546	9/8/10			Berkeley	Customer wants Smartmeter Removed	Medical Concerns	Closed

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547	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
548	9/8/10			Larkspur	Customer Denies Access	Customer does not want a SmartMeter	Closed
549	9/8/10			Milpitas	Customer Denies Access	Under Investigation	Open
550	9/8/10			Oakland	Customer Denies Access	Under Investigation	Open
551	9/8/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
552	9/8/10			Pleasant Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
553	9/8/10			San Jose	Customer Denies Access	Under Investigation	Open
554	9/8/10			San Jose	Customer Denies Access	Under Investigation	Open
555	9/8/10			San Jose	Customer Denies Access	Under Investigation	Open
556	9/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
557	9/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
558	9/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
559	9/8/10			San Rafael	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
560	9/8/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
561	9/8/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
562	9/8/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
563	9/8/10			Windsor	Customer Denies Access	Medical Concerns	Closed
564	9/9/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
565	9/9/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
566	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
567	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
568	9/9/10			Oakland	Customer Denies Access	Under Investigation	Open
569	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
570	9/9/10			Petaluma	Wellington Installer	Under Investigation	Open
571	9/9/10			Salinas	Customer Denies Access	Under Investigation	Open
572	9/9/10			San Jose	Customer Denies Access	Under Investigation	Open
573	9/9/10			San Jose	Customer Denies Access	Under Investigation	Open
574	9/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
575	9/9/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
576	9/9/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
577	9/9/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
578	9/9/10			Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
579	9/9/10			Saratoga	Wellington Installer	Under Investigation	Open
580	9/10/10			Aptos	Customer Denies Access	Under Investigation	Open
581	9/10/10			Emeryville	Wellington Installer	Under Investigation	Open
582	9/10/10			Felton	Customer Denies Access	Under Investigation	Open
583	9/10/10			Grass Valley	Wellington Installer	Under Investigation	Open
584	9/10/10			Larkspur	Inquiry Regarding Appliances Affected	Other	Closed
585	9/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
586	9/10/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Closed
587	9/10/10			Novato	Customer Denies Access	Medical Concerns	Closed
588	9/10/10			Oakland	Customer Denies Access	Under Investigation	Open

**Pacific Gas and Electric Company**  
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
589	9/10/10			Oakland	Customer Denies Access	Under Investigation	Open
590	9/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
591	9/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
592	9/10/10			Petaluma	Customer Denies Access	Accuracy of Meter	Closed
593	9/10/10			San Francisco	Wellington Installer	Under Investigation	Open
594	9/10/10			San Jose	Customer Denies Access	Under Investigation	Open
595	9/10/10			San Pablo	Customer wants Smartmeter Removed	Under Investigation	Open
596	9/10/10			San Rafael	Customer Denies Access	Customer Opts for Solar Power	Closed
597	9/10/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
598	9/10/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
599	9/10/10			Santa Rosa	Wellington Installer	Under Investigation	Open
600	9/10/10			Sebastopol	Customer Denies Access	Medical Concerns	Closed
601	9/10/10			Soquel	Customer Denies Access	Under Investigation	Open
602	9/10/10			Vallejo	Customer Denies Access	Radio Frequency Concerns	Closed
603	9/11/10			Danville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
604	9/11/10			El Dorado	Wellington Installer	Under Investigation	Open
605	9/11/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
606	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
607	9/12/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
608	9/12/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
609	9/12/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
610	9/13/10			Gilroy	Customer Denies Access	Under Investigation	Open
611	9/13/10			Gilroy	Customer Denies Access	Under Investigation	Open
612	9/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
613	9/13/10			Healdsburg	Wellington Installer	Under Investigation	Open
614	9/13/10			Magalia	Wellington Installer	Under Investigation	Open
615	9/13/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
616	9/13/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
617	9/13/10			Mill Valley	Customer Denies Access	Radio Frequency Concerns	Closed
618	9/13/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
619	9/13/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
620	9/13/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
621	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
622	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
623	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
624	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
625	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
626	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
627	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
628	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
629	9/13/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
630	9/13/10			San Rafael	Customer wants Smartmeter Removed	No reason provided	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
631	9/13/10			San Rafael	Inquiry Regarding Appliances Affected	Other	Closed
632	9/13/10			Tracy	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
633	9/13/10			Watsonville	Customer Denies Access	Under Investigation	Open
634	9/13/10			Windsor	SmartMeter Customer Communication	Accuracy of Meter	Closed
635	9/14/10			Chico	Inquiry Regarding Appliances Affected	Other	Closed
636	9/14/10			Gilroy	Customer Denies Access	Under Investigation	Open
637	9/14/10			Los Gatos	Customer Denies Access	Under Investigation	Open
638	9/14/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
639	9/14/10			Mill Valley	Customer Denies Access	Medical Concerns	Closed
640	9/14/10			Mill Valley	Customer Denies Access	Medical Concerns	Closed
641	9/14/10			Mill Valley	Customer Denies Access	Medical/RF Concerns	Closed
642	9/14/10			Mill Valley	Customer Denies Access	Under Investigation	Open
643	9/14/10			Mill Valley	Customer Denies Access	Unhappy with SM program	Closed
644	9/14/10			Milpitas	Wellington Installer	Under Investigation	Open
645	9/14/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
646	9/14/10			Novato	Wellington Installer	Under Investigation	Open
647	9/14/10			Oakland	Customer Denies Access	Under Investigation	Open
648	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
649	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
650	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
651	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
652	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
653	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
654	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
655	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
656	9/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
657	9/14/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
658	9/14/10			San Jose	Wellington Installer	Under Investigation	Open
659	9/14/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
660	9/14/10			San Rafael	Wellington Installer	Under Investigation	Open
661	9/14/10			Santa Rosa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
662	9/14/10			Santa Rosa	Wellington Installer	Under Investigation	Open
663	9/14/10			Santa Rosa	Wellington Installer	Under Investigation	Open
664	9/14/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
665	9/14/10			Watsonville	Customer Denies Access	Under Investigation	Open
666	9/15/10			Aromas	Customer Denies Access	Under Investigation	Open
667	9/15/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
668	9/15/10			Campbell	Wellington Installer	Under Investigation	Open
669	9/15/10			Kentfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
670	9/15/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
671	9/15/10			Muir Beach	Customer Denies Access	Under Investigation	Open
672	9/15/10			Napa	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
673	9/15/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
674	9/15/10			Oakland	Customer Denies Access	Under Investigation	Open
675	9/15/10			Oakland	Power Interruption	Under Investigation	Open
676	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
677	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
678	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
679	9/15/10			Petaluma	Inquiry Regarding Appliances Affected	Other	Closed
680	9/15/10			Salinas	Wellington Installer	Under Investigation	Open
681	9/15/10			Salinas	Wellington Installer	Under Investigation	Open
682	9/15/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
683	9/15/10			San Jose	Customer Denies Access	Under Investigation	Open
684	9/15/10			San Jose	Customer Denies Access	Under Investigation	Open
685	9/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
686	9/15/10			San Rafael	Customer Denies Access	Under Investigation	Open
687	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
688	9/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
689	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
690	9/15/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Closed
691	9/16/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
692	9/16/10			Berkeley	Customer Denies Access	Radio Frequency Concerns	Closed
693	9/16/10			Campbell	Customer Denies Access	Under Investigation	Open
694	9/16/10			Coarsegold	Customer Denies Access	Under Investigation	Open
695	9/16/10			Felton	Customer Denies Access	Under Investigation	Open
696	9/16/10			Felton	Customer Denies Access	Under Investigation	Open
697	9/16/10			Forestville	SmartMeter Customer Communication	Under Investigation	Open
698	9/16/10			Gilroy	Customer Denies Access	Under Investigation	Open
699	9/16/10			Guerneville	Customer Denies Access	Under Investigation	Open
700	9/16/10			Hayward	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
701	9/16/10			Los Gatos	Customer Denies Access	Privacy Concerns	Closed
702	9/16/10			Los Gatos	Customer Denies Access	Under Investigation	Open
703	9/16/10			Mill Valley	Customer Denies Access	Under Investigation	Open
704	9/16/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
705	9/16/10			Novato	Customer Denies Access	Under Investigation	Open
706	9/16/10			Novato	Customer Denies Access	Under Investigation	Open
707	9/16/10			Oakland	Customer Denies Access	Under Investigation	Open
708	9/16/10			Oakland	Customer Denies Access	Under Investigation	Open
709	9/16/10			Oakland	SmartMeter Customer Communication	Other	Closed
710	9/16/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
711	9/16/10			Salinas	Customer Denies Access	Under Investigation	Open
712	9/16/10			San Anselmo	Customer wants Smartmeter Removed	Under Investigation	Open
713	9/16/10			San Jose	Customer Denies Access	Under Investigation	Open
714	9/16/10			San Jose	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
715	9/16/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
716	9/16/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
717	9/16/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
718	9/16/10			Santa Rosa	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
719	9/16/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
720	9/16/10			Sausalito	Customer Denies Access	Under Investigation	Open
721	9/16/10			Windsor	Customer Denies Access	Under Investigation	Open
722	9/16/10			Windsor	Customer Denies Access	Under Investigation	Open
723	9/16/10			Windsor	Customer wants Smartmeter Removed	No reason provided	Closed
724	9/17/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
725	9/17/10			Cazadero	Customer Denies Access	Under Investigation	Open
726	9/17/10			Cazadero	Customer Denies Access	Under Investigation	Open
727	9/17/10			Milpitas	Customer Denies Access	Unhappy with SM program	Closed
728	9/17/10			Occidental	SmartMeter Customer Communication	Under Investigation	Open
729	9/17/10			Petaluma	Wellington Installer	Under Investigation	Open
730	9/17/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
731	9/17/10			San Rafael	Wellington Installer	Under Investigation	Open
732	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
733	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
734	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
735	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
736	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
737	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
738	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
739	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
740	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
741	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
742	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
743	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
744	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
745	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
746	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
747	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
748	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
749	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
750	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
751	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
752	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
753	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
754	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
755	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
756	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
757	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
758	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
759	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
760	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
761	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
762	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
763	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
764	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
765	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
766	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
767	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
768	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
769	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
770	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
771	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
772	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
773	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
774	9/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
775	9/17/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
776	9/18/10			Gilroy	Customer Denies Access	Under Investigation	Open
777	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
778	9/18/10			Petaluma	Customer Denies Access	Under Investigation	Open
779	9/18/10			Salinas	Wellington Installer	Under Investigation	Open
780	9/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
781	9/18/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
782	9/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
783	9/18/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
784	9/20/10			Benicia	Customer Denies Access	Under Investigation	Open
785	9/20/10			Castro Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
786	9/20/10			Fairfax	Customer Denies Access	Under Investigation	Open
787	9/20/10			Grass Valley	Wellington Installer	Under Investigation	Open
788	9/20/10			Napa	Customer Denies Access	Under Investigation	Open
789	9/20/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
790	9/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
791	9/20/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
792	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
793	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
794	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
795	9/20/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
796	9/20/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
797	9/20/10			Saratoga	Customer Denies Access	Under Investigation	Open
798	9/20/10			Sonoma	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	9/21/10			Campbell	Customer Denies Access	Customer Denies Wellington Access	Closed
800	9/21/10			Gilroy	Inquiry Regarding Appliances Affected	Damaged Television	Closed
801	9/21/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
802	9/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
803	9/21/10			Los Gatos	Customer Denies Access	Unhappy with SM program	Closed
804	9/21/10			Mill Valley	Customer Denies Access	Under Investigation	Open
805	9/21/10			Mill Valley	Customer Denies Access	Under Investigation	Open
806	9/21/10			Oakland	Customer Denies Access	Under Investigation	Open
807	9/21/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
808	9/21/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
809	9/21/10			Oakland	Wellington Installer	Under Investigation	Open
810	9/21/10			Oakland	Wellington Installer	Under Investigation	Open
811	9/21/10			Salinas	Customer Denies Access	Under Investigation	Open
812	9/21/10			Salinas	Customer Denies Access	Under Investigation	Open
813	9/21/10			Salinas	Customer Denies Access	Under Investigation	Open
814	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
815	9/21/10			San Jose	Customer Denies Access	Under Investigation	Open
816	9/21/10			San Jose	Customer Denies Access	Under Investigation	Open
817	9/21/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
818	9/21/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
819	9/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
820	9/21/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
821	9/21/10			Vallejo	Customer Denies Access	Under Investigation	Open
822	9/22/10			Boulder Creek	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
823	9/22/10			Campbell	Inquiry Regarding Appliances Affected	Other	Closed
824	9/22/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
825	9/22/10			Gonzales	Customer wants Smartmeter Removed	Under Investigation	Open
826	9/22/10			Guerneville	Customer Denies Access	Under Investigation	Open
827	9/22/10			Los Gatos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
828	9/22/10			Magalia	Wellington Installer	Under Investigation	Open
829	9/22/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
830	9/22/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
831	9/22/10			Oakland	Wellington Installer	Under Investigation	Open
832	9/22/10			San Anselmo	Wellington Installer	Under Investigation	Open
833	9/22/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Closed
834	9/22/10			San Jose	Wellington Installer	Under Investigation	Open
835	9/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
836	9/22/10			Vallejo	Customer Denies Access	Under Investigation	Open
837	9/22/10			Watsonville	Customer wants Smartmeter Removed	Under Investigation	Open
838	9/23/10			Campbell	Wellington Installer	Under Investigation	Open
839	9/23/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
840	9/23/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open



