

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 12, 2010 -- For the Period October 30, 2010 through November 5, 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

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 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	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	Under Investigation	Open
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	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
50	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
51	5/14/10			San Jose	Meter/Module	Under Investigation	Open
52	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
53	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
54	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
55	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
56	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
57	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
58	5/17/10			S. San Francisco	Other	Under Investigation	Open
59	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
60	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
61	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
62	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
63	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
64	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
65	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
66	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
67	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
68	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
69	5/20/10			Tracy	Power Interruption	Under Investigation	Open
70	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
71	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
72	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
73	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
74	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
75	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
76	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
77	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
78	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
79	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
80	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
81	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
82	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
83	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
84	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 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
85	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
86	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
87	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
88	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
89	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
90	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
91	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
92	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
93	6/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
94	6/8/10			Fresno	Power Interruption	Under Investigation	Open
95	6/8/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
96	6/8/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
97	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
98	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
99	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
100	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
101	6/10/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
102	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
103	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
104	6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
105	6/14/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Closed
106	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
107	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
108	6/15/10			Pleasant Hill	Customer Denies Access	Customer does not want a SmartMeter	Closed
109	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
110	6/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
111	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
112	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
113	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
114	6/17/10			Camp Meeker	Customer Denies Access	Customer does not want a SmartMeter	Closed
115	6/17/10			Concord	Customer Denies Access	Customer does not want a SmartMeter	Closed
116	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
117	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
118	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
119	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
120	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
121	6/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
122	6/20/10			Milpitas	Power Interruption	Under Investigation	Open
123	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
124	6/21/10			San Jose	Power Interruption	Under Investigation	Open
125	6/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
126	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
128	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
129	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
130	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
131	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
132	6/28/10			Santa Clara	Household items affected by SM installatio	Under Investigation	Open
133	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
134	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
135	6/30/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
136	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
137	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
138	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
139	7/2/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
140	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
141	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
142	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
143	7/8/10			Placerville	Household items affected by SM installatio	Under Investigation	Open
144	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
145	7/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
146	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
147	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
148	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
149	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
150	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
151	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
152	7/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
153	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
154	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
155	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
156	7/17/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
157	7/19/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
158	7/19/10			San Francisco	Household items affected by SM installatio	Under Investigation	Open
159	7/19/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
160	7/20/10			San Carlos	Household items affected by SM installatio	Under Investigation	Open
161	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
162	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
163	7/23/10			Paradise	Household items affected by SM installatio	Under Investigation	Open
164	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
165	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
166	7/26/10			Groveland	Household items affected by SM installatio	Under Investigation	Open
167	7/26/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
168	7/27/10			Oakland	Wellington Installer	Under Investigation	Open

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 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
169	7/28/10			Oakland	Wellington Installer	Under Investigation	Open
170	7/28/10			Placerville	Wellington Installer	Under Investigation	Open
171	7/28/10			San Jose	Network Equipment Installation	Under Investigation	Open
172	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
173	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
174	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
175	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
176	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
177	7/29/10			Placerville	Wellington Installer	Under Investigation	Open
178	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
179	7/29/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
180	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
181	7/30/10			Ben Lomond	Household items affected by SM installatio	Under Investigation	Open
182	7/30/10			Dobbins	Wellington Installer	Under Investigation	Open
183	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
184	8/3/10			Petaluma	Wellington Installer	Under Investigation	Open
185	8/3/10			Pittsburg	Customer Denies Access	Under Investigation	Open
186	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
187	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
188	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
189	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
190	8/4/10			Penn Valley	Wellington Installer	Under Investigation	Open
191	8/5/10			San Jose	Wellington Installer	Under Investigation	Open
192	8/6/10			Coulterville	Wellington Installer	Under Investigation	Open
193	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
194	8/6/10			Saratoga	Customer Denies Access	Under Investigation	Open
195	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
196	8/9/10			Cameron Park	Wellington Installer	Under Investigation	Open
197	8/9/10			Camino	Wellington Installer	Under Investigation	Open
198	8/9/10			Saratoga	Wellington Installer	Under Investigation	Open
199	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
200	8/10/10			Pope Valley	Wellington Installer	Under Investigation	Open
201	8/10/10			Tiburon	Wellington Installer	Under Investigation	Open
202	8/11/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
203	8/11/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
204	8/12/10			Los Gatos	Wellington Installer	Under Investigation	Open
205	8/12/10			Windsor	Wellington Installer	Under Investigation	Open
206	8/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
207	8/13/10			Placerville	Wellington Installer	Under Investigation	Open
208	8/16/10			Ben Lomond	Power Interruption	Under Investigation	Open
209	8/16/10			Chico	Wellington Installer	Under Investigation	Open
210	8/16/10			Concord	SmartMeter Customer Communication	Under Investigation	Open

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 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
211	8/16/10			Fremont	Household items affected by SM installatio	Under Investigation	Open
212	8/16/10			Los Gatos	Wellington Installer	Under Investigation	Open
213	8/16/10			Oakland	Wellington Installer	Under Investigation	Open
214	8/16/10			San Jose	Wellington Installer	Under Investigation	Open
215	8/17/10			Cloverdale	Wellington Installer	Under Investigation	Open
216	8/17/10			Nevada City	Wellington Installer	Under Investigation	Open
217	8/17/10			Petaluma	Wellington Installer	Under Investigation	Open
218	8/17/10			San Bruno	Household items affected by SM installatio	Under Investigation	Open
219	8/17/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
220	8/17/10			San Jose	Wellington Installer	Under Investigation	Open
221	8/17/10			Sonoma	Wellington Installer	Under Investigation	Open
222	8/18/10			Oakland	Wellington Installer	Under Investigation	Open
223	8/18/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
224	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
225	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
226	8/18/10			Sonoma	Wellington Installer	Under Investigation	Open
227	8/19/10			Los Gatos	Customer Denies Access	Under Investigation	Open
228	8/19/10			Penngrove	Wellington Installer	Under Investigation	Open
229	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
230	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
231	8/19/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
232	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
233	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
234	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
235	8/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
236	8/19/10			Sonoma	Wellington Installer	Under Investigation	Open
237	8/20/10			Berkeley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
238	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
239	8/21/10			Los Altos Hills	Household items affected by SM installatio	Under Investigation	Open
240	8/22/10			Berkeley	Customer Denies Access	Accuracy of Meter	Closed
241	8/22/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
242	8/22/10			Saratoga	Household items affected by SM installatio	Radio Frequency Concerns	Closed
243	8/23/10			Grass Valley	Household items affected by SM installatio	Under Investigation	Open
244	8/23/10			Los Altos	Household items affected by SM installatio	Under Investigation	Open
245	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
246	8/23/10			Oakland	Wellington Installer	Under Investigation	Open
247	8/23/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
248	8/23/10			San Anselmo	Wellington Installer	Under Investigation	Open
249	8/23/10			San Jose	Customer Denies Access	Under Investigation	Open
250	8/24/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
251	8/24/10			Morgan Hill	Household items affected by SM installatio	Under Investigation	Open
252	8/24/10			Oakland	Wellington Installer	Under Investigation	Open

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
253	8/24/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
254	8/24/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
255	8/24/10			San Jose	Meter/Module Equipment	Under Investigation	Open
256	8/24/10			Soquel	Household items affected by SM installatio	Under Investigation	Open
257	8/25/10			Campbell	Customer Denies Access	Accuracy of Meter	Closed
258	8/25/10			Felton	Household items affected by SM installatio	Under Investigation	Open
259	8/25/10			Freedom	Customer Denies Access	Under Investigation	Open
260	8/25/10			Los Gatos	Customer Denies Access	Radio Frequency Concerns	Closed
261	8/25/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
262	8/25/10			Los Gatos	SmartMeter Customer Communication	Radio Frequency Concerns	Closed
263	8/25/10			Milpitas	Wellington Installer	Under Investigation	Open
264	8/25/10			Novato	Wellington Installer	Under Investigation	Open
265	8/25/10			Oakland	Wellington Installer	Under Investigation	Open
266	8/25/10			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
267	8/25/10			San Jose	Customer Denies Access	Under Investigation	Open
268	8/25/10			San Jose	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
269	8/25/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
270	8/25/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Closed
271	8/25/10			San Jose	Wellington Installer	Under Investigation	Open
272	8/25/10			Santa Rosa	Wellington Installer	Under Investigation	Open
273	8/25/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
274	8/25/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
275	8/25/10			Watsonville	Customer Denies Access	Radio Frequency Concerns	Closed
276	8/25/10			Windsor	Wellington Installer	Under Investigation	Open
277	8/26/10			Boulder Creek	Customer wants Smartmeter Removed	Under Investigation	Open
278	8/26/10			Felton	Customer Denies Access	Privacy Concerns	Closed
279	8/26/10			Felton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
280	8/26/10			Los Altos	SmartMeter Customer Communication	Q on SM communication materials	Closed
281	8/26/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
282	8/26/10			San Jose	Customer Denies Access	Installer failed to knock	Closed
283	8/26/10			San Jose	Customer Denies Access	Under Investigation	Open
284	8/26/10			San Jose	Household items affected by SM installatio	Radio Frequency Concerns	Closed
285	8/27/10			Campbell	Customer Denies Access	Accuracy of Meter	Closed
286	8/27/10			Capitola	Customer Denies Access	Medical Concerns	Closed
287	8/27/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
288	8/27/10			San Jose	Wellington Installer	Under Investigation	Open
289	8/27/10			Soquel	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
290	8/27/10			Sunnyvale	Household items affected by SM installatio	Other	Closed
291	8/28/10			Burlingame	Wellington Installer	Under Investigation	Open
292	8/28/10			Campbell	Customer Denies Access	Accuracy of Meter	Closed
293	8/28/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
294	8/28/10			San Jose	Customer Denies Access	Radio Frequency Concerns	Closed

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
295	8/28/10			San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
296	8/29/10			Santa Cruz	Customer Denies Access	Concerns from Media Reports	Closed
297	8/30/10			Alameda	Wellington Installer	Under Investigation	Open
298	8/30/10			Aptos	Customer Denies Access	Radio Frequency Concerns	Closed
299	8/30/10			Campbell	Customer Denies Access	Accuracy of Meter	Closed
300	8/30/10			Campbell	Customer Denies Access	Concerns from Media Reports	Closed
301	8/30/10			Campbell	Customer Denies Access	Concerns from Media Reports	Closed
302	8/30/10			Campbell	Customer Denies Access	Medical Concerns	Closed
303	8/30/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
304	8/30/10			Felton	Inquiry Regarding Appliances Affected	Under Investigation	Open
305	8/30/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
306	8/30/10			Larkspur	Customer Denies Access	Radio Frequency Concerns	Closed
307	8/30/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
308	8/30/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
309	8/30/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
310	8/30/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
311	8/30/10			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
312	8/30/10			San Jose	Customer Denies Access	Radio Frequency Concerns	Closed
313	8/30/10			San Jose	Customer Denies Access	Radio Frequency Concerns	Closed
314	8/30/10			San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
315	8/30/10			San Jose	Wellington Installer	Under Investigation	Open
316	8/30/10			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
317	8/30/10			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
318	8/30/10			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
319	8/30/10			Saratoga	Customer Denies Access	Accuracy of Meter	Closed
320	8/30/10			Smartville	Wellington Installer	Under Investigation	Open
321	8/31/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
322	8/31/10			Aptos	Customer Denies Access	Under Investigation	Open
323	8/31/10			Capitola	Customer wants Smartmeter Removed	No reason provided	Closed
324	8/31/10			Los Altos	Customer Denies Access	Concerns from Media Reports	Closed
325	8/31/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
326	8/31/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
327	8/31/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
328	8/31/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
329	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
330	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
331	8/31/10			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
332	8/31/10			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
333	8/31/10			Santa Cruz	Customer Denies Access	Radio Frequency Concerns	Closed
334	8/31/10			Santa Cruz	Customer Denies Access	Radio Frequency Concerns	Closed
335	8/31/10			Santa Cruz	Customer Denies Access	Radio Frequency Concerns	Closed
336	8/31/10			Saratoga	Customer Denies Access	Accuracy of Meter	Closed



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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 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
337	8/31/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
338	8/31/10			Soquel	Customer Denies Access	Radio Frequency Concerns	Closed
339	9/1/10			Alviso	Customer Denies Access	Under Investigation	Open
340	9/1/10			Aptos	Customer Denies Access	Medical Concerns	Closed
341	9/1/10			Aptos	Customer Denies Access	Radio Frequency Concerns	Closed
342	9/1/10			Aptos	Customer wants Smartmeter Removed	Under Investigation	Open
343	9/1/10			Campbell	Customer Denies Access	Accuracy of Meter	Closed
344	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
345	9/1/10			El Cerrito	Customer Denies Access	Concerns from Media Reports	Closed
346	9/1/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
347	9/1/10			Los Gatos	SmartMeter Customer Communication	Other	Closed
348	9/1/10			Los Gatos	Wellington Installer	Under Investigation	Open
349	9/1/10			Milpitas	SmartMeter Customer Communication	Other	Closed
350	9/1/10			Oakland	Customer Denies Access	Concerns from Media Reports	Closed
351	9/1/10			Oakland	Customer wants Smartmeter Removed	No reason provided	Closed
352	9/1/10			San Jose	Customer Denies Access	Under Investigation	Open
353	9/1/10			San Jose	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
354	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
355	9/1/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Closed
356	9/1/10			San Jose	Wellington Installer	Under Investigation	Open
357	9/1/10			Santa Cruz	Customer Denies Access	Radio Frequency Concerns	Closed
358	9/1/10			Santa Cruz	Customer Denies Access	Radio Frequency Concerns	Closed
359	9/1/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
360	9/1/10			Saratoga	Wellington Installer	Under Investigation	Open
361	9/1/10			Smartville	Wellington Installer	Under Investigation	Open
362	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
363	9/2/10			Berkeley	SmartMeter Customer Communication	Customer needs help to read meter	Closed
364	9/2/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
365	9/2/10			Campbell	Customer Denies Access	Accuracy of Meter	Closed
366	9/2/10			Campbell	Customer Denies Access	Concerns from Media Reports	Closed
367	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
368	9/2/10			Felton	Customer Denies Access	Under Investigation	Open
369	9/2/10			Grass Valley	Wellington Installer	Under Investigation	Open
370	9/2/10			Los Altos	Customer Denies Access	Under Investigation	Open
371	9/2/10			Los Altos	Customer Denies Access	Under Investigation	Open
372	9/2/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
373	9/2/10			Mill Valley	Customer Denies Access	Medical Concerns	Closed
374	9/2/10			Mill Valley	SmartMeter Customer Communication	Q on SM communication materials	Closed
375	9/2/10			Oakland	Customer Denies Access	Concerns from Media Reports	Closed
376	9/2/10			Richmond	Customer Denies Access	Customer Denies Wellington Access	Closed
377	9/2/10			Salinas	Customer Denies Access	Under Investigation	Open
378	9/2/10			Salinas	SmartMeter Customer Communication	Q on SM communication materials	Closed

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 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
379	9/2/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
380	9/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
381	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
382	9/2/10			San Jose	Customer Denies Access	Under Investigation	Open
383	9/2/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
384	9/2/10			San Jose	SmartMeter Customer Communication	Other	Closed
385	9/2/10			San Jose	Wellington Installer	Under Investigation	Open
386	9/2/10			Santa Rosa	Wellington Installer	Under Investigation	Open
387	9/2/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
388	9/2/10			Scotts Valley	Customer wants Smartmeter Removed	Under Investigation	Open
389	9/3/10			Albany	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
390	9/3/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
391	9/3/10			Campbell	Customer Denies Access	Under Investigation	Open
392	9/3/10			Campbell	Customer Denies Access	Under Investigation	Open
393	9/3/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
394	9/3/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open
395	9/3/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open
396	9/3/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
397	9/3/10			Oakland	Customer Denies Access	Concerns from Media Reports	Closed
398	9/3/10			Oakland	SmartMeter Customer Communication	Other	Closed
399	9/3/10			Oakland	Wellington Installer	Under Investigation	Open
400	9/3/10			San Jose	Wellington Installer	Under Investigation	Open
401	9/3/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
402	9/3/10			Saratoga	Customer wants Smartmeter Removed	Under Investigation	Open
403	9/4/10			Campbell	Customer Denies Access	Under Investigation	Open
404	9/4/10			Salinas	Customer Denies Access	Under Investigation	Open
405	9/5/10			Campbell	Customer Denies Access	Under Investigation	Open
406	9/6/10			San Jose	Customer Denies Access	Under Investigation	Open
407	9/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
408	9/7/10			Berkeley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
409	9/7/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
410	9/7/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
411	9/7/10			Gilroy	Customer Denies Access	Under Investigation	Open
412	9/7/10			Grass Valley	Potential Wellington Claim	Under Investigation	Open
413	9/7/10			Mill Valley	Customer wants Smartmeter Removed	No reason provided	Closed
414	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
415	9/7/10			Milpitas	Customer Denies Access	Under Investigation	Open
416	9/7/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
417	9/7/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
418	9/7/10			Petaluma	Wellington Installer	Under Investigation	Open
419	9/7/10			San Jose	Customer Denies Access	Under Investigation	Open
420	9/7/10			San Jose	Customer Denies Access	Under Investigation	Open