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841	9/23/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
842	9/23/10			Lafayette	Customer Denies Access	Under Investigation	Open
843	9/23/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
844	9/23/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
845	9/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
846	9/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
847	9/23/10			Oakland	Customer Denies Access	Under Investigation	Open
848	9/23/10			Oakland	Customer Denies Access	Under Investigation	Open
849	9/23/10			Oakland	Wellington Installer	Under Investigation	Open
850	9/23/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
851	9/23/10			San Jose	Customer Denies Access	Under Investigation	Open
852	9/23/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
853	9/23/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
854	9/23/10			San Rafael	Customer Denies Access	Under Investigation	Open
855	9/23/10			San Rafael	Customer Denies Access	Under Investigation	Open
856	9/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
857	9/23/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
858	9/23/10			Saratoga	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
859	9/23/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
860	9/23/10			Soquel	Customer Denies Access	Under Investigation	Open
861	9/23/10			Watsonville	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
862	9/23/10			Windsor	Customer Denies Access	Under Investigation	Open
863	9/23/10			Windsor	Wellington Installer	Under Investigation	Open
864	9/24/10			Campbell	Customer wants Smartmeter Removed	No reason provided	Closed
865	9/24/10			Campbell	Customer wants Smartmeter Removed	Under Investigation	Open
866	9/24/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
867	9/24/10			Marshall	Customer Denies Access	Under Investigation	Open
868	9/24/10			Oakland	Customer Denies Access	Under Investigation	Open
869	9/24/10			Oakland	Customer Denies Access	Under Investigation	Open
870	9/24/10			Oakland	Potential Wellington Claim	Under Investigation	Open
871	9/24/10			Oakley	SmartMeter Customer Communication	Under Investigation	Open
872	9/24/10			Richmond	Power Interruption	Under Investigation	Open
873	9/24/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
874	9/24/10			San Jose	Customer Denies Access	Under Investigation	Open
875	9/24/10			San Jose	Customer Denies Access	Unhappy with SM program	Closed
876	9/24/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
877	9/24/10			San Rafael	Customer Denies Access	Under Investigation	Open
878	9/24/10			San Rafael	Wellington Installer	Under Investigation	Open
879	9/24/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
880	9/24/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
881	9/24/10			Saratoga	Customer Denies Access	Under Investigation	Open
882	9/24/10			Watsonville	Inquiry Regarding Appliances Affected	Under Investigation	Open

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883	9/25/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
884	9/25/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
885	9/26/10			Concord	SmartMeter Customer Communication	Under Investigation	Open
886	9/26/10			Newark	Inquiry Regarding Appliances Affected	Under Investigation	Open
887	9/26/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
888	9/26/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
889	9/27/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
890	9/27/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
891	9/27/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
892	9/27/10			Campbell	Wellington Installer	Customer Denies Wellington Access	Closed
893	9/27/10			Campbell	Wellington Installer	Customer Denies Wellington Access	Closed
894	9/27/10			Gonzales	Wellington Installer	Under Investigation	Open
895	9/27/10			Hayward	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
896	9/27/10			Mill Valley	Customer Denies Access	Under Investigation	Open
897	9/27/10			Mill Valley	Customer Denies Access	Under Investigation	Open
898	9/27/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
899	9/27/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
900	9/27/10			Oakland	Wellington Installer	Under Investigation	Open
901	9/27/10			Penn Valley	Wellington Installer	Under Investigation	Open
902	9/27/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
903	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
904	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
905	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
906	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
907	9/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
908	9/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
909	9/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
910	9/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
911	9/27/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
912	9/27/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
913	9/27/10			Vallejo	Wellington Installer	Under Investigation	Open
914	9/27/10			Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
915	9/28/10			Atherton	Power Interruption	Flickering Lights	Closed
916	9/28/10			Mill Valley	Other	Under Investigation	Open
917	9/28/10			Nevada City	Wellington Installer	Under Investigation	Open
918	9/28/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
919	9/28/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
920	9/28/10			Penn Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
921	9/28/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
922	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
923	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
924	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open

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

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925	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
926	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
927	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
928	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
929	9/28/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
930	9/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
931	9/28/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
932	9/28/10			Saratoga	Wellington Installer	Under Investigation	Open
933	9/28/10			Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
934	9/29/10			Fremont	Customer Denies Access	Under Investigation	Open
935	9/29/10			Fremont	Customer Denies Access	Under Investigation	Open
936	9/29/10			Gilroy	Wellington Installer	Under Investigation	Open
937	9/29/10			Grass Valley	Wellington Installer	Under Investigation	Open
938	9/29/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
939	9/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
940	9/29/10			Mill Valley	Wellington Installer	Under Investigation	Open
941	9/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
942	9/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
943	9/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
944	9/29/10			San Jose	Power Interruption	Under Investigation	Open
945	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
946	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
947	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
948	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
949	9/29/10			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
950	9/30/10			Oakland	Wellington Installer	Under Investigation	Open
951	9/30/10			Oakland	Wellington Installer	Under Investigation	Open
952	9/30/10			Petaluma	Wellington Installer	Under Investigation	Open
953	9/30/10			Rough & Ready	Wellington Installer	Under Investigation	Open
954	9/30/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
955	9/30/10			San Jose	Power Interruption	Under Investigation	Open
956	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
957	10/1/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
958	10/1/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
959	10/1/10			Oakland	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
960	10/1/10			Petaluma	Wellington Installer	Under Investigation	Open
961	10/1/10			San Rafael	Meter / Module Equipment (Mfg.)	Under Investigation	Open
962	10/1/10			Twain Harte	Inquiry Regarding Appliances Affected	Under Investigation	Open
963	10/2/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
964	10/4/10			Campbell	Power Interruption	Under Investigation	Open
965	10/4/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open
966	10/4/10			Livermore	Wellington Installer	Under Investigation	Open

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967	10/4/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
968	10/4/10			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
969	10/4/10			Milpitas	Wellington Installer	Under Investigation	Open
970	10/4/10			Novato	Customer Denies Access	Under Investigation	Open
971	10/4/10			Novato	Customer Denies Access	Under Investigation	Open
972	10/4/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
973	10/4/10			Oakland	Wellington Installer	Under Investigation	Open
974	10/4/10			Penn Valley	Wellington Installer	Under Investigation	Open
975	10/4/10			San Francisco	Wellington Installer	Under Investigation	Open
976	10/4/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
977	10/4/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
978	10/4/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
979	10/4/10			San Jose	Wellington Installer	Under Investigation	Open
980	10/4/10			San Jose	Wellington Installer	Under Investigation	Open
981	10/4/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
982	10/5/10			Chico	Wellington Installer	Under Investigation	Open
983	10/5/10			El Cerrito	SmartMeter Customer Communication	Under Investigation	Open
984	10/5/10			Grass Valley	Wellington Installer	Under Investigation	Open
985	10/5/10			Grass Valley	Wellington Installer	Under Investigation	Open
986	10/5/10			Oakland	Customer Denies Access	Under Investigation	Open
987	10/5/10			Oakland	Wellington Installer	Under Investigation	Open
988	10/5/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
989	10/5/10			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
990	10/5/10			Salinas	Customer Denies Access	Under Investigation	Open
991	10/5/10			Salinas	Wellington Installer	Under Investigation	Open
992	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
993	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
994	10/5/10			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
995	10/5/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
996	10/5/10			San Jose	Wellington Installer	Under Investigation	Open
997	10/5/10			Santa Rosa	Wellington Installer	Under Investigation	Open
998	10/5/10			Sunnyvale	Inquiry Regarding Appliances Affected	Under Investigation	Open
999	10/6/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
1000	10/6/10			Grass Valley	Wellington Installer	Under Investigation	Open
1001	10/6/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1002	10/6/10			Milpitas	Power Interruption	Under Investigation	Open
1003	10/6/10			Novato	Wellington Installer	Under Investigation	Open
1004	10/6/10			Oakland	Wellington Installer	Under Investigation	Open
1005	10/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
1006	10/6/10			Rohnert Park	Inquiry Regarding Appliances Affected	Other	Closed
1007	10/6/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1008	10/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open

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1009	10/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1010	10/6/10			San Jose	Wellington Installer	Under Investigation	Open
1011	10/7/10			Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
1012	10/7/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1013	10/7/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1014	10/7/10			Glen Ellen	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1015	10/7/10			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1016	10/7/10			Mill Valley	Wellington Installer	Under Investigation	Open
1017	10/7/10			Milpitas	Power Interruption	Under Investigation	Open
1018	10/7/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
1019	10/7/10			San Jose	Wellington Installer	Under Investigation	Open
1020	10/7/10			San Jose	Wellington Installer	Under Investigation	Open
1021	10/8/10			Grass Valley	Wellington Installer	Under Investigation	Open
1022	10/8/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
1023	10/8/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1024	10/8/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1025	10/8/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
1026	10/8/10			Salinas	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1027	10/8/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1028	10/8/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1029	10/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1030	10/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1031	10/8/10			San Jose	Wellington Installer	Under Investigation	Open
1032	10/8/10			Sunnyvale	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1033	10/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1034	10/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1035	10/10/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1036	10/11/10			Larkspur	Meter Clearance	Under Investigation	Open
1037	10/11/10			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1038	10/11/10			Morgan Hill	Power Interruption	Under Investigation	Open
1039	10/11/10			Oakland	Wellington Installer	Under Investigation	Open
1040	10/11/10			Pacifica	Wellington Installer	Under Investigation	Open
1041	10/11/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
1042	10/11/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1043	10/11/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1044	10/11/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1045	10/11/10			San Jose	Meter Clearance	Under Investigation	Open
1046	10/11/10			San Jose	Wellington Installer	Under Investigation	Open
1047	10/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1048	10/11/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1049	10/12/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1050	10/12/10			Oakland	Wellington Installer	Under Investigation	Open

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1051	10/12/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
1052	10/12/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1053	10/12/10			San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
1054	10/12/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1055	10/12/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1056	10/12/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1057	10/12/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1058	10/12/10			Saratoga	Wellington Installer	Under Investigation	Open
1059	10/13/10			Glen Ellen	Wellington Installer	Under Investigation	Open
1060	10/13/10			Milpitas	Wellington Installer	Under Investigation	Open
1061	10/13/10			Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
1062	10/13/10			Novato	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1063	10/13/10			Pacific Grove	Inquiry Regarding Appliances Affected	Under Investigation	Open
1064	10/13/10			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
1065	10/13/10			Salinas	Power Interruption	Under Investigation	Open
1066	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
1067	10/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1068	10/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1069	10/13/10			San Jose	Power Interruption	Under Investigation	Open
1070	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1071	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1072	10/14/10			Gilroy	Wellington Installer	Under Investigation	Open
1073	10/14/10			Gilroy	Wellington Installer	Under Investigation	Open
1074	10/14/10			Glen Ellen	Customer wants Smartmeter Removed	Under Investigation	Open
1075	10/14/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1076	10/14/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
1077	10/14/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
1078	10/14/10			Redwood City	Inquiry Regarding Appliances Affected	Under Investigation	Open
1079	10/14/10			Salinas	Wellington Installer	Under Investigation	Open
1080	10/14/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1081	10/14/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1082	10/14/10			San Jose	Wellington Installer	Under Investigation	Open
1083	10/14/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
1084	10/14/10			Sunnyvale	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1085	10/15/10			Healdsburg	Customer Denies Access	Under Investigation	Open
1086	10/15/10			Salinas	Customer Denies Access	Under Investigation	Open
1087	10/15/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1088	10/15/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1089	10/15/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1090	10/15/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1091	10/15/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1092	10/16/10			Oakland	Wellington Installer	Under Investigation	Open

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1093	10/16/10			Petaluma	SmartMeter Customer Communication	Under Investigation	Open
1094	10/16/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1095	10/17/10			San Francisco	Power Interruption	Under Investigation	Open
1096	10/17/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1097	10/18/10			Browns Valley	Wellington Installer	Under Investigation	Open
1098	10/18/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1099	10/18/10			El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
1100	10/18/10			Gilroy	Wellington Installer	Under Investigation	Open
1101	10/18/10			Gilroy	Wellington Installer	Under Investigation	Open
1102	10/18/10			Los Altos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1103	10/18/10			Los Altos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1104	10/18/10			Menlo Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
1105	10/18/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
1106	10/18/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
1107	10/18/10			Railroad Flat	Inquiry Regarding Appliances Affected	Under Investigation	Open
1108	10/18/10			Salinas	Wellington Installer	Under Investigation	Open
1109	10/18/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1110	10/18/10			San Jose	Power Interruption	Under Investigation	Open
1111	10/19/10			Aptos	Customer Denies Access	Under Investigation	Open
1112	10/19/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1113	10/19/10			Campbell	Wellington Installer	Under Investigation	Open
1114	10/19/10			Durham	Wellington Installer	Under Investigation	Open
1115	10/19/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1116	10/19/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1117	10/19/10			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1118	10/19/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
1119	10/19/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
1120	10/19/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1121	10/19/10			Pleasant Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
1122	10/19/10			Rohnert Park	Wellington Installer	Under Investigation	Open
1123	10/19/10			Salinas	Customer Denies Access	Under Investigation	Open
1124	10/19/10			San Jose	Customer Denies Access	Under Investigation	Open
1125	10/19/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1126	10/19/10			San Jose	SmartMeter Customer Communication	Installer rude to customer	Closed
1127	10/19/10			San Rafael	Power Interruption	Partial Power Outage	Closed
1128	10/20/10			Berkeley	Power Interruption	Under Investigation	Open
1129	10/20/10			Bodega Bay	Customer wants Smartmeter Removed	Under Investigation	Open
1130	10/20/10			Kentfield	Customer Denies Access	Customer Denies Wellington Access	Closed
1131	10/20/10			Kenwood	Wellington Installer	Under Investigation	Open
1132	10/20/10			Mountain View	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1133	10/20/10			Salinas	Power Interruption	Under Investigation	Open
1134	10/20/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open

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1135	10/20/10			San Jose	Wellington Installer	Under Investigation	Open
1136	10/20/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1137	10/20/10			San Rafael	Wellington Installer	Under Investigation	Open
1138	10/21/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
1139	10/21/10			Daly City	Inquiry Regarding Appliances Affected	Under Investigation	Open
1140	10/21/10			El Granada	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1141	10/21/10			Felton	Customer wants Smartmeter Removed	Under Investigation	Open
1142	10/21/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1143	10/21/10			Hollister	Wellington Installer	Under Investigation	Open
1144	10/21/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
1145	10/21/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
1146	10/21/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1147	10/21/10			Placerville	Wellington Installer	Under Investigation	Open
1148	10/21/10			Salinas	Power Interruption	Under Investigation	Open
1149	10/21/10			Salinas	Wellington Installer	Unhappy with SM program	Closed
1150	10/21/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1151	10/21/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
1152	10/21/10			San Jose	Wellington Installer	Under Investigation	Open
1153	10/21/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1154	10/21/10			San Rafael	Wellington Installer	Under Investigation	Open
1155	10/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1156	10/21/10			Scotts Valley	Wellington Installer	Under Investigation	Open
1157	10/21/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
1158	10/21/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
1159	10/21/10			Sonoma	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1160	10/21/10			Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
1161	10/21/10			Yuba City	Wellington Installer	Under Investigation	Open
1162	10/22/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1163	10/22/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1164	10/22/10			Guerneville	Inquiry Regarding Appliances Affected	Other	Closed
1165	10/22/10			Los Altos Hills	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1166	10/22/10			Los Gatos	Wellington Installer	Under Investigation	Open
1167	10/22/10			Marshall	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1168	10/22/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1169	10/22/10			Millbrae	Inquiry Regarding Appliances Affected	Under Investigation	Open
1170	10/22/10			Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
1171	10/22/10			Oakland	Wellington Installer	Under Investigation	Open
1172	10/22/10			Paradise	Wellington Installer	Under Investigation	Open
1173	10/22/10			Sacramento	Inquiry Regarding Appliances Affected	Other	Closed
1174	10/22/10			San Francisco	Customer wants Smartmeter Removed	Under Investigation	Open
1175	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1176	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open



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1177	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1178	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1179	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1180	10/22/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1181	10/22/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1182	10/22/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
1183	10/22/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1184	10/22/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1185	10/22/10			Sonoma	Wellington Installer	Under Investigation	Open
1186	10/22/10			Yuba City	Inquiry Regarding Appliances Affected	Under Investigation	Open
1187	10/22/10			Yuba City	SmartMeter Customer Communication	Other	Closed
1188	10/23/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1189	10/23/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1190	10/23/10			Morgan Hill	Customer Denies Access	Customer does not want a SmartMeter	Closed
1191	10/23/10			Morgan Hill	Customer Denies Access	Unhappy with SM program	Closed
1192	10/23/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1193	10/23/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
1194	10/23/10			Oakland	Customer Denies Access	Medical Concerns	Closed
1195	10/23/10			Paso Robles	Customer Denies Access	Unhappy with SM program	Closed
1196	10/23/10			Salinas	Customer Denies Access	Medical Concerns	Closed
1197	10/23/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1198	10/24/10			Atascadero	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1199	10/24/10			Concord	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1200	10/24/10			Novato	Customer Denies Access	Unhappy with SM program	Closed
1201	10/24/10			Novato	Customer Denies Access	Unhappy with SM program	Closed
1202	10/24/10			Oroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
1203	10/24/10			Oroville	Power Interruption	Breaker keeps tripping	Closed
1204	10/24/10			Redding	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
1205	10/24/10			Richmond	Meter Clearance	Meter/Module clearance issues	Closed
1206	10/24/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1207	10/24/10			San Rafael	Customer Denies Access	Radio Frequency Concerns	Closed
1208	10/25/10			Aptos	Customer Denies Access	Radio Frequency Concerns	Closed
1209	10/25/10			Arbuckle	Customer Denies Access	Customer does not want a SmartMeter	Closed
1210	10/25/10			Auburn	Customer wants Smartmeter Removed	No reason provided	Closed
1211	10/25/10			Bakersfield	Inquiry Regarding Appliances Affected	Other	Closed
1212	10/25/10			Benicia	Customer Denies Access	Customer Denies Wellington Access	Closed
1213	10/25/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1214	10/25/10			Bolinas	Customer Denies Access	Radio Frequency Concerns	Closed
1215	10/25/10			Campbell	Customer Denies Access	Medical Concerns	Closed
1216	10/25/10			Chico	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1217	10/25/10			Creston	Customer Denies Access	Accuracy of Meter	Closed
1218	10/25/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open