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
421	9/7/10			San Jose	Customer Denies Access	Under Investigation	Open
422	9/7/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
423	9/7/10			San Lorenzo	Customer Denies Access	Under Investigation	Open
424	9/7/10			Santa Clara	Customer Denies Access	Under Investigation	Open
425	9/7/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
426	9/7/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
427	9/8/10			Berkeley	Customer Denies Access	Concerns from Media Reports	Closed
428	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
429	9/8/10			Milpitas	Customer Denies Access	Under Investigation	Open
430	9/8/10			Oakland	Customer Denies Access	Concerns from Media Reports	Closed
431	9/8/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
432	9/8/10			Pleasant Hill	Inquiry Regarding Appliances Affected	Damaged Television	Closed
433	9/8/10			San Jose	Customer Denies Access	Under Investigation	Open
434	9/8/10			San Jose	Customer Denies Access	Under Investigation	Open
435	9/8/10			San Jose	Customer Denies Access	Under Investigation	Open
436	9/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
437	9/8/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
438	9/8/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
439	9/8/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
440	9/9/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
441	9/9/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
442	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
443	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
444	9/9/10			Oakland	Customer Denies Access	Concerns from Media Reports	Closed
445	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
446	9/9/10			Petaluma	Wellington Installer	Under Investigation	Open
447	9/9/10			Salinas	Customer Denies Access	Under Investigation	Open
448	9/9/10			San Jose	Customer Denies Access	Under Investigation	Open
449	9/9/10			San Jose	Customer Denies Access	Under Investigation	Open
450	9/9/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
451	9/9/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
452	9/9/10			Saratoga	Wellington Installer	Under Investigation	Open
453	9/10/10			Aptos	Customer Denies Access	Under Investigation	Open
454	9/10/10			Emeryville	Wellington Installer	Under Investigation	Open
455	9/10/10			Felton	Customer Denies Access	Under Investigation	Open
456	9/10/10			Grass Valley	Wellington Installer	Under Investigation	Open
457	9/10/10			Los Gatos	Customer Denies Access	Under Investigation	Open
458	9/10/10			Oakland	Customer Denies Access	Radio Frequency Concerns	Closed
459	9/10/10			Oakland	Customer Denies Access	Under Investigation	Open
460	9/10/10			Oakland	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
461	9/10/10			Oakland	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
462	9/10/10			San Francisco	Wellington Installer	Under Investigation	Open

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
463	9/10/10			San Jose	Customer Denies Access	Under Investigation	Open
464	9/10/10			San Pablo	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
465	9/10/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
466	9/10/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
467	9/10/10			Santa Rosa	Wellington Installer	Under Investigation	Open
468	9/10/10			Soquel	Customer Denies Access	Under Investigation	Open
469	9/11/10			El Dorado	Wellington Installer	Under Investigation	Open
470	9/11/10			Oakland	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
471	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
472	9/12/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
473	9/12/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
474	9/12/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
475	9/13/10			Gilroy	Customer Denies Access	Under Investigation	Open
476	9/13/10			Gilroy	Customer Denies Access	Under Investigation	Open
477	9/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
478	9/13/10			Healdsburg	Wellington Installer	Under Investigation	Open
479	9/13/10			Magalia	Wellington Installer	Under Investigation	Open
480	9/13/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
481	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
482	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
483	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
484	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
485	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
486	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
487	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
488	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
489	9/13/10			Watsonville	Customer Denies Access	Under Investigation	Open
490	9/14/10			Gilroy	Customer Denies Access	Under Investigation	Open
491	9/14/10			Los Gatos	Customer Denies Access	Under Investigation	Open
492	9/14/10			Mill Valley	Customer Denies Access	Concerns from Media Reports	Closed
493	9/14/10			Milpitas	Wellington Installer	Under Investigation	Open
494	9/14/10			Novato	SmartMeter Customer Communication	Q on SM communication materials	Closed
495	9/14/10			Novato	Wellington Installer	Under Investigation	Open
496	9/14/10			Oakland	Customer Denies Access	Under Investigation	Open
497	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
498	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
499	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
500	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
501	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
502	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
503	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
504	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 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
505	9/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
506	9/14/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
507	9/14/10			San Jose	Wellington Installer	Under Investigation	Open
508	9/14/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
509	9/14/10			San Rafael	Wellington Installer	Under Investigation	Open
510	9/14/10			Santa Rosa	Wellington Installer	Under Investigation	Open
511	9/14/10			Santa Rosa	Wellington Installer	Under Investigation	Open
512	9/14/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
513	9/14/10			Watsonville	Customer Denies Access	Under Investigation	Open
514	9/15/10			Aromas	Customer Denies Access	Under Investigation	Open
515	9/15/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
516	9/15/10			Campbell	Wellington Installer	Under Investigation	Open
517	9/15/10			Muir Beach	Customer Denies Access	Under Investigation	Open
518	9/15/10			Napa	Customer Denies Access	Customer does not want a SmartMeter	Closed
519	9/15/10			Oakland	Customer Denies Access	Under Investigation	Open
520	9/15/10			Oakland	Power Interruption	Partial Power Outage	Closed
521	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
522	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
523	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
524	9/15/10			Salinas	Wellington Installer	Under Investigation	Open
525	9/15/10			Salinas	Wellington Installer	Under Investigation	Open
526	9/15/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
527	9/15/10			San Jose	Customer Denies Access	Under Investigation	Open
528	9/15/10			San Jose	Customer Denies Access	Under Investigation	Open
529	9/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
530	9/15/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
531	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
532	9/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
533	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
534	9/16/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
535	9/16/10			Campbell	Customer Denies Access	Under Investigation	Open
536	9/16/10			Coarsegold	Customer Denies Access	Under Investigation	Open
537	9/16/10			Felton	Customer Denies Access	Under Investigation	Open
538	9/16/10			Felton	Customer Denies Access	Under Investigation	Open
539	9/16/10			Forestville	SmartMeter Customer Communication	Other	Closed
540	9/16/10			Gilroy	Customer Denies Access	Under Investigation	Open
541	9/16/10			Guerneville	Customer Denies Access	Medical Concerns	Closed
542	9/16/10			Los Gatos	Customer Denies Access	Under Investigation	Open
543	9/16/10			Mill Valley	Customer Denies Access	Health Related Issues	Closed
544	9/16/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
545	9/16/10			Novato	Customer Denies Access	Accuracy of Meter	Closed
546	9/16/10			Novato	Customer Denies Access	Under Investigation	Open

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 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
547	9/16/10			Oakland	Customer Denies Access	Under Investigation	Open
548	9/16/10			Oakland	Customer Denies Access	Under Investigation	Open
549	9/16/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
550	9/16/10			Salinas	Customer Denies Access	Under Investigation	Open
551	9/16/10			San Anselmo	Customer wants Smartmeter Removed	No reason provided	Closed
552	9/16/10			San Jose	Customer Denies Access	Under Investigation	Open
553	9/16/10			San Jose	Customer Denies Access	Under Investigation	Open
554	9/16/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
555	9/16/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
556	9/16/10			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
557	9/16/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
558	9/16/10			Sausalito	Customer Denies Access	Under Investigation	Open
559	9/16/10			Windsor	Customer Denies Access	Medical Concerns	Closed
560	9/16/10			Windsor	Customer Denies Access	Privacy Concerns	Closed
561	9/17/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
562	9/17/10			Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
563	9/17/10			Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
564	9/17/10			Occidental	SmartMeter Customer Communication	Customer needs help to read meter	Closed
565	9/17/10			Petaluma	Wellington Installer	Radio Frequency Concerns	Closed
566	9/17/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
567	9/17/10			San Rafael	Wellington Installer	Under Investigation	Open
568	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
569	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
570	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
571	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
572	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
573	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
574	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
575	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
576	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
577	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
578	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
579	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
580	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
581	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
582	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
583	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
584	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
585	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
586	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
587	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
588	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
589	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
590	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
591	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
592	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
593	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
594	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
595	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
596	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
597	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
598	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
599	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
600	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
601	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
602	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
603	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
604	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
605	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
606	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
607	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
608	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
609	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
610	9/17/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
611	9/17/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
612	9/18/10			Gilroy	Customer Denies Access	Under Investigation	Open
613	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
614	9/18/10			Petaluma	Customer Denies Access	Under Investigation	Open
615	9/18/10			Salinas	Wellington Installer	Under Investigation	Open
616	9/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
617	9/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
618	9/18/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
619	9/20/10			Benicia	Customer Denies Access	Under Investigation	Open
620	9/20/10			Castro Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
621	9/20/10			Fairfax	Customer Denies Access	Under Investigation	Open
622	9/20/10			Grass Valley	Wellington Installer	Under Investigation	Open
623	9/20/10			Napa	Customer Denies Access	Under Investigation	Open
624	9/20/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
625	9/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
626	9/20/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
627	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
628	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
629	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
630	9/20/10			San Jose	SmartMeter Customer Communication	Other	Closed

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
631	9/20/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
632	9/20/10			Saratoga	Customer Denies Access	Concerns from Media Reports	Closed
633	9/20/10			Sonoma	Customer Denies Access	Under Investigation	Open
634	9/21/10			Los Altos	SmartMeter Customer Communication	Q on SM communication materials	Closed
635	9/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
636	9/21/10			Mill Valley	Customer Denies Access	Under Investigation	Open
637	9/21/10			Mill Valley	Customer Denies Access	Under Investigation	Open
638	9/21/10			Oakland	Customer Denies Access	Concerns from Media Reports	Closed
639	9/21/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
640	9/21/10			Oakland	SmartMeter Customer Communication	Other	Closed
641	9/21/10			Oakland	Wellington Installer	Installer failed to knock	Closed
642	9/21/10			Oakland	Wellington Installer	Under Investigation	Open
643	9/21/10			Salinas	Customer Denies Access	Accuracy of Meter	Closed
644	9/21/10			Salinas	Customer Denies Access	Accuracy of Meter	Closed
645	9/21/10			Salinas	Customer Denies Access	Under Investigation	Open
646	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
647	9/21/10			San Jose	Customer Denies Access	Under Investigation	Open
648	9/21/10			San Jose	Customer Denies Access	Under Investigation	Open
649	9/21/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
650	9/21/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
651	9/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
652	9/21/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
653	9/21/10			Vallejo	Customer Denies Access	Under Investigation	Open
654	9/22/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
655	9/22/10			Gonzales	Customer wants Smartmeter Removed	Under Investigation	Open
656	9/22/10			Guerneville	Customer Denies Access	Under Investigation	Open
657	9/22/10			Magalia	Wellington Installer	Under Investigation	Open
658	9/22/10			Oakland	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
659	9/22/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
660	9/22/10			Oakland	Wellington Installer	Under Investigation	Open
661	9/22/10			San Anselmo	Wellington Installer	Under Investigation	Open
662	9/22/10			San Jose	Wellington Installer	Under Investigation	Open
663	9/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
664	9/22/10			Vallejo	Customer Denies Access	Under Investigation	Open
665	9/22/10			Watsonville	Customer wants Smartmeter Removed	No reason provided	Closed
666	9/23/10			Campbell	Wellington Installer	Under Investigation	Open
667	9/23/10			Gilroy	Inquiry Regarding Appliances Affected	Other	Closed
668	9/23/10			Gilroy	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
669	9/23/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
670	9/23/10			Lafayette	Customer Denies Access	Under Investigation	Open
671	9/23/10			Los Altos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
672	9/23/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open



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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
673	9/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
674	9/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
675	9/23/10			Oakland	Customer Denies Access	Under Investigation	Open
676	9/23/10			Oakland	Customer Denies Access	Under Investigation	Open
677	9/23/10			Oakland	Wellington Installer	Under Investigation	Open
678	9/23/10			Richmond	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
679	9/23/10			San Jose	Customer Denies Access	Radio Frequency Concerns	Closed
680	9/23/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
681	9/23/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
682	9/23/10			San Rafael	Customer Denies Access	Under Investigation	Open
683	9/23/10			San Rafael	Customer Denies Access	Under Investigation	Open
684	9/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
685	9/23/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
686	9/23/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
687	9/23/10			Soquel	Customer Denies Access	Under Investigation	Open
688	9/23/10			Windsor	Customer Denies Access	Under Investigation	Open
689	9/23/10			Windsor	Wellington Installer	Under Investigation	Open
690	9/24/10			Campbell	Customer wants Smartmeter Removed	Under Investigation	Open
691	9/24/10			Gilroy	Inquiry Regarding Appliances Affected	Other	Closed
692	9/24/10			Marshall	Customer Denies Access	Under Investigation	Open
693	9/24/10			Oakland	Customer Denies Access	Under Investigation	Open
694	9/24/10			Oakland	Customer Denies Access	Under Investigation	Open
695	9/24/10			Oakland	Potential Wellington Claim	Under Investigation	Open
696	9/24/10			Oakley	SmartMeter Customer Communication	Under Investigation	Open
697	9/24/10			Richmond	Power Interruption	Under Investigation	Open
698	9/24/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
699	9/24/10			San Jose	Customer Denies Access	Under Investigation	Open
700	9/24/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
701	9/24/10			San Rafael	Customer Denies Access	Under Investigation	Open
702	9/24/10			San Rafael	Wellington Installer	Under Investigation	Open
703	9/24/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
704	9/24/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
705	9/24/10			Saratoga	Customer Denies Access	Under Investigation	Open
706	9/24/10			Watsonville	Inquiry Regarding Appliances Affected	Under Investigation	Open
707	9/25/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
708	9/25/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
709	9/26/10			Concord	SmartMeter Customer Communication	Under Investigation	Open
710	9/26/10			Newark	Inquiry Regarding Appliances Affected	Under Investigation	Open
711	9/26/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
712	9/26/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
713	9/27/10			Campbell	Inquiry Regarding Appliances Affected	Other	Closed
714	9/27/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
715	9/27/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
716	9/27/10			Gonzales	Wellington Installer	Under Investigation	Open
717	9/27/10			Mill Valley	Customer Denies Access	Under Investigation	Open
718	9/27/10			Mill Valley	Customer Denies Access	Under Investigation	Open
719	9/27/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
720	9/27/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
721	9/27/10			Oakland	Wellington Installer	Under Investigation	Open
722	9/27/10			Penn Valley	Wellington Installer	Under Investigation	Open
723	9/27/10			Salinas	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
724	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
725	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
726	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
727	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
728	9/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
729	9/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
730	9/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
731	9/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
732	9/27/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
733	9/27/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
734	9/27/10			Vallejo	Wellington Installer	Under Investigation	Open
735	9/27/10			Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
736	9/28/10			Mill Valley	Other	Under Investigation	Open
737	9/28/10			Nevada City	Wellington Installer	Under Investigation	Open
738	9/28/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
739	9/28/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
740	9/28/10			Penn Valley	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
741	9/28/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
742	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
743	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
744	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
745	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
746	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
747	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
748	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
749	9/28/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
750	9/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
751	9/28/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
752	9/28/10			Saratoga	Wellington Installer	Under Investigation	Open
753	9/28/10			Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
754	9/29/10			Fremont	Customer Denies Access	Concerns from Media Reports	Closed
755	9/29/10			Fremont	Customer Denies Access	Under Investigation	Open
756	9/29/10			Gilroy	Wellington Installer	Under Investigation	Open

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 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
757	9/29/10			Grass Valley	Wellington Installer	Under Investigation	Open
758	9/29/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
759	9/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
760	9/29/10			Mill Valley	Wellington Installer	Under Investigation	Open
761	9/29/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
762	9/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
763	9/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
764	9/29/10			San Jose	Power Interruption	Partial Power Outage	Closed
765	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
766	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
767	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
768	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
769	9/29/10			Sunnyvale	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
770	9/30/10			Oakland	Wellington Installer	Under Investigation	Open
771	9/30/10			Oakland	Wellington Installer	Under Investigation	Open
772	9/30/10			Petaluma	Wellington Installer	Under Investigation	Open
773	9/30/10			Rough & Ready	Wellington Installer	Under Investigation	Open
774	9/30/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
775	9/30/10			San Jose	Power Interruption	Breaker keeps tripping	Closed
776	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
777	10/1/10			Berkeley	Customer wants Smartmeter Removed	Under Investigation	Open
778	10/1/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
779	10/1/10			Petaluma	Wellington Installer	Under Investigation	Open
780	10/1/10			San Rafael	Meter / Module Equipment (Mfg.)	Under Investigation	Open
781	10/1/10			Twain Harte	Inquiry Regarding Appliances Affected	Under Investigation	Open
782	10/2/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
783	10/4/10			Campbell	Power Interruption	Breaker keeps tripping	Closed
784	10/4/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open
785	10/4/10			Livermore	Wellington Installer	Under Investigation	Open
786	10/4/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
787	10/4/10			Mill Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
788	10/4/10			Milpitas	Wellington Installer	Under Investigation	Open
789	10/4/10			Novato	Customer Denies Access	Under Investigation	Open
790	10/4/10			Novato	Customer Denies Access	Under Investigation	Open
791	10/4/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
792	10/4/10			Oakland	Wellington Installer	Under Investigation	Open
793	10/4/10			Penn Valley	Wellington Installer	Under Investigation	Open
794	10/4/10			San Francisco	Wellington Installer	Under Investigation	Open
795	10/4/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
796	10/4/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
797	10/4/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
798	10/4/10			San Jose	Wellington Installer	Under Investigation	Open