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1219	10/25/10			Dublin	Customer Denies Access	Customer Denies Wellington Access	Closed
1220	10/25/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
1221	10/25/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
1222	10/25/10			Forest Knolls	Customer Denies Access	Medical Concerns	Closed
1223	10/25/10			Fort Bragg	Customer Denies Access	Customer does not want a SmartMeter	Closed
1224	10/25/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1225	10/25/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1226	10/25/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1227	10/25/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1228	10/25/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1229	10/25/10			Healdsburg	Customer Denies Access	Medical Concerns	Closed
1230	10/25/10			Lemoore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1231	10/25/10			Live Oak	Customer Denies Access	Accuracy of Meter	Closed
1232	10/25/10			Live Oak	Customer Denies Access	Customer does not want a SmartMeter	Closed
1233	10/25/10			Live Oak	Customer Denies Access	Unhappy with SM program	Closed
1234	10/25/10			Live Oak	Customer Denies Access	Unhappy with SM program	Closed
1235	10/25/10			Live Oak	Customer Denies Access	Unhappy with SM program	Closed
1236	10/25/10			Long Barn	Inquiry Regarding Appliances Affected	Other	Closed
1237	10/25/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1238	10/25/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1239	10/25/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
1240	10/25/10			Manteca	Power Interruption	Flickering Lights	Closed
1241	10/25/10			Marysville	Power Interruption	Complete Power Outage	Closed
1242	10/25/10			Mckinleyville	Customer Denies Access	Medical Concerns	Closed
1243	10/25/10			Mill Valley	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1244	10/25/10			Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
1245	10/25/10			Morgan Hill	Customer Denies Access	Customer does not want a SmartMeter	Closed
1246	10/25/10			Morgan Hill	Customer Denies Access	Customer does not want a SmartMeter	Closed
1247	10/25/10			Mountain View	Customer Denies Access	Customer does not want a SmartMeter	Closed
1248	10/25/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1249	10/25/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
1250	10/25/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
1251	10/25/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1252	10/25/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1253	10/25/10			Oroville	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1254	10/25/10			Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed
1255	10/25/10			Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed
1256	10/25/10			Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed
1257	10/25/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1258	10/25/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1259	10/25/10			Pleasant Hill	Inquiry Regarding Appliances Affected	Other	Closed
1260	10/25/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed

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1261	10/25/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
1262	10/25/10			Rohnert Park	Customer Denies Access	Accuracy of Meter	Closed
1263	10/25/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1264	10/25/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1265	10/25/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1266	10/25/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1267	10/25/10			Salinas	Customer Denies Access	Medical Concerns	Closed
1268	10/25/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1269	10/25/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1270	10/25/10			San Anselmo	Customer Denies Access	Radio Frequency Concerns	Closed
1271	10/25/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1272	10/25/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1273	10/25/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1274	10/25/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1275	10/25/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1276	10/25/10			San Jose	Customer Denies Access	Unhappy with SM program	Closed
1277	10/25/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1278	10/25/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1279	10/25/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1280	10/25/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1281	10/25/10			San Mateo	Power Interruption	Under Investigation	Open
1282	10/25/10			Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Closed
1283	10/25/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1284	10/25/10			Sonoma	Customer Denies Access	Unhappy with SM program	Closed
1285	10/25/10			Squaw Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1286	10/25/10			Stinson Beach	Customer Denies Access	Customer does not want a SmartMeter	Closed
1287	10/25/10			Tracy	Customer Denies Access	Customer Denies Wellington Access	Closed
1288	10/25/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1289	10/25/10			Trinidad	Customer Denies Access	Customer does not want a SmartMeter	Closed
1290	10/25/10			Walnut Creek	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
1291	10/25/10			Walnut Creek	Power Interruption	Breaker keeps tripping	Closed
1292	10/25/10			Williams	Customer Denies Access	Customer does not want a SmartMeter	Closed
1293	10/25/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
1294	10/25/10			Windsor	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1295	10/25/10			Windsor	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1296	10/25/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1297	10/26/10			Alameda	Inquiry Regarding Appliances Affected	Under Investigation	Open
1298	10/26/10			Atascadero	Power Interruption	Breaker keeps tripping	Closed
1299	10/26/10			Benicia	Customer Denies Access	Customer Denies Wellington Access	Closed
1300	10/26/10			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1301	10/26/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1302	10/26/10			Bolinas	Customer Denies Access	Medical Concerns	Closed

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1303	10/26/10			Calistoga	Customer Denies Access	Accuracy of Meter	Closed
1304	10/26/10			Cazadero	Customer Denies Access	Medical Concerns	Closed
1305	10/26/10			Cazadero	Customer Denies Access	Radio Frequency Concerns	Closed
1306	10/26/10			Concord	Customer Denies Access	Customer does not want a SmartMeter	Closed
1307	10/26/10			Concord	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1308	10/26/10			Cotati	Customer Denies Access	Customer does not want a SmartMeter	Closed
1309	10/26/10			Davis	Power Interruption	Other	Closed
1310	10/26/10			El Sobrante	Customer Denies Access	Customer Denies Wellington Access	Closed
1311	10/26/10			Fairfield	Customer Denies Access	Customer Denies Wellington Access	Closed
1312	10/26/10			Fairfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
1313	10/26/10			Fresno	Power Interruption	Other	Closed
1314	10/26/10			Gilroy	Customer wants Smartmeter Removed	Under Investigation	Open
1315	10/26/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1316	10/26/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1317	10/26/10			Gilroy	Power Interruption	Under Investigation	Open
1318	10/26/10			Gilroy	Wellington Installer	Under Investigation	Open
1319	10/26/10			Grass Valley	Power Interruption	Breaker keeps tripping	Closed
1320	10/26/10			Larkspur	Customer Denies Access	Customer does not want a SmartMeter	Closed
1321	10/26/10			Larkspur	Customer Denies Access	Radio Frequency Concerns	Closed
1322	10/26/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Closed
1323	10/26/10			Livermore	Customer Denies Access	Customer Denies Wellington Access	Closed
1324	10/26/10			Los Banos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1325	10/26/10			Martinez	Customer Denies Access	Customer Denies Wellington Access	Closed
1326	10/26/10			Martinez	Customer Denies Access	Customer does not want a SmartMeter	Closed
1327	10/26/10			Martinez	SmartMeter Customer Communication	Other	Closed
1328	10/26/10			Marysville	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1329	10/26/10			Merced	Customer Denies Access	Accuracy of Meter	Closed
1330	10/26/10			Merced	Customer Denies Access	Customer Denies Wellington Access	Closed
1331	10/26/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
1332	10/26/10			Milpitas	Customer Denies Access	Customer Denies Wellington Access	Closed
1333	10/26/10			Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
1334	10/26/10			Morgan Hill	Customer Denies Access	Customer does not want a SmartMeter	Closed
1335	10/26/10			Morgan Hill	Customer Denies Access	Medical Concerns	Closed
1336	10/26/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Closed
1337	10/26/10			Nevada City	Wellington Installer	Under Investigation	Open
1338	10/26/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1339	10/26/10			Oakland	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1340	10/26/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1341	10/26/10			Oroville	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1342	10/26/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1343	10/26/10			Pleasanton	Customer Denies Access	Medical Concerns	Closed
1344	10/26/10			Pleasanton	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed

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1345	10/26/10			Point Reyes Station	Customer Denies Access	Customer does not want a SmartMeter	Closed
1346	10/26/10			Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
1347	10/26/10			Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
1348	10/26/10			Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
1349	10/26/10			Riverdale	Customer Denies Access	Customer Denies Wellington Access	Closed
1350	10/26/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1351	10/26/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1352	10/26/10			San Anselmo	Customer Denies Access	Medical Concerns	Closed
1353	10/26/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1354	10/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1355	10/26/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1356	10/26/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1357	10/26/10			San Pablo	Customer Denies Access	Customer Denies Wellington Access	Closed
1358	10/26/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1359	10/26/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1360	10/26/10			San Rafael	Customer Denies Access	Medical Concerns	Closed
1361	10/26/10			San Rafael	Inquiry Regarding Appliances Affected	Damaged Television	Closed
1362	10/26/10			San Rafael	Power Interruption	Complete Power Outage	Closed
1363	10/26/10			San Ramon	Customer Denies Access	Customer Denies Wellington Access	Closed
1364	10/26/10			San Ramon	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1365	10/26/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1366	10/26/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1367	10/26/10			Santa Rosa	Power Interruption	Under Investigation	Open
1368	10/26/10			Selma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1369	10/26/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1370	10/26/10			Stinson Beach	Customer Denies Access	Radio Frequency Concerns	Closed
1371	10/26/10			Stinson Beach	Customer wants Smartmeter Removed	Under Investigation	Open
1372	10/26/10			Trinidad	Customer Denies Access	Customer does not want a SmartMeter	Closed
1373	10/26/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1374	10/26/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1375	10/26/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1376	10/26/10			Vallejo	Inquiry Regarding Appliances Affected	Other	Closed
1377	10/26/10			Walnut Creek	Customer Denies Access	Customer Denies Wellington Access	Closed
1378	10/26/10			Walnut Creek	Customer Denies Access	Customer Denies Wellington Access	Closed
1379	10/26/10			Walnut Creek	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1380	10/26/10			West Point	Power Interruption	Under Investigation	Open
1381	10/27/10			Benicia	Customer Denies Access	Customer does not want a SmartMeter	Closed
1382	10/27/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1383	10/27/10			Boulder Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1384	10/27/10			Browns Valley	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
1385	10/27/10			Cazadero	Customer Denies Access	Customer Denies Wellington Access	Closed
1386	10/27/10			Chico	Inquiry Regarding Appliances Affected	Damaged Television	Closed

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1387	10/27/10			Chico	Scheduling Problems	Other	Closed
1388	10/27/10			Creston	Customer Denies Access	Medical Concerns	Closed
1389	10/27/10			Creston	Customer Denies Access	Medical Concerns	Closed
1390	10/27/10			Creston	Customer Denies Access	Medical Concerns	Closed
1391	10/27/10			Dublin	Customer Denies Access	Customer Denies Wellington Access	Closed
1392	10/27/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Closed
1393	10/27/10			El Granada	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1394	10/27/10			Eureka	Wellington Installer	Under Investigation	Open
1395	10/27/10			Fairfax	Customer Denies Access	Medical Concerns	Closed
1396	10/27/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
1397	10/27/10			Forestville	Customer Denies Access	Customer Denies Wellington Access	Closed
1398	10/27/10			Fulton	Customer Denies Access	Medical Concerns	Closed
1399	10/27/10			Fulton	Customer Denies Access	Medical Concerns	Closed
1400	10/27/10			Fulton	Customer Denies Access	Medical Concerns	Closed
1401	10/27/10			Gilroy	Customer Denies Access	Under Investigation	Open
1402	10/27/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1403	10/27/10			Gilroy	Power Interruption	Under Investigation	Open
1404	10/27/10			Healdsburg	Customer Denies Access	Radio Frequency Concerns	Closed
1405	10/27/10			Healdsburg	Wellington Installer	Under Investigation	Open
1406	10/27/10			Lagunitas	Customer Denies Access	Medical Concerns	Closed
1407	10/27/10			Los Altos	Customer Denies Access	Customer Denies Wellington Access	Closed
1408	10/27/10			Madera	Inquiry Regarding Appliances Affected	Other	Closed
1409	10/27/10			Mckinleyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1410	10/27/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1411	10/27/10			Mill Valley	Customer Denies Access	Medical Concerns	Closed
1412	10/27/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1413	10/27/10			Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
1414	10/27/10			Novato	Customer Denies Access	Radio Frequency Concerns	Closed
1415	10/27/10			Novato	Customer Denies Access	Unhappy with SM program	Closed
1416	10/27/10			Oakhurst	Customer Denies Access	Customer Denies Wellington Access	Closed
1417	10/27/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1418	10/27/10			Paradise	Wellington Installer	Under Investigation	Open
1419	10/27/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
1420	10/27/10			Paso Robles	Wellington Installer	Under Investigation	Open
1421	10/27/10			Petaluma	Customer Denies Access	Medical Concerns	Closed
1422	10/27/10			Petaluma	Wellington Installer	Under Investigation	Open
1423	10/27/10			Pinole	Customer Denies Access	Customer Denies Wellington Access	Closed
1424	10/27/10			Pinole	Customer Denies Access	Customer Denies Wellington Access	Closed
1425	10/27/10			Pinole	Customer Denies Access	Customer does not want a SmartMeter	Closed
1426	10/27/10			Placerville	Customer Denies Access	Customer Denies Wellington Access	Closed
1427	10/27/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
1428	10/27/10			Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed