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
799	10/4/10			San Jose	Wellington Installer	Under Investigation	Open
800	10/4/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
801	10/5/10			Chico	Wellington Installer	Under Investigation	Open
802	10/5/10			El Cerrito	SmartMeter Customer Communication	Under Investigation	Open
803	10/5/10			Grass Valley	Wellington Installer	Under Investigation	Open
804	10/5/10			Grass Valley	Wellington Installer	Under Investigation	Open
805	10/5/10			Oakland	Customer Denies Access	Under Investigation	Open
806	10/5/10			Oakland	Wellington Installer	Under Investigation	Open
807	10/5/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
808	10/5/10			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
809	10/5/10			Salinas	Customer Denies Access	Under Investigation	Open
810	10/5/10			Salinas	Wellington Installer	Under Investigation	Open
811	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
812	10/5/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
813	10/5/10			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
814	10/5/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
815	10/5/10			San Jose	Wellington Installer	Under Investigation	Open
816	10/5/10			Santa Rosa	Wellington Installer	Under Investigation	Open
817	10/5/10			Sunnyvale	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
818	10/6/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
819	10/6/10			Grass Valley	Wellington Installer	Under Investigation	Open
820	10/6/10			Mill Valley	Customer Denies Access	Under Investigation	Open
821	10/6/10			Milpitas	Power Interruption	Under Investigation	Open
822	10/6/10			Novato	Wellington Installer	Under Investigation	Open
823	10/6/10			Oakland	Wellington Installer	Under Investigation	Open
824	10/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
825	10/6/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
826	10/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
827	10/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
828	10/6/10			San Jose	Wellington Installer	Under Investigation	Open
829	10/7/10			Boulder Creek	Inquiry Regarding Appliances Affected	Other	Closed
830	10/7/10			Gilroy	Inquiry Regarding Appliances Affected	Other	Closed
831	10/7/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
832	10/7/10			Glen Ellen	Meter / Module Equipment (Mfg.)	Under Investigation	Open
833	10/7/10			Mill Valley	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
834	10/7/10			Mill Valley	Wellington Installer	Under Investigation	Open
835	10/7/10			Milpitas	Power Interruption	Partial Power Outage	Closed
836	10/7/10			Milpitas	SmartMeter Customer Communication	Other	Closed
837	10/7/10			San Jose	Wellington Installer	Under Investigation	Open
838	10/7/10			San Jose	Wellington Installer	Under Investigation	Open
839	10/8/10			Grass Valley	Wellington Installer	Under Investigation	Open
840	10/8/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
841	10/8/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
842	10/8/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
843	10/8/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
844	10/8/10			Salinas	Inquiry Regarding Appliances Affected	Other	Closed
845	10/8/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
846	10/8/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
847	10/8/10			San Jose	Wellington Installer	Under Investigation	Open
848	10/9/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
849	10/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
850	10/10/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
851	10/11/10			Larkspur	Meter Clearance	Under Investigation	Open
852	10/11/10			Milpitas	Inquiry Regarding Appliances Affected	Other	Closed
853	10/11/10			Morgan Hill	Power Interruption	Breaker keeps tripping	Closed
854	10/11/10			Oakland	Wellington Installer	Under Investigation	Open
855	10/11/10			Pacifica	Wellington Installer	Under Investigation	Open
856	10/11/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
857	10/11/10			San Anselmo	Customer Denies Access	Under Investigation	Open
858	10/11/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
859	10/11/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
860	10/11/10			San Jose	Meter Clearance	Under Investigation	Open
861	10/11/10			San Jose	Wellington Installer	Under Investigation	Open
862	10/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
863	10/11/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
864	10/12/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
865	10/12/10			Oakland	Wellington Installer	Under Investigation	Open
866	10/12/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
867	10/12/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
868	10/12/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
869	10/12/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
870	10/12/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
871	10/12/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
872	10/12/10			Saratoga	Wellington Installer	Under Investigation	Open
873	10/13/10			Glen Ellen	Wellington Installer	Under Investigation	Open
874	10/13/10			Milpitas	Wellington Installer	Under Investigation	Open
875	10/13/10			Mountain View	Inquiry Regarding Appliances Affected	Other	Closed
876	10/13/10			Pacific Grove	Inquiry Regarding Appliances Affected	Other	Closed
877	10/13/10			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
878	10/13/10			Salinas	Power Interruption	Partial Power Outage	Closed
879	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
880	10/13/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
881	10/13/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
882	10/13/10			San Jose	Power Interruption	Under Investigation	Open

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
883	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
884	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
885	10/14/10			Gilroy	Wellington Installer	Under Investigation	Open
886	10/14/10			Gilroy	Wellington Installer	Under Investigation	Open
887	10/14/10			Glen Ellen	Customer wants Smartmeter Removed	Under Investigation	Open
888	10/14/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
889	10/14/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
890	10/14/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
891	10/14/10			Redwood City	Inquiry Regarding Appliances Affected	Under Investigation	Open
892	10/14/10			Salinas	Wellington Installer	Under Investigation	Open
893	10/14/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
894	10/14/10			San Jose	Wellington Installer	Under Investigation	Open
895	10/14/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
896	10/15/10			Healdsburg	Customer Denies Access	Under Investigation	Open
897	10/15/10			Salinas	Customer Denies Access	Under Investigation	Open
898	10/15/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
899	10/15/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
900	10/15/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
901	10/15/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
902	10/16/10			Oakland	Wellington Installer	Under Investigation	Open
903	10/16/10			Petaluma	SmartMeter Customer Communication	Under Investigation	Open
904	10/17/10			San Francisco	Power Interruption	Under Investigation	Open
905	10/18/10			Browns Valley	Wellington Installer	Under Investigation	Open
906	10/18/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
907	10/18/10			El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
908	10/18/10			Gilroy	Wellington Installer	Under Investigation	Open
909	10/18/10			Gilroy	Wellington Installer	Under Investigation	Open
910	10/18/10			Menlo Park	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
911	10/18/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
912	10/18/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
913	10/18/10			Railroad Flat	Inquiry Regarding Appliances Affected	Under Investigation	Open
914	10/18/10			Salinas	Wellington Installer	Under Investigation	Open
915	10/18/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
916	10/18/10			San Jose	Power Interruption	Breaker keeps tripping	Closed
917	10/19/10			Aptos	Customer Denies Access	Under Investigation	Open
918	10/19/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
919	10/19/10			Campbell	Wellington Installer	Under Investigation	Open
920	10/19/10			Durham	Wellington Installer	Under Investigation	Open
921	10/19/10			Gilroy	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
922	10/19/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
923	10/19/10			Milpitas	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
924	10/19/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
925	10/19/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
926	10/19/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
927	10/19/10			Pleasant Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
928	10/19/10			Rohnert Park	Wellington Installer	Under Investigation	Open
929	10/19/10			Salinas	Customer Denies Access	Under Investigation	Open
930	10/19/10			San Jose	Customer Denies Access	Under Investigation	Open
931	10/20/10			Berkeley	Power Interruption	Under Investigation	Open
932	10/20/10			Bodega Bay	Customer wants Smartmeter Removed	Under Investigation	Open
933	10/20/10			Kenwood	Wellington Installer	Under Investigation	Open
934	10/20/10			Salinas	Power Interruption	Under Investigation	Open
935	10/20/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
936	10/20/10			San Jose	Wellington Installer	Under Investigation	Open
937	10/20/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
938	10/20/10			San Rafael	Wellington Installer	Under Investigation	Open
939	10/21/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
940	10/21/10			Daly City	Inquiry Regarding Appliances Affected	Under Investigation	Open
941	10/21/10			Felton	Customer wants Smartmeter Removed	Under Investigation	Open
942	10/21/10			Gilroy	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
943	10/21/10			Hollister	Wellington Installer	Under Investigation	Open
944	10/21/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
945	10/21/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
946	10/21/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
947	10/21/10			Placerville	Wellington Installer	Under Investigation	Open
948	10/21/10			Salinas	Power Interruption	Breaker keeps tripping	Closed
949	10/21/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
950	10/21/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
951	10/21/10			San Jose	Wellington Installer	Under Investigation	Open
952	10/21/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
953	10/21/10			San Rafael	Wellington Installer	Under Investigation	Open
954	10/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
955	10/21/10			Scotts Valley	Wellington Installer	Under Investigation	Open
956	10/21/10			Sonoma	Customer wants Smartmeter Removed	Medical Concerns	Closed
957	10/21/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
958	10/21/10			Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
959	10/21/10			Yuba City	Wellington Installer	Under Investigation	Open
960	10/22/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
961	10/22/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
962	10/22/10			Los Altos Hills	Meter / Module Equipment (Mfg.)	Under Investigation	Open
963	10/22/10			Los Gatos	Wellington Installer	Under Investigation	Open
964	10/22/10			Marshall	Meter / Module Equipment (Mfg.)	Under Investigation	Open
965	10/22/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
966	10/22/10			Millbrae	Inquiry Regarding Appliances Affected	Under Investigation	Open

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
967	10/22/10			Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
968	10/22/10			Oakland	Wellington Installer	Under Investigation	Open
969	10/22/10			Paradise	Wellington Installer	Under Investigation	Open
970	10/22/10			San Francisco	Customer wants Smartmeter Removed	No reason provided	Closed
971	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
972	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
973	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
974	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
975	10/22/10			San Rafael	Inquiry Regarding Appliances Affected	Other	Closed
976	10/22/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
977	10/22/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
978	10/22/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
979	10/22/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
980	10/22/10			Sonoma	Wellington Installer	Under Investigation	Open
981	10/22/10			Yuba City	Inquiry Regarding Appliances Affected	Under Investigation	Open
982	10/23/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
983	10/24/10			Oroville	Inquiry Regarding Appliances Affected	Breaker keeps tripping	Closed
984	10/25/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
985	10/25/10			Gilroy	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
986	10/25/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
987	10/25/10			Mill Valley	Meter / Module Equipment (Mfg.)	Safety concern	Closed
988	10/25/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
989	10/25/10			Oakland	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
990	10/25/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
991	10/25/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
992	10/25/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
993	10/25/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
994	10/25/10			San Mateo	Power Interruption	Under Investigation	Open
995	10/26/10			Alameda	Inquiry Regarding Appliances Affected	Under Investigation	Open
996	10/26/10			Berkeley	Inquiry Regarding Appliances Affected	Meter blocking access to breaker box	Closed
997	10/26/10			Concord	Meter / Module Equipment (Mfg.)	Under Investigation	Open
998	10/26/10			Gilroy	Customer wants Smartmeter Removed	Under Investigation	Open
999	10/26/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1000	10/26/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1001	10/26/10			Gilroy	Power Interruption	Under Investigation	Open
1002	10/26/10			Gilroy	Wellington Installer	Under Investigation	Open
1003	10/26/10			Nevada City	Wellington Installer	Under Investigation	Open
1004	10/26/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1005	10/26/10			Salinas	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1006	10/26/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1007	10/26/10			Santa Rosa	Power Interruption	Breaker keeps tripping	Closed
1008	10/26/10			Stinson Beach	Customer wants Smartmeter Removed	Under Investigation	Open