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November 4, 2010 -- For the Period October 23, 2010 through October 29, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1429	10/27/10			Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
1430	10/27/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1431	10/27/10			Rohnert Park	Customer Denies Access	Unhappy with SM program	Closed
1432	10/27/10			Rohnert Park	Power Interruption	Breaker keeps tripping	Closed
1433	10/27/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
1434	10/27/10			San Anselmo	Customer Denies Access	Accuracy of Meter	Closed
1435	10/27/10			San Francisco	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1436	10/27/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
1437	10/27/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1438	10/27/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1439	10/27/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1440	10/27/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1441	10/27/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
1442	10/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1443	10/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1444	10/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1445	10/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1446	10/27/10			San Jose	Wellington Installer	Under Investigation	Open
1447	10/27/10			San Jose	Wellington Installer	Under Investigation	Open
1448	10/27/10			San Jose	Wellington Installer	Under Investigation	Open
1449	10/27/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1450	10/27/10			San Rafael	Customer Denies Access	Radio Frequency Concerns	Closed
1451	10/27/10			San Rafael	Inquiry Regarding Appliances Affected	Other	Closed
1452	10/27/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
1453	10/27/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
1454	10/27/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
1455	10/27/10			Stockton	Customer Denies Access	Customer does not want a SmartMeter	Closed
1456	10/27/10			Tiburon	Customer Denies Access	Radio Frequency Concerns	Closed
1457	10/27/10			Tracy	Customer Denies Access	Customer Denies Wellington Access	Closed
1458	10/27/10			Tracy	Customer Denies Access	Customer Denies Wellington Access	Closed
1459	10/27/10			Twain Harte	Customer Denies Access	Customer does not want a SmartMeter	Closed
1460	10/27/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
1461	10/27/10			Walnut Creek	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1462	10/27/10			Woodacre	Customer wants Smartmeter Removed	Under Investigation	Open
1463	10/28/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1464	10/28/10			Belvedere	Wellington Installer	Under Investigation	Open
1465	10/28/10			Berkeley	Customer Denies Access	Radio Frequency Concerns	Closed
1466	10/28/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
1467	10/28/10			Bolinas	Customer Denies Access	Medical Concerns	Closed
1468	10/28/10			Bolinas	Customer Denies Access	Radio Frequency Concerns	Closed
1469	10/28/10			Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
1470	10/28/10			Cameron Park	Inquiry Regarding Appliances Affected	Other	Closed



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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1471	10/28/10			Carmel	Customer Denies Access	Medical Concerns	Closed
1472	10/28/10			Chico	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1473	10/28/10			Colusa	Customer Denies Access	Customer Opts for Solar Power	Closed
1474	10/28/10			Cotati	Customer Denies Access	Radio Frequency Concerns	Closed
1475	10/28/10			Dixon	Inquiry Regarding Appliances Affected	Under Investigation	Open
1476	10/28/10			Fairfax	Customer Denies Access	Customer does not want a SmartMeter	Closed
1477	10/28/10			Fairfax	Customer Denies Access	Medical Concerns	Closed
1478	10/28/10			Gilroy	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1479	10/28/10			Gilroy	Wellington Installer	Under Investigation	Open
1480	10/28/10			Gridley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1481	10/28/10			Larkspur	Customer Denies Access	Medical Concerns	Closed
1482	10/28/10			Larkspur	Customer Denies Access	Radio Frequency Concerns	Closed
1483	10/28/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
1484	10/28/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1485	10/28/10			Menlo Park	Customer Denies Access	Customer Denies Wellington Access	Closed
1486	10/28/10			Mill Valley	Customer Denies Access	Accuracy of Meter	Closed
1487	10/28/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1488	10/28/10			Mill Valley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1489	10/28/10			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1490	10/28/10			Novato	Customer Denies Access	Unhappy with SM program	Closed
1491	10/28/10			Oakland	Power Interruption	Partial Power Outage	Closed
1492	10/28/10			Oakland	Power Interruption	Under Investigation	Open
1493	10/28/10			Oroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1494	10/28/10			Paradise	Power Interruption	Partial Power Outage	Closed
1495	10/28/10			Paso Robles	Customer Denies Access	Medical Concerns	Closed
1496	10/28/10			Paso Robles	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1497	10/28/10			Paso Robles	Power Interruption	Other	Closed
1498	10/28/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1499	10/28/10			Petaluma	Inquiry Regarding Appliances Affected	Other	Closed
1500	10/28/10			Redwood Valley	Customer Denies Access	Unhappy with SM program	Closed
1501	10/28/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1502	10/28/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1503	10/28/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1504	10/28/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
1505	10/28/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
1506	10/28/10			Rohnert Park	SmartMeter Customer Communication	Under Investigation	Open
1507	10/28/10			S San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1508	10/28/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1509	10/28/10			Salinas	Customer Denies Access	Medical Concerns	Closed
1510	10/28/10			Salinas	Customer Denies Access	Medical Concerns	Closed
1511	10/28/10			Salinas	Customer Denies Access	Radio Frequency Concerns	Closed
1512	10/28/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed



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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1513	10/28/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1514	10/28/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
1515	10/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1516	10/28/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1517	10/28/10			San Jose	Customer Denies Access	Radio Frequency Concerns	Closed
1518	10/28/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1519	10/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1520	10/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1521	10/28/10			San Rafael	Customer Denies Access	Unhappy with SM program	Closed
1522	10/28/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1523	10/28/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1524	10/28/10			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1525	10/28/10			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
1526	10/28/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1527	10/28/10			Santa Rosa	Customer Denies Access	Unhappy with SM program	Closed
1528	10/28/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1529	10/28/10			Stinson Beach	Wellington Installer	Under Investigation	Open
1530	10/28/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
1531	10/28/10			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
1532	10/29/10			Aptos	Customer Denies Access	Under Investigation	Open
1533	10/29/10			Belmont	Customer Denies Access	Customer does not want a SmartMeter	Closed
1534	10/29/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1535	10/29/10			Cameron Park	Meter / Module Equipment (Mfg.)	Other	Closed
1536	10/29/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
1537	10/29/10			Danville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1538	10/29/10			Danville	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1539	10/29/10			Dobbins	Customer Denies Access	Medical Concerns	Closed
1540	10/29/10			El Cerrito	Customer Denies Access	Customer does not want a SmartMeter	Closed
1541	10/29/10			Elk Grove	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1542	10/29/10			Forestville	Customer Denies Access	Under Investigation	Open
1543	10/29/10			Fremont	Power Interruption	Under Investigation	Open
1544	10/29/10			Gilroy	Wellington Installer	Under Investigation	Open
1545	10/29/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1546	10/29/10			Healdsburg	Customer Denies Access	Medical Concerns	Closed
1547	10/29/10			Hercules	Inquiry Regarding Appliances Affected	Under Investigation	Open
1548	10/29/10			Hillsborough	Customer Denies Access	Customer does not want a SmartMeter	Closed
1549	10/29/10			Marysville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1550	10/29/10			Marysville	Wellington Installer	Under Investigation	Open
1551	10/29/10			Merced	Inquiry Regarding Appliances Affected	Under Investigation	Open
1552	10/29/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1553	10/29/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1554	10/29/10			Mill Valley	Inquiry Regarding Appliances Affected	Other	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1555	10/29/10			Mill Valley	Wellington Installer	Under Investigation	Open
1556	10/29/10			Millbrae	Customer Denies Access	Customer does not want a SmartMeter	Closed
1557	10/29/10			Oakland	Customer Denies Access	Radio Frequency Concerns	Closed
1558	10/29/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1559	10/29/10			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1560	10/29/10			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1561	10/29/10			Pacific Grove	Customer Denies Access	Accuracy of Meter	Closed
1562	10/29/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
1563	10/29/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
1564	10/29/10			Pleasanton	Customer Denies Access	Accuracy of Meter	Closed
1565	10/29/10			Rohnert Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
1566	10/29/10			Salinas	Customer Denies Access	Under Investigation	Open
1567	10/29/10			Salinas	Wellington Installer	Under Investigation	Open
1568	10/29/10			San Anselmo	Customer Denies Access	Medical Concerns	Closed
1569	10/29/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1570	10/29/10			San Francisco	Customer Denies Access	Radio Frequency Concerns	Closed
1571	10/29/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
1572	10/29/10			San Francisco	Power Interruption	Breaker keeps tripping	Closed
1573	10/29/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1574	10/29/10			San Jose	Customer Denies Access	Radio Frequency Concerns	Closed
1575	10/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1576	10/29/10			San Rafael	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
1577	10/29/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1578	10/29/10			San Rafael	Meter / Module Equipment (Mfg.)	Other	Closed
1579	10/29/10			San Ramon	Customer Denies Access	Customer does not want a SmartMeter	Closed
1580	10/29/10			San Ramon	Customer Denies Access	Unhappy with SM program	Closed
1581	10/29/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
1582	10/29/10			Santa Margarita	Customer Denies Access	Customer does not want a SmartMeter	Closed
1583	10/29/10			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
1584	10/29/10			Santa Rosa	Customer Denies Access	Unhappy with SM program	Closed
1585	10/29/10			Santa Rosa	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1586	10/29/10			Valley Ford	Customer Denies Access	Unhappy with SM program	Closed
1587	10/29/10			Willits	Customer Denies Access	Radio Frequency Concerns	Closed
1588	10/29/10			Windsor	Power Interruption	Flickering Lights	Closed
1589	10/29/10			Yuba City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1590	10/29/10			Yuba City	Wellington Installer	Under Investigation	Open

1,187 Open Issues on Last Report  
 206 Open Issues Closed Since the Last Report  
 403 New Issues Since the Last Report  
 313 New Issues Closed Since the Last Report  
 90 New Issues Open























































































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

43	5/10/10
44	5/11/10
45	5/11/10
46	5/11/10
47	5/11/10
48	5/11/10
49	5/11/10
50	5/12/10
51	5/12/10
52	5/14/10
53	5/15/10
54	5/15/10
55	5/15/10
56	5/17/10
57	5/17/10
58	5/17/10
59	5/17/10
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61	5/17/10
62	5/18/10
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67	5/19/10
68	5/19/10
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70	5/19/10
71	5/20/10
72	5/20/10
73	5/21/10
74	5/21/10
75	5/21/10
76	5/21/10
77	5/21/10
78	5/21/10
79	5/21/10
80	5/21/10
81	5/21/10
82	5/21/10
83	5/21/10
84	5/21/10
85	5/21/10
86	5/21/10
87	5/22/10
88	5/22/10
89	5/22/10
90	5/22/10
91	5/24/10
92	5/24/10
93	5/25/10

Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	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	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	Unhappy with SM program	Closed
Placerville	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
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
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	Radio Frequency Concerns	Closed
Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Fairfield	Power Interruption	Under Investigation	Open

94	5/26/10
95	5/27/10
96	5/27/10
97	5/30/10
98	5/30/10
99	6/4/10
100	6/7/10
101	6/7/10
102	6/8/10
103	6/8/10
104	6/8/10
105	6/9/10
106	6/9/10
107	6/10/10
108	6/10/10
109	6/10/10
110	6/10/10
111	6/10/10
112	6/11/10
113	6/11/10
114	6/14/10
115	6/14/10
116	6/15/10
117	6/15/10
118	6/15/10
119	6/15/10
120	6/15/10
121	6/16/10
122	6/16/10
123	6/17/10
124	6/17/10
125	6/17/10
126	6/17/10
127	6/17/10
128	6/17/10
129	6/18/10
130	6/18/10
131	6/18/10
132	6/20/10
133	6/21/10
134	6/21/10
135	6/22/10
136	6/23/10
137	6/23/10
138	6/23/10
139	6/25/10
140	6/28/10
141	6/28/10
142	6/28/10
143	6/29/10
144	6/30/10

San Jose	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer Denies Access	Under Investigation	Open
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Arvin	Household items affected by SM installation	Under Investigation	Open
San Jose	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	Medical/RF Concerns	Closed
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
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Closed
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

145	6/30/10
146	7/1/10
147	7/1/10
148	7/1/10
149	7/2/10
150	7/6/10
151	7/6/10
152	7/6/10
153	7/8/10
154	7/8/10
155	7/9/10
156	7/9/10
157	7/9/10
158	7/9/10
159	7/12/10
160	7/13/10
161	7/13/10
162	7/14/10
163	7/15/10
164	7/15/10
165	7/15/10
166	7/15/10
167	7/15/10
168	7/17/10
169	7/19/10
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178	7/26/10
179	7/26/10
180	7/27/10
181	7/28/10
182	7/28/10
183	7/28/10
184	7/28/10
185	7/28/10
186	7/28/10
187	7/29/10
188	7/29/10
189	7/29/10
190	7/29/10
191	7/29/10
192	7/29/10
193	7/30/10
194	7/30/10
195	7/30/10

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
San Jose	Scheduling Problems	Under Investigation	Open
Vacaville	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	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	Other	Closed
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
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
Groveland	Household items affected by SM installatio	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
San Jose	Network Equipment Installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Los Gatos	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
Rancho Cordova	Wellington Installer	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Ben Lomond	Household items affected by SM installatio	Under Investigation	Open
Dobbins	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open

196	8/2/10
197	8/2/10
198	8/3/10

La Honda	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer wants Smartmeter Removed	No reason provided	Closed
Menlo Park	SmartMeter Customer Communication	Other	Closed

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
1/15/10	{Redacted}	{Redacted}	Napa	Scheduling Problems	Under Investigation	Open
2/10/10			Carmel	Network Equipment Installation	Under Investigation	Open
2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
2/17/10			Vallejo	Wellington Installer	Under Investigation	Open
2/22/10			Vallejo	Network Equipment Installation	Under Investigation	Open
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			Vallejo	Customer Denies Access	Under Investigation	Open
3/12/10			Union City	Meter/Module	Under Investigation	Open
3/12/10			Vallejo	Wellington Installer	Under Investigation	Open
3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
3/17/10			Napa	Customer Denies Access	Under Investigation	Open
3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
3/22/10			San Jose	Scheduling Problems	Under Investigation	Open
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
4/16/10			San Jose	Scheduling Problems	Under Investigation	Open
4/19/10			Brentwood	Household items affected by SM installation	Under Investigation	Open
4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
4/27/10			Lemoore	Customer Denies Access	Under Investigation	Open
4/30/10			Richmond	Other	Under Investigation	Open
5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
5/7/10			San Jose	Meter/Module	Under Investigation	Open
5/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
5/10/10			San Jose	Other	Under Investigation	Open

43	5/10/10
44	5/11/10
45	5/11/10
46	5/11/10
47	5/11/10
48	5/11/10
49	5/11/10
50	5/12/10
51	5/12/10
52	5/14/10
53	5/15/10
54	5/15/10
55	5/15/10
56	5/17/10
57	5/17/10
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81	5/21/10
82	5/21/10
83	5/21/10
84	5/21/10
85	5/21/10
86	5/21/10
87	5/22/10
88	5/22/10
89	5/22/10
90	5/22/10
91	5/24/10
92	5/24/10
93	5/25/10

Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	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	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	Unhappy with SM program	Closed
Placerville	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
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
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	Radio Frequency Concerns	Closed
Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Fairfield	Power Interruption	Under Investigation	Open

94	5/26/10
95	5/27/10
96	5/27/10
97	5/30/10
98	5/30/10
99	6/4/10
100	6/7/10
101	6/7/10
102	6/8/10
103	6/8/10
104	6/8/10
105	6/9/10
106	6/9/10
107	6/10/10
108	6/10/10
109	6/10/10
110	6/10/10
111	6/10/10
112	6/11/10
113	6/11/10
114	6/14/10
115	6/14/10
116	6/15/10
117	6/15/10
118	6/15/10
119	6/15/10
120	6/15/10
121	6/16/10
122	6/16/10
123	6/17/10
124	6/17/10
125	6/17/10
126	6/17/10
127	6/17/10
128	6/17/10
129	6/18/10
130	6/18/10
131	6/18/10
132	6/20/10
133	6/21/10
134	6/21/10
135	6/22/10
136	6/23/10
137	6/23/10
138	6/23/10
139	6/25/10
140	6/28/10
141	6/28/10
142	6/28/10
143	6/29/10
144	6/30/10

San Jose	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer Denies Access	Under Investigation	Open
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Arvin	Household items affected by SM installation	Under Investigation	Open
San Jose	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	Medical/RF Concerns	Closed
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
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Closed
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



145	6/30/10
146	7/1/10
147	7/1/10
148	7/1/10
149	7/2/10
150	7/6/10
151	7/6/10
152	7/6/10
153	7/8/10
154	7/8/10
155	7/9/10
156	7/9/10
157	7/9/10
158	7/9/10
159	7/12/10
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162	7/14/10
163	7/15/10
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166	7/15/10
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168	7/17/10
169	7/19/10
170	7/19/10
171	7/19/10
172	7/20/10
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174	7/21/10
175	7/23/10
176	7/23/10
177	7/24/10
178	7/26/10
179	7/26/10
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181	7/28/10
182	7/28/10
183	7/28/10
184	7/28/10
185	7/28/10
186	7/28/10
187	7/29/10
188	7/29/10
189	7/29/10
190	7/29/10
191	7/29/10
192	7/29/10
193	7/30/10
194	7/30/10
195	7/30/10

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
San Jose	Scheduling Problems	Under Investigation	Open
Vacaville	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	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	Other	Closed
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
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
Groveland	Household items affected by SM installatio	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
San Jose	Network Equipment Installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Los Gatos	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
Rancho Cordova	Wellington Installer	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Ben Lomond	Household items affected by SM installatio	Under Investigation	Open
Dobbins	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open

196	8/2/10
197	8/2/10
198	8/3/10

La Honda	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer wants Smartmeter Removed	No reason provided	Closed
Menlo Park	SmartMeter Customer Communication	Other	Closed

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}	Napa	Scheduling Problems	Under Investigation	Open
{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Under Investigation	Open
{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
{Redacted}	{Redacted}	Fresno	Wellington Installer	Under Investigation	Open
{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
{Redacted}	{Redacted}	Glen Ellen	Scheduling Problems	Under Investigation	Open
{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Under Investigation	Open
{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Under Investigation	Open
{Redacted}	{Redacted}	Cotati	Household items affected by SM installation	Under Investigation	Open
{Redacted}	{Redacted}	San Ramon	Household items affected by SM installation	Under Investigation	Open
{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
{Redacted}	{Redacted}	Union City	Meter/Module	Under Investigation	Open
{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
{Redacted}	{Redacted}	Placerville	Customer Denies Access	Under Investigation	Open
{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
{Redacted}	{Redacted}	Angels Camp	Customer Denies Access	Under Investigation	Open
{Redacted}	{Redacted}	Sunnyvale	Customer Denies Access	Under Investigation	Open
{Redacted}	{Redacted}	Napa	Customer Denies Access	Under Investigation	Open
{Redacted}	{Redacted}	American Canyon	Customer Denies Access	Under Investigation	Open
{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Under Investigation	Open
{Redacted}	{Redacted}	San Jose	Scheduling Problems	Under Investigation	Open
{Redacted}	{Redacted}	Vacaville	Other	Under Investigation	Open
{Redacted}	{Redacted}	Kingsburg	Power Interruption	Under Investigation	Open
{Redacted}	{Redacted}	Madera	Other	Under Investigation	Open
{Redacted}	{Redacted}	San Jose	Scheduling Problems	Under Investigation	Open
{Redacted}	{Redacted}	Brentwood	Household items affected by SM installation	Under Investigation	Open
{Redacted}	{Redacted}	Madera	Household items affected by SM installation	Under Investigation	Open
{Redacted}	{Redacted}	Lemoore	Customer Denies Access	Under Investigation	Open
{Redacted}	{Redacted}	Richmond	Other	Under Investigation	Open
{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
{Redacted}	{Redacted}	San Jose	Meter/Module	Under Investigation	Open
{Redacted}	{Redacted}	Los Gatos	Customer Denies Access	Under Investigation	Open
{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
{Redacted}	{Redacted}	San Jose	Other	Under Investigation	Open

43	5/10/10
44	5/11/10
45	5/11/10
46	5/11/10
47	5/11/10
48	5/11/10
49	5/11/10
50	5/12/10
51	5/12/10
52	5/14/10
53	5/15/10
54	5/15/10
55	5/15/10
56	5/17/10
57	5/17/10
58	5/17/10
59	5/17/10
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61	5/17/10
62	5/18/10
63	5/18/10
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67	5/19/10
68	5/19/10
69	5/19/10
70	5/19/10
71	5/20/10
72	5/20/10
73	5/21/10
74	5/21/10
75	5/21/10
76	5/21/10
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78	5/21/10
79	5/21/10
80	5/21/10
81	5/21/10
82	5/21/10
83	5/21/10
84	5/21/10
85	5/21/10
86	5/21/10
87	5/22/10
88	5/22/10
89	5/22/10
90	5/22/10
91	5/24/10
92	5/24/10
93	5/25/10

Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	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	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	Unhappy with SM program	Closed
Placerville	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
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
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	Radio Frequency Concerns	Closed
Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Fairfield	Power Interruption	Under Investigation	Open

94	5/26/10
95	5/27/10
96	5/27/10
97	5/30/10
98	5/30/10
99	6/4/10
100	6/7/10
101	6/7/10
102	6/8/10
103	6/8/10
104	6/8/10
105	6/9/10
106	6/9/10
107	6/10/10
108	6/10/10
109	6/10/10
110	6/10/10
111	6/10/10
112	6/11/10
113	6/11/10
114	6/14/10
115	6/14/10
116	6/15/10
117	6/15/10
118	6/15/10
119	6/15/10
120	6/15/10
121	6/16/10
122	6/16/10
123	6/17/10
124	6/17/10
125	6/17/10
126	6/17/10
127	6/17/10
128	6/17/10
129	6/18/10
130	6/18/10
131	6/18/10
132	6/20/10
133	6/21/10
134	6/21/10
135	6/22/10
136	6/23/10
137	6/23/10
138	6/23/10
139	6/25/10
140	6/28/10
141	6/28/10
142	6/28/10
143	6/29/10
144	6/30/10

San Jose	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer Denies Access	Under Investigation	Open
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Arvin	Household items affected by SM installation	Under Investigation	Open
San Jose	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	Medical/RF Concerns	Closed
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
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Closed
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

145	6/30/10
146	7/1/10
147	7/1/10
148	7/1/10
149	7/2/10
150	7/6/10
151	7/6/10
152	7/6/10
153	7/8/10
154	7/8/10
155	7/9/10
156	7/9/10
157	7/9/10
158	7/9/10
159	7/12/10
160	7/13/10
161	7/13/10
162	7/14/10
163	7/15/10
164	7/15/10
165	7/15/10
166	7/15/10
167	7/15/10
168	7/17/10
169	7/19/10
170	7/19/10
171	7/19/10
172	7/20/10
173	7/21/10
174	7/21/10
175	7/23/10
176	7/23/10
177	7/24/10
178	7/26/10
179	7/26/10
180	7/27/10
181	7/28/10
182	7/28/10
183	7/28/10
184	7/28/10
185	7/28/10
186	7/28/10
187	7/29/10
188	7/29/10
189	7/29/10
190	7/29/10
191	7/29/10
192	7/29/10
193	7/30/10
194	7/30/10
195	7/30/10

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
San Jose	Scheduling Problems	Under Investigation	Open
Vacaville	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	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	Other	Closed
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
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
Groveland	Household items affected by SM installatio	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
San Jose	Network Equipment Installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Los Gatos	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
Rancho Cordova	Wellington Installer	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Ben Lomond	Household items affected by SM installatio	Under Investigation	Open
Dobbins	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open

196	8/2/10
197	8/2/10
198	8/3/10

La Honda	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer wants Smartmeter Removed	No reason provided	Closed
Menlo Park	SmartMeter Customer Communication	Other	Closed

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

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



43	5/10/10
44	5/11/10
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51	5/12/10
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53	5/15/10
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61	5/17/10
62	5/18/10
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73	5/21/10
74	5/21/10
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81	5/21/10
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83	5/21/10
84	5/21/10
85	5/21/10
86	5/21/10
87	5/22/10
88	5/22/10
89	5/22/10
90	5/22/10
91	5/24/10
92	5/24/10
93	5/25/10

Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	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	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	Unhappy with SM program	Closed
Placerville	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
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
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	Radio Frequency Concerns	Closed
Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Fairfield	Power Interruption	Under Investigation	Open

94	5/26/10
95	5/27/10
96	5/27/10
97	5/30/10
98	5/30/10
99	6/4/10
100	6/7/10
101	6/7/10
102	6/8/10
103	6/8/10
104	6/8/10
105	6/9/10
106	6/9/10
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112	6/11/10
113	6/11/10
114	6/14/10
115	6/14/10
116	6/15/10
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121	6/16/10
122	6/16/10
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134	6/21/10
135	6/22/10
136	6/23/10
137	6/23/10
138	6/23/10
139	6/25/10
140	6/28/10
141	6/28/10
142	6/28/10
143	6/29/10
144	6/30/10

San Jose	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer Denies Access	Under Investigation	Open
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Arvin	Household items affected by SM installation	Under Investigation	Open
San Jose	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	Medical/RF Concerns	Closed
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
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Closed
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

145	6/30/10
146	7/1/10
147	7/1/10
148	7/1/10
149	7/2/10
150	7/6/10
151	7/6/10
152	7/6/10
153	7/8/10
154	7/8/10
155	7/9/10
156	7/9/10
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177	7/24/10
178	7/26/10
179	7/26/10
180	7/27/10
181	7/28/10
182	7/28/10
183	7/28/10
184	7/28/10
185	7/28/10
186	7/28/10
187	7/29/10
188	7/29/10
189	7/29/10
190	7/29/10
191	7/29/10
192	7/29/10
193	7/30/10
194	7/30/10
195	7/30/10

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
San Jose	Scheduling Problems	Under Investigation	Open
Vacaville	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	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	Other	Closed
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
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
Groveland	Household items affected by SM installatio	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
San Jose	Network Equipment Installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Los Gatos	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
Rancho Cordova	Wellington Installer	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Ben Lomond	Household items affected by SM installatio	Under Investigation	Open
Dobbins	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open

196	8/2/10
197	8/2/10
198	8/3/10

La Honda	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer wants Smartmeter Removed	No reason provided	Closed
Menlo Park	SmartMeter Customer Communication	Other	Closed

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

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

43	5/10/10
44	5/11/10
45	5/11/10
46	5/11/10
47	5/11/10
48	5/11/10
49	5/11/10
50	5/12/10
51	5/12/10
52	5/14/10
53	5/15/10
54	5/15/10
55	5/15/10
56	5/17/10
57	5/17/10
58	5/17/10
59	5/17/10
60	5/17/10
61	5/17/10
62	5/18/10
63	5/18/10
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67	5/19/10
68	5/19/10
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79	5/21/10
80	5/21/10
81	5/21/10
82	5/21/10
83	5/21/10
84	5/21/10
85	5/21/10
86	5/21/10
87	5/22/10
88	5/22/10
89	5/22/10
90	5/22/10
91	5/24/10
92	5/24/10
93	5/25/10

Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	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	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	Unhappy with SM program	Closed
Placerville	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
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
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	Radio Frequency Concerns	Closed
Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Fairfield	Power Interruption	Under Investigation	Open

94	5/26/10
95	5/27/10
96	5/27/10
97	5/30/10
98	5/30/10
99	6/4/10
100	6/7/10
101	6/7/10
102	6/8/10
103	6/8/10
104	6/8/10
105	6/9/10
106	6/9/10
107	6/10/10
108	6/10/10
109	6/10/10
110	6/10/10
111	6/10/10
112	6/11/10
113	6/11/10
114	6/14/10
115	6/14/10
116	6/15/10
117	6/15/10
118	6/15/10
119	6/15/10
120	6/15/10
121	6/16/10
122	6/16/10
123	6/17/10
124	6/17/10
125	6/17/10
126	6/17/10
127	6/17/10
128	6/17/10
129	6/18/10
130	6/18/10
131	6/18/10
132	6/20/10
133	6/21/10
134	6/21/10
135	6/22/10
136	6/23/10
137	6/23/10
138	6/23/10
139	6/25/10
140	6/28/10
141	6/28/10
142	6/28/10
143	6/29/10
144	6/30/10

San Jose	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer Denies Access	Under Investigation	Open
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Arvin	Household items affected by SM installation	Under Investigation	Open
San Jose	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	Medical/RF Concerns	Closed
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
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Closed
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

145	6/30/10
146	7/1/10
147	7/1/10
148	7/1/10
149	7/2/10
150	7/6/10
151	7/6/10
152	7/6/10
153	7/8/10
154	7/8/10
155	7/9/10
156	7/9/10
157	7/9/10
158	7/9/10
159	7/12/10
160	7/13/10
161	7/13/10
162	7/14/10
163	7/15/10
164	7/15/10
165	7/15/10
166	7/15/10
167	7/15/10
168	7/17/10
169	7/19/10
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171	7/19/10
172	7/20/10
173	7/21/10
174	7/21/10
175	7/23/10
176	7/23/10
177	7/24/10
178	7/26/10
179	7/26/10
180	7/27/10
181	7/28/10
182	7/28/10
183	7/28/10
184	7/28/10
185	7/28/10
186	7/28/10
187	7/29/10
188	7/29/10
189	7/29/10
190	7/29/10
191	7/29/10
192	7/29/10
193	7/30/10
194	7/30/10
195	7/30/10

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
San Jose	Scheduling Problems	Under Investigation	Open
Vacaville	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	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	Other	Closed
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
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
Groveland	Household items affected by SM installatio	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
San Jose	Network Equipment Installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Los Gatos	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
Rancho Cordova	Wellington Installer	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Ben Lomond	Household items affected by SM installatio	Under Investigation	Open
Dobbins	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open



196	8/2/10
197	8/2/10
198	8/3/10

La Honda	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer wants Smartmeter Removed	No reason provided	Closed
Menlo Park	SmartMeter Customer Communication	Other	Closed

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

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

43	5/10/10
44	5/11/10
45	5/11/10
46	5/11/10
47	5/11/10
48	5/11/10
49	5/11/10
50	5/12/10
51	5/12/10
52	5/14/10
53	5/15/10
54	5/15/10
55	5/15/10
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84	5/21/10
85	5/21/10
86	5/21/10
87	5/22/10
88	5/22/10
89	5/22/10
90	5/22/10
91	5/24/10
92	5/24/10
93	5/25/10

Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	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	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	Unhappy with SM program	Closed
Placerville	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
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
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	Radio Frequency Concerns	Closed
Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Fairfield	Power Interruption	Under Investigation	Open

94	5/26/10
95	5/27/10
96	5/27/10
97	5/30/10
98	5/30/10
99	6/4/10
100	6/7/10
101	6/7/10
102	6/8/10
103	6/8/10
104	6/8/10
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133	6/21/10
134	6/21/10
135	6/22/10
136	6/23/10
137	6/23/10
138	6/23/10
139	6/25/10
140	6/28/10
141	6/28/10
142	6/28/10
143	6/29/10
144	6/30/10

San Jose	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer Denies Access	Under Investigation	Open
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Arvin	Household items affected by SM installation	Under Investigation	Open
San Jose	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	Medical/RF Concerns	Closed
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
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Closed
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

145	6/30/10
146	7/1/10
147	7/1/10
148	7/1/10
149	7/2/10
150	7/6/10
151	7/6/10
152	7/6/10
153	7/8/10
154	7/8/10
155	7/9/10
156	7/9/10
157	7/9/10
158	7/9/10
159	7/12/10
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172	7/20/10
173	7/21/10
174	7/21/10
175	7/23/10
176	7/23/10
177	7/24/10
178	7/26/10
179	7/26/10
180	7/27/10
181	7/28/10
182	7/28/10
183	7/28/10
184	7/28/10
185	7/28/10
186	7/28/10
187	7/29/10
188	7/29/10
189	7/29/10
190	7/29/10
191	7/29/10
192	7/29/10
193	7/30/10
194	7/30/10
195	7/30/10

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
San Jose	Scheduling Problems	Under Investigation	Open
Vacaville	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	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	Other	Closed
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
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
Groveland	Household items affected by SM installatio	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
San Jose	Network Equipment Installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Los Gatos	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
Rancho Cordova	Wellington Installer	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Ben Lomond	Household items affected by SM installatio	Under Investigation	Open
Dobbins	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open