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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1009	10/26/10			West Point	Power Interruption	Under Investigation	Open
1010	10/27/10			Boulder Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1011	10/27/10			Eureka	Wellington Installer	Under Investigation	Open
1012	10/27/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
1013	10/27/10			Gilroy	Customer Denies Access	Under Investigation	Open
1014	10/27/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1015	10/27/10			Gilroy	Power Interruption	Breaker keeps tripping	Closed
1016	10/27/10			Healdsburg	Wellington Installer	Under Investigation	Open
1017	10/27/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1018	10/27/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1019	10/27/10			Paradise	Wellington Installer	Under Investigation	Open
1020	10/27/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
1021	10/27/10			Paso Robles	Wellington Installer	Under Investigation	Open
1022	10/27/10			Petaluma	Wellington Installer	Under Investigation	Open
1023	10/27/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
1024	10/27/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1025	10/27/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1026	10/27/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1027	10/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1028	10/27/10			San Jose	Wellington Installer	Other	Closed
1029	10/27/10			San Jose	Wellington Installer	Under Investigation	Open
1030	10/27/10			San Jose	Wellington Installer	Under Investigation	Open
1031	10/27/10			Santa Rosa	Inquiry Regarding Appliances Affected	Other	Closed
1032	10/27/10			Santa Rosa	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1033	10/27/10			Woodacre	Customer wants Smartmeter Removed	Under Investigation	Open
1034	10/28/10			Belvedere	Wellington Installer	Under Investigation	Open
1035	10/28/10			Berkeley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1036	10/28/10			Boulder Creek	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1037	10/28/10			Dixon	Inquiry Regarding Appliances Affected	Under Investigation	Open
1038	10/28/10			Gilroy	Wellington Installer	Under Investigation	Open
1039	10/28/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
1040	10/28/10			Mill Valley	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1041	10/28/10			Oakland	Power Interruption	Under Investigation	Open
1042	10/28/10			Richmond	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
1043	10/28/10			Rohnert Park	SmartMeter Customer Communication	Under Investigation	Open
1044	10/28/10			San Jose	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1045	10/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1046	10/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1047	10/28/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1048	10/28/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1049	10/28/10			Stinson Beach	Wellington Installer	Under Investigation	Open
1050	10/29/10			Aptos	Customer Denies Access	Under Investigation	Open

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1051	10/29/10			Forestville	Customer Denies Access	Under Investigation	Open
1052	10/29/10			Fremont	Power Interruption	Under Investigation	Open
1053	10/29/10			Gilroy	Wellington Installer	Under Investigation	Open
1054	10/29/10			Hercules	Inquiry Regarding Appliances Affected	Under Investigation	Open
1055	10/29/10			Marysville	Wellington Installer	Under Investigation	Open
1056	10/29/10			Merced	Inquiry Regarding Appliances Affected	Under Investigation	Open
1057	10/29/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1058	10/29/10			Mill Valley	Wellington Installer	Under Investigation	Open
1059	10/29/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1060	10/29/10			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1061	10/29/10			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1062	10/29/10			Paso Robles	Inquiry Regarding Appliances Affected	Other	Closed
1063	10/29/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
1064	10/29/10			Rohnert Park	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1065	10/29/10			Salinas	Customer Denies Access	Under Investigation	Open
1066	10/29/10			Salinas	Wellington Installer	Under Investigation	Open
1067	10/29/10			San Anselmo	Customer Denies Access	Medical Concerns	Closed
1068	10/29/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
1069	10/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1070	10/29/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1071	10/29/10			Yuba City	Wellington Installer	Under Investigation	Open
1072	10/30/10			Atascadero	Customer Denies Access	Medical Concerns	Closed
1073	10/30/10			Bolinas	Customer Denies Access	Medical Concerns	Closed
1074	10/30/10			Dunnigan	Customer Denies Access	Customer does not want a SmartMeter	Closed
1075	10/30/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1076	10/30/10			Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Closed
1077	10/30/10			Meridian	Customer Denies Access	Medical Concerns	Closed
1078	10/30/10			Mill Valley	Inquiry Regarding Appliances Affected	Other	Closed
1079	10/30/10			Morgan Hill	Customer Denies Access	Customer does not want a SmartMeter	Closed
1080	10/30/10			Morgan Hill	Customer Denies Access	Radio Frequency Concerns	Closed
1081	10/30/10			Morgan Hill	Customer Denies Access	Under Investigation	Open
1082	10/30/10			Oakley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1083	10/30/10			Petaluma	Customer Denies Access	Customer Denies Wellington Access	Closed
1084	10/30/10			Salinas	Customer Denies Access	Accuracy of Meter	Closed
1085	10/30/10			Seaside	Customer Denies Access	Medical Concerns	Closed
1086	10/30/10			Yuba City	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
1087	10/31/10			Atascadero	Customer Denies Access	Medical Concerns	Closed
1088	10/31/10			Half Moon Bay	Customer wants Smartmeter Removed	Under Investigation	Open
1089	11/1/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1090	11/1/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1091	11/1/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1092	11/1/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1093	11/1/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1094	11/1/10			Campbell	Customer Denies Access	Concerns from Media Reports	Closed
1095	11/1/10			Carmichael	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1096	11/1/10			Catheys Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1097	11/1/10			Colusa	Customer Denies Access	Medical Concerns	Closed
1098	11/1/10			Daly City	Meter Clearance	Under Investigation	Open
1099	11/1/10			Dublin	Customer Denies Access	Medical Concerns	Closed
1100	11/1/10			El Dorado Hills	Power Interruption	Other	Closed
1101	11/1/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1102	11/1/10			Granite Bay	Customer Denies Access	Medical Concerns	Closed
1103	11/1/10			Granite Bay	Customer Denies Access	Medical Concerns	Closed
1104	11/1/10			Healdsburg	Customer Denies Access	Accuracy of Meter	Closed
1105	11/1/10			Lemoore	Customer Denies Access	Accuracy of Meter	Closed
1106	11/1/10			Madera	Customer Denies Access	Accuracy of Meter	Closed
1107	11/1/10			Mill Valley	Customer Denies Access	Medical Concerns	Closed
1108	11/1/10			Mill Valley	Wellington Installer	No time given to power down equipme	Closed
1109	11/1/10			Milpitas	Customer Denies Access	Medical Concerns	Closed
1110	11/1/10			Modesto	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1111	11/1/10			Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
1112	11/1/10			Morgan Hill	Customer Denies Access	Concerns from Media Reports	Closed
1113	11/1/10			Morgan Hill	Customer Denies Access	Customer does not want a SmartMeter	Closed
1114	11/1/10			Morgan Hill	Customer Denies Access	Customer does not want a SmartMeter	Closed
1115	11/1/10			Morgan Hill	Customer Denies Access	Customer does not want a SmartMeter	Closed
1116	11/1/10			Morgan Hill	Customer Denies Access	Customer does not want a SmartMeter	Closed
1117	11/1/10			Novato	Customer Denies Access	Concerns from Media Reports	Closed
1118	11/1/10			Novato	Customer Denies Access	Medical Concerns	Closed
1119	11/1/10			Oakland	Customer Denies Access	Radio Frequency Concerns	Closed
1120	11/1/10			Paradise	Customer Denies Access	Customer does not want a SmartMeter	Closed
1121	11/1/10			Paso Robles	Customer Denies Access	Medical Concerns	Closed
1122	11/1/10			Petaluma	Customer Denies Access	Medical Concerns	Closed
1123	11/1/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1124	11/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1125	11/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1126	11/1/10			San Martin	Customer Denies Access	Customer Denies Wellington Access	Closed
1127	11/1/10			San Martin	Customer Denies Access	Medical Concerns	Closed
1128	11/1/10			San Pablo	Inquiry Regarding Appliances Affected	Under Investigation	Open
1129	11/1/10			San Rafael	Customer Denies Access	Radio Frequency Concerns	Closed
1130	11/1/10			San Rafael	Customer Denies Access	Radio Frequency Concerns	Closed
1131	11/1/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1132	11/1/10			Sanger	Customer Denies Access	Accuracy of Meter	Closed
1133	11/1/10			Santa Margarita	Customer Denies Access	Customer Denies Wellington Access	Closed
1134	11/1/10			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1135	11/1/10			Santa Rosa	Customer Denies Access	Concerns from Media Reports	Closed
1136	11/1/10			Santa Rosa	Customer Denies Access	Concerns from Media Reports	Closed
1137	11/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1138	11/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1139	11/1/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1140	11/1/10			Santa Rosa	Customer Denies Access	Customer Opts for Solar Power	Closed
1141	11/1/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1142	11/1/10			Selma	Customer Denies Access	Customer Denies Wellington Access	Closed
1143	11/1/10			Shingle Springs	Customer wants Smartmeter Removed	No reason provided	Closed
1144	11/1/10			Shingle Springs	Network Equipment	Other	Closed
1145	11/1/10			Sonoma	Customer Denies Access	Accuracy of Meter	Closed
1146	11/1/10			Sonoma	Customer Denies Access	Concerns from Media Reports	Closed
1147	11/1/10			Sonoma	Customer Denies Access	Concerns from Media Reports	Closed
1148	11/1/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1149	11/1/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1150	11/1/10			Sonoma	Customer Denies Access	Radio Frequency Concerns	Closed
1151	11/1/10			Sunnyvale	Customer Denies Access	Customer Denies Wellington Access	Closed
1152	11/1/10			Tiburon	SmartMeter Customer Communication	Under Investigation	Open
1153	11/1/10			Woodland	SmartMeter Customer Communication	Under Investigation	Open
1154	11/1/10			Yuba City	Customer Denies Access	Medical Concerns	Closed
1155	11/2/10			Angwin	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1156	11/2/10			Arcata	Customer Denies Access	Privacy Concerns	Closed
1157	11/2/10			Atascadero	Customer Denies Access	Privacy Concerns	Closed
1158	11/2/10			Bolinas	Customer Denies Access	Concerns from Media Reports	Closed
1159	11/2/10			Bolinas	Customer Denies Access	Concerns from Media Reports	Closed
1160	11/2/10			Cloverdale	Inquiry Regarding Appliances Affected	Under Investigation	Open
1161	11/2/10			El Granada	SmartMeter Customer Communication	Other	Closed
1162	11/2/10			Elk Grove	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1163	11/2/10			Forestville	Meter / Module Equipment (Mfg.)	Other	Closed
1164	11/2/10			Gilroy	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1165	11/2/10			Granite Bay	Customer wants Smartmeter Removed	No reason provided	Closed
1166	11/2/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1167	11/2/10			Livermore	Customer Denies Access	Concerns from Media Reports	Closed
1168	11/2/10			Livermore	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1169	11/2/10			Livermore	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1170	11/2/10			Lodi	Power Interruption	Flickering Lights	Closed
1171	11/2/10			Los Gatos	Customer Denies Access	Concerns from Media Reports	Closed
1172	11/2/10			Mill Valley	Customer Denies Access	Medical Concerns	Closed
1173	11/2/10			Mill Valley	Customer Denies Access	Radio Frequency Concerns	Closed
1174	11/2/10			Mill Valley	Customer Denies Access	Under Investigation	Open
1175	11/2/10			Mill Valley	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
1176	11/2/10			Morgan Hill	Customer Denies Access	Concerns from Media Reports	Closed

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1177	11/2/10			Napa	Meter / Module Equipment (Mfg.)	Other	Closed
1178	11/2/10			Newark	SmartMeter Customer Communication	Customer needs help to read meter	Closed
1179	11/2/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
1180	11/2/10			Oakland	Power Interruption	Under Investigation	Open
1181	11/2/10			Petaluma	Customer Denies Access	Accuracy of Meter	Closed
1182	11/2/10			Placerville	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1183	11/2/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1184	11/2/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1185	11/2/10			Richmond	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1186	11/2/10			Rohnert Park	Customer Denies Access	Customer does not want a SmartMeter	Closed
1187	11/2/10			Salinas	Customer Denies Access	Accuracy of Meter	Closed
1188	11/2/10			Salinas	Customer Denies Access	Accuracy of Meter	Closed
1189	11/2/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1190	11/2/10			San Anselmo	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1191	11/2/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
1192	11/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1193	11/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1194	11/2/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1195	11/2/10			San Martin	Customer Denies Access	Accuracy of Meter	Closed
1196	11/2/10			San Martin	Customer Denies Access	Accuracy of Meter	Closed
1197	11/2/10			San Mateo	Power Interruption	Hi/Low Voltage	Closed
1198	11/2/10			San Rafael	Customer Denies Access	Concerns from Media Reports	Closed
1199	11/2/10			San Rafael	Customer Denies Access	Concerns from Media Reports	Closed
1200	11/2/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1201	11/2/10			San Rafael	Customer Denies Access	Radio Frequency Concerns	Closed
1202	11/2/10			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
1203	11/2/10			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
1204	11/2/10			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
1205	11/2/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1206	11/2/10			Santa Rosa	Customer Denies Access	Privacy Concerns	Closed
1207	11/2/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
1208	11/2/10			Snelling	Customer wants Smartmeter Removed	Under Investigation	Open
1209	11/2/10			Sonoma	Customer Denies Access	Accuracy of Meter	Closed
1210	11/2/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1211	11/2/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1212	11/2/10			Soquel	Customer Denies Access	Under Investigation	Open
1213	11/2/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
1214	11/2/10			Suisun	Customer Denies Access	Concerns from Media Reports	Closed
1215	11/2/10			Williams	Customer Denies Access	Concerns from Media Reports	Closed
1216	11/3/10			Albany	Customer Denies Access	Customer Opts for Solar Power	Closed
1217	11/3/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1218	11/3/10			Cameron Park	Other	Other	Closed

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1219	11/3/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1220	11/3/10			Catheys Valley	Customer Denies Access	Accuracy of Meter	Closed
1221	11/3/10			Chico	Power Interruption	Breaker keeps tripping	Closed
1222	11/3/10			Concord	Wellington Installer	Under Investigation	Open
1223	11/3/10			Cotati	Customer Denies Access	Radio Frequency Concerns	Closed
1224	11/3/10			Cupertino	SmartMeter Customer Communication	Under Investigation	Open
1225	11/3/10			El Sobrante	Other	Under Investigation	Open
1226	11/3/10			Glen Ellen	Customer Denies Access	Accuracy of Meter	Closed
1227	11/3/10			Glen Ellen	Customer Denies Access	Privacy Concerns	Closed
1228	11/3/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1229	11/3/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1230	11/3/10			Mill Valley	Customer Denies Access	Medical Concerns	Closed
1231	11/3/10			Mill Valley	Customer Denies Access	Radio Frequency Concerns	Closed
1232	11/3/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
1233	11/3/10			Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
1234	11/3/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
1235	11/3/10			Novato	Customer Denies Access	Radio Frequency Concerns	Closed
1236	11/3/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
1237	11/3/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1238	11/3/10			Oakland	Power Interruption	Under Investigation	Open
1239	11/3/10			Pacific House	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1240	11/3/10			Penn Valley	SmartMeter Customer Communication	Other	Closed
1241	11/3/10			Petaluma	Customer Denies Access	Privacy Concerns	Closed
1242	11/3/10			Petaluma	Power Interruption	Partial Power Outage	Closed
1243	11/3/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1244	11/3/10			Saint Helena	Customer Denies Access	Accuracy of Meter	Closed
1245	11/3/10			Salinas	Customer Denies Access	Radio Frequency Concerns	Closed
1246	11/3/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
1247	11/3/10			Salinas	Power Interruption	Under Investigation	Open
1248	11/3/10			San Francisco	Wellington Installer	Under Investigation	Open
1249	11/3/10			San Jose	Customer Denies Access	Concerns from Media Reports	Closed
1250	11/3/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1251	11/3/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
1252	11/3/10			San Rafael	Customer Denies Access	Accuracy of Meter	Closed
1253	11/3/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1254	11/3/10			San Rafael	Power Interruption	Breaker keeps tripping	Closed
1255	11/3/10			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
1256	11/3/10			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
1257	11/3/10			Santa Rosa	Customer wants Smartmeter Removed	Concerns from Media Reports	Closed
1258	11/3/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1259	11/3/10			Shingle Springs	Customer Denies Access	Medical Concerns	Closed
1260	11/3/10			Soledad	Customer Denies Access	Under Investigation	Open