196	8/2/10
197	8/2/10
198	8/3/10

La Honda	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer wants Smartmeter Removed	No reason provided	Closed
Menlo Park	SmartMeter Customer Communication	Other	Closed



43	5/10/10
44	5/11/10
45	5/11/10
46	5/11/10
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49	5/11/10
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51	5/12/10
52	5/14/10
53	5/15/10
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84	5/21/10
85	5/21/10
86	5/21/10
87	5/22/10
88	5/22/10
89	5/22/10
90	5/22/10
91	5/24/10
92	5/24/10
93	5/25/10

Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	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	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	Unhappy with SM program	Closed
Placerville	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
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
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	Radio Frequency Concerns	Closed
Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Fairfield	Power Interruption	Under Investigation	Open



94	5/26/10
95	5/27/10
96	5/27/10
97	5/30/10
98	5/30/10
99	6/4/10
100	6/7/10
101	6/7/10
102	6/8/10
103	6/8/10
104	6/8/10
105	6/9/10
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134	6/21/10
135	6/22/10
136	6/23/10
137	6/23/10
138	6/23/10
139	6/25/10
140	6/28/10
141	6/28/10
142	6/28/10
143	6/29/10
144	6/30/10

San Jose	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer Denies Access	Under Investigation	Open
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Arvin	Household items affected by SM installation	Under Investigation	Open
San Jose	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	Medical/RF Concerns	Closed
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
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Closed
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

145	6/30/10
146	7/1/10
147	7/1/10
148	7/1/10
149	7/2/10
150	7/6/10
151	7/6/10
152	7/6/10
153	7/8/10
154	7/8/10
155	7/9/10
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186	7/28/10
187	7/29/10
188	7/29/10
189	7/29/10
190	7/29/10
191	7/29/10
192	7/29/10
193	7/30/10
194	7/30/10
195	7/30/10

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
San Jose	Scheduling Problems	Under Investigation	Open
Vacaville	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	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	Other	Closed
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
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
Groveland	Household items affected by SM installatio	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
San Jose	Network Equipment Installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Los Gatos	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
Rancho Cordova	Wellington Installer	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Ben Lomond	Household items affected by SM installatio	Under Investigation	Open
Dobbins	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open

196	8/2/10
197	8/2/10
198	8/3/10

La Honda	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer wants Smartmeter Removed	No reason provided	Closed
Menlo Park	SmartMeter Customer Communication	Other	Closed



43	5/10/10
44	5/11/10
45	5/11/10
46	5/11/10
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51	5/12/10
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86	5/21/10
87	5/22/10
88	5/22/10
89	5/22/10
90	5/22/10
91	5/24/10
92	5/24/10
93	5/25/10

Shingle Springs	Customer Denies Access	Under Investigation	Open
Chico	Household items affected by SM installation	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	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	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	Unhappy with SM program	Closed
Placerville	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
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
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	Radio Frequency Concerns	Closed
Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
Nevada City	Customer Denies Access	Under Investigation	Open
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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
Milpitas	SmartMeter Customer Communication	Under Investigation	Open
Fairfield	Power Interruption	Under Investigation	Open

94	5/26/10
95	5/27/10
96	5/27/10
97	5/30/10
98	5/30/10
99	6/4/10
100	6/7/10
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136	6/23/10
137	6/23/10
138	6/23/10
139	6/25/10
140	6/28/10
141	6/28/10
142	6/28/10
143	6/29/10
144	6/30/10

San Jose	SmartMeter Customer Communication	Under Investigation	Open
Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Santa Cruz	Customer Denies Access	Under Investigation	Open
Sacramento	Household items affected by SM installation	Under Investigation	Open
Santa Cruz	Customer Denies Access	Under Investigation	Open
San Jose	Household items affected by SM installation	Under Investigation	Open
Arvin	Household items affected by SM installation	Under Investigation	Open
San Jose	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	Medical/RF Concerns	Closed
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
Concord	Customer Denies Access	Under Investigation	Open
Pleasanton	Customer Denies Access	Customer Denies Wellington Access	Closed
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

145	6/30/10
146	7/1/10
147	7/1/10
148	7/1/10
149	7/2/10
150	7/6/10
151	7/6/10
152	7/6/10
153	7/8/10
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187	7/29/10
188	7/29/10
189	7/29/10
190	7/29/10
191	7/29/10
192	7/29/10
193	7/30/10
194	7/30/10
195	7/30/10

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
San Jose	Scheduling Problems	Under Investigation	Open
Vacaville	Customer Denies Access	Under Investigation	Open
Walnut Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	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	Other	Closed
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
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
Groveland	Household items affected by SM installatio	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
San Jose	Network Equipment Installation	Under Investigation	Open
San Jose	SmartMeter Customer Communication	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
San Jose	Wellington Installer	Under Investigation	Open
Los Gatos	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open
Placerville	Wellington Installer	Under Investigation	Open
Rancho Cordova	Wellington Installer	Under Investigation	Open
San Jose	Household items affected by SM installatio	Under Investigation	Open
Santa Rosa	Customer Denies Access	Under Investigation	Open
Ben Lomond	Household items affected by SM installatio	Under Investigation	Open
Dobbins	Wellington Installer	Under Investigation	Open
Oakland	Wellington Installer	Under Investigation	Open

196	8/2/10
197	8/2/10
198	8/3/10

La Honda	Customer Denies Access	Medical Concerns	Closed
San Francisco	Customer wants Smartmeter Removed	No reason provided	Closed
Menlo Park	SmartMeter Customer Communication	Other	Closed































I Dorado Hills  
airfield  
hico  
leasant Hill  
an Jose  
an Jose  
hingle Springs  
an Jose  
an Mateo  
amp Meeker  
oncord  
leasanton  
ichmond  
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ilpitas  
ewcastle  
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anta Clara  
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213	8/9/10
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Cameron Park	Wellington Installer	Under Investigation	Open
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210  
San Francisco  
Leno Park

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Camino	Wellington Installer	Under Investigation	Open
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215	8/9/10
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Saratoga	Wellington Installer	Under Investigation	Open
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Tiburon	Wellington Installer	Under Investigation	Open
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Customer Benefits Access

Customer wants Smartmeter Removed  
SmartMeter Customer Communication

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Alamo	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
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220	8/11/10
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Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
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ustomer does not want a SmartMeter

nhappy with SM program

ustomer does not want a SmartMeter

adio Frequency Concerns

ustomer does not want a SmartMeter

ustomer does not want a SmartMeter

ustomer does not want a SmartMeter

222	8/12/10
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ustomer does not want a SmartMeter

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Los Gatos	Wellington Installer	Under Investigation	Open
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edical/RF Concerns

ustomer Denies Wellington Access

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223	8/12/10
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San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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medical/RF Concerns

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Windsor

Wellington Installer

Under Investigation

Open

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225	8/13/10
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Grass Valley	Wellington Installer	Under Investigation	Open
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227	8/14/10
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Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
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228	8/16/10
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Ben Lomond	Power Interruption	Under Investigation	Open
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2009 8/16/10

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Chico	Wellington Installer	Under Investigation	Open
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Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 November 4, 2010 -- For the Period October 23, 2010 through October 29, 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	Closed	Bill is Accurate. Customer initiated service on 9/29/93. Electric SmartMeter was installed on 10/16/09. Customer disputes electric usage following SmartMeter installation. Although usage in line with historical, customer feels that because his children left for school, usage should be lower, therefore the meter is wrong. Meter was tested for accuracy on 4/22/10 and passed. For the first full billing period following installation of the electric SmartMeter (10/29/09-12/1/09), ADU was 34.28 kWh. Post-SmartMeter usage for this time period compared to same periods in 2008, 2007, and 2006 shows decreased usage of -5%, -14%, and -5%, respectively. At customer's request, PG&E scheduled side-by-side meter testing which started on 6/23/10 and was removed on 10/21/10. Side-by-side meter test results demonstrated that the SmartMeter was registering usage within the CPUC accuracy tolerance. A SmartMeter customer team contacted {Redacted} to discuss program and his results.
2	9/13/10	{Redacted}	{Redacted}	LOS ALTOS HILLS	Closed	CAB Complaint. The customer filed the same complaint with CAB, where it was handled under the standard process used by CAB and PG&E; it was closed on 10/26/10.
3	9/10/10	{Redacted}	{Redacted}	SAN FRANCISCO	Open	Under Investigation
4	10/26/10	{Redacted}	{Redacted}	LOS GATOS	Closed	Customer / Meter Reader Miscommunication. Customer's service was initiated on 12/10/74. Electric and gas SmartMeters were installed on 9/1/10. Customer disputes electric and gas usage for billing period 8/19/10-9/20/10. On 4/29/04, customer was issued a plastic card to read her own electric meter. On 8/19/10, customer placed the plastic card out to be read. After SmartMeters installed on 9/1/10, customer thought it unnecessary to put the card out anymore for the meter reader. On 9/21/10, a new statement for 8/19/10-9/20/10 was sent to customer for \$106.70 (\$27.57 gas, \$79.13 electric), based on estimated reads. {Redacted} spoke with a CSR on 9/27/10, gave rep an accurate electric read, and the CSR created a cancel/rebill case for a corrected bill of \$41.41 for electric. A gas serviceman verified gas reads on 10/2/10 and gas portion was corrected to \$22.05. Customer satisfied with resolution.
5	10/27/10	{Redacted}	{Redacted}	CLOVIS	Open	Under Investigation

\* 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.

- 3 Open Complaints on Last Report
- 2 Open Complaints Closed Since the Last Report
- 2 New Complaints Since the Last Report
- 1 New Complaints Closed Since the Last Report
- 1 New Complaints Open



Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 November 4, 2010 -- For the Period October 23, 2010 through October 29, 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
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4	10/26/10	{Redacted}	{Redacted}	LOS GATOS	Closed	Customer / Meter Reader Miscommunication. Customer's service was initiated on 12/10/74. Electric and gas SmartMeters were installed on 9/1/10. Customer disputes electric and gas usage for billing period 8/19/10-9/20/10. On 4/29/04, customer was issued a plastic card to read her own electric meter. On 8/19/10, customer placed the plastic card out to be read. After SmartMeters installed on 9/1/10, customer thought it unnecessary to put the card out anymore for the meter reader. On 9/21/10, a new statement for 8/19/10-9/20/10 was sent to customer for \$106.70 (\$27.57 gas, \$79.13 electric), based on estimated reads. {Redacted} spoke with a CSR on 9/27/10, gave rep an accurate electric read, and the CSR created a cancel/rebill case for a corrected bill of \$41.41 for electric. A gas serviceman verified gas reads on 10/2/10 and gas portion was corrected to \$22.05. Customer satisfied with resolution.
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\* 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.

- 3 Open Complaints on Last Report
- 2 Open Complaints Closed Since the Last Report
- 2 New Complaints Since the Last Report
- 1 New Complaints Closed Since the Last Report
- 1 New Complaints Open