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1261	11/3/10			Walnut Grove	Customer Denies Access	Privacy Concerns	Closed
1262	11/3/10			Woodacre	Customer Denies Access	Radio Frequency Concerns	Closed
1263	11/3/10			Yuba City	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1264	11/4/10			Alamo	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1265	11/4/10			Alpaugh	Customer Denies Access	Accuracy of Meter	Closed
1266	11/4/10			American Canyon	Customer Denies Access	Concerns from Media Reports	Closed
1267	11/4/10			Atascadero	Power Interruption	Other	Closed
1268	11/4/10			Bakersfield	SmartMeter Customer Communication	Under Investigation	Open
1269	11/4/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1270	11/4/10			Bolinas	Customer Denies Access	Medical Concerns	Closed
1271	11/4/10			Bolinas	Customer Denies Access	Radio Frequency Concerns	Closed
1272	11/4/10			Cameron Park	SmartMeter Customer Communication	Other	Closed
1273	11/4/10			Campbell	Power Interruption	Under Investigation	Open
1274	11/4/10			Chico	Meter Clearance	Meter/Module clearance issues	Closed
1275	11/4/10			Colusa	Wellington Installer	Under Investigation	Open
1276	11/4/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1277	11/4/10			Gilroy	Power Interruption	Under Investigation	Open
1278	11/4/10			Larkspur	Customer Denies Access	Radio Frequency Concerns	Closed
1279	11/4/10			Lincoln	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1280	11/4/10			Livermore	Customer Denies Access	Customer does not want a SmartMeter	Closed
1281	11/4/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1282	11/4/10			Mill Valley	Customer Denies Access	Concerns from Media Reports	Closed
1283	11/4/10			Mill Valley	Customer Denies Access	Radio Frequency Concerns	Closed
1284	11/4/10			Oakland	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1285	11/4/10			Oakley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1286	11/4/10			Oroville	Customer Denies Access	Medical Concerns	Closed
1287	11/4/10			Oroville	Customer Denies Access	Medical Concerns	Closed
1288	11/4/10			Oroville	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1289	11/4/10			Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed
1290	11/4/10			Paso Robles	Customer Denies Access	Privacy Concerns	Closed
1291	11/4/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
1292	11/4/10			Pinole	Customer Denies Access	Accuracy of Meter	Closed
1293	11/4/10			Pleasanton	Customer Denies Access	Customer does not want a SmartMeter	Closed
1294	11/4/10			Richmond	Customer Denies Access	Accuracy of Meter	Closed
1295	11/4/10			Richmond	Customer Denies Access	Accuracy of Meter	Closed
1296	11/4/10			Rohnert Park	Customer Denies Access	Concerns from Media Reports	Closed
1297	11/4/10			Sacramento	Customer Denies Access	Radio Frequency Concerns	Closed
1298	11/4/10			Sacramento	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1299	11/4/10			Salinas	Customer Denies Access	Radio Frequency Concerns	Closed
1300	11/4/10			Salinas	Wellington Installer	Under Investigation	Open
1301	11/4/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1302	11/4/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1303	11/4/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1304	11/4/10			San Miguel	Customer Denies Access	Concerns from Media Reports	Closed
1305	11/4/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1306	11/4/10			San Rafael	Customer Denies Access	Medical Concerns	Closed
1307	11/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
1308	11/4/10			San Ramon	Customer Denies Access	Accuracy of Meter	Closed
1309	11/4/10			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1310	11/4/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1311	11/4/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1312	11/4/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1313	11/5/10			Alamo	Customer Denies Access	Concerns from Media Reports	Closed
1314	11/5/10			Arcata	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1315	11/5/10			Atascadero	Inquiry Regarding Appliances Affected	Under Investigation	Open
1316	11/5/10			Atwater	Customer Denies Access	Customer does not want a SmartMeter	Closed
1317	11/5/10			Auburn	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1318	11/5/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1319	11/5/10			Berkeley	Customer Denies Access	Radio Frequency Concerns	Closed
1320	11/5/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1321	11/5/10			Bolinas	Customer Denies Access	Medical Concerns	Closed
1322	11/5/10			Corte Madera	Customer Denies Access	Under Investigation	Open
1323	11/5/10			Davis	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1324	11/5/10			Durham	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1325	11/5/10			El Dorado Hills	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1326	11/5/10			Fairfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
1327	11/5/10			Forest Knolls	Customer Denies Access	Radio Frequency Concerns	Closed
1328	11/5/10			Fortuna	Customer Denies Access	Medical Concerns	Closed
1329	11/5/10			Gilroy	Customer Denies Access	Customer Opts for Solar Power	Closed
1330	11/5/10			Gilroy	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1331	11/5/10			Gilroy	Meter Clearance	Under Investigation	Open
1332	11/5/10			Grass Valley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1333	11/5/10			Hayward	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1334	11/5/10			Hercules	Customer Denies Access	Customer does not want a SmartMeter	Closed
1335	11/5/10			Kentfield	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
1336	11/5/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
1337	11/5/10			Marysville	Power Interruption	Partial Power Outage	Closed
1338	11/5/10			Mill Valley	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1339	11/5/10			Morgan Hill	Customer Denies Access	Customer does not want a SmartMeter	Closed
1340	11/5/10			Morgan Hill	Customer Denies Access	Radio Frequency Concerns	Closed
1341	11/5/10			Novato	Customer Denies Access	Accuracy of Meter	Closed
1342	11/5/10			Novato	Customer Denies Access	Radio Frequency Concerns	Closed
1343	11/5/10			Oakland	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1344	11/5/10			Olivehurst	Customer Denies Access	Concerns from Media Reports	Closed



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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1345	11/5/10			Oroville	Power Interruption	Breaker keeps tripping	Closed
1346	11/5/10			Rough & Ready	Wellington Installer	Under Investigation	Open
1347	11/5/10			Salinas	Customer Denies Access	Accuracy of Meter	Closed
1348	11/5/10			Salinas	Meter / Module Equipment (Mfg.)	Other	Closed
1349	11/5/10			Salinas	Power Interruption	Flickering Lights	Closed
1350	11/5/10			San Anselmo	Customer Denies Access	Medical Concerns	Closed
1351	11/5/10			San Anselmo	Customer Denies Access	Under Investigation	Open
1352	11/5/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
1353	11/5/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
1354	11/5/10			San Jose	Customer Denies Access	Radio Frequency Concerns	Closed
1355	11/5/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1356	11/5/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1357	11/5/10			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1358	11/5/10			San Rafael	Power Interruption	Under Investigation	Open
1359	11/5/10			San Rafael	Wellington Installer	Under Investigation	Open
1360	11/5/10			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
1361	11/5/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1362	11/5/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1363	11/5/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1364	11/5/10			Santa Rosa	Customer Denies Access	Radio Frequency Concerns	Closed
1365	11/5/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1366	11/5/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1367	11/5/10			Saratoga	Power Interruption	Under Investigation	Open
1368	11/5/10			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
1369	11/5/10			Tracy	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1370	11/5/10			Walnut Creek	Customer Denies Access	Customer does not want a SmartMeter	Closed
1371	11/5/10			Walnut Creek	Customer Denies Access	Medical Concerns	Closed

**1,071**      **Open Issues on Last Report**  
**224**      **Open Issues Closed Since the Last Report**  
**300**      **New Issues Since the Last Report**  
**234**      **New Issues Closed Since the Last Report**  
**66**        **New Issues Open**

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 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

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 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	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	Under Investigation	Open
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	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
50	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
51	5/14/10			San Jose	Meter/Module	Under Investigation	Open
52	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
53	5/15/10			Los Gatos	Customer Denies Access	Under Investigation	Open
54	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
55	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
56	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
57	5/17/10			Los Gatos	Customer Denies Access	Under Investigation	Open
58	5/17/10			S. San Francisco	Other	Under Investigation	Open
59	5/17/10			San Jose	Customer Denies Access	Under Investigation	Open
60	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
61	5/18/10			Placerville	Customer Denies Access	Under Investigation	Open
62	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
63	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
64	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
65	5/19/10			Pollock Pines	Customer Denies Access	Under Investigation	Open
66	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
67	5/19/10			San Jose	Wellington Installer	Under Investigation	Open
68	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
69	5/20/10			Tracy	Power Interruption	Under Investigation	Open
70	5/21/10			Auburn	Customer Denies Access	Under Investigation	Open
71	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
72	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
73	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
74	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Under Investigation	Open
75	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
76	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
77	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
78	5/21/10			Nevada City	Customer Denies Access	Under Investigation	Open
79	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
80	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
81	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
82	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
83	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
84	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 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
85	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
86	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
87	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
88	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
89	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
90	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
91	6/4/10			San Jose	Household items affected by SM installation	Under Investigation	Open
92	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
93	6/7/10			San Jose	Household items affected by SM installation	Under Investigation	Open
94	6/8/10			Fresno	Power Interruption	Under Investigation	Open
95	6/8/10			Milpitas	Household items affected by SM installation	Under Investigation	Open
96	6/8/10			Santa Rosa	Potential Wellington Claim	Under Investigation	Open
97	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
98	6/9/10			San Jose	Household items affected by SM installation	Under Investigation	Open
99	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
100	6/10/10			San Jose	Meter/Module Equipment	Under Investigation	Open
101	6/10/10			Saratoga	SmartMeter Customer Communication	Under Investigation	Open
102	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
103	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
104	6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
105	6/14/10			El Dorado Hills	Customer Denies Access	Customer does not want a SmartMeter	Closed
106	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
107	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
108	6/15/10			Pleasant Hill	Customer Denies Access	Customer does not want a SmartMeter	Closed
109	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
110	6/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
111	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
112	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
113	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
114	6/17/10			Camp Meeker	Customer Denies Access	Customer does not want a SmartMeter	Closed
115	6/17/10			Concord	Customer Denies Access	Customer does not want a SmartMeter	Closed
116	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
117	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
118	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
119	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
120	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
121	6/18/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
122	6/20/10			Milpitas	Power Interruption	Under Investigation	Open
123	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
124	6/21/10			San Jose	Power Interruption	Under Investigation	Open
125	6/22/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
126	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
128	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
129	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
130	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
131	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
132	6/28/10			Santa Clara	Household items affected by SM installatio	Under Investigation	Open
133	6/29/10			Los Gatos	Customer Denies Access	Under Investigation	Open
134	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
135	6/30/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
136	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
137	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
138	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
139	7/2/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
140	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
141	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
142	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
143	7/8/10			Placerville	Household items affected by SM installatio	Under Investigation	Open
144	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
145	7/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
146	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
147	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
148	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
149	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
150	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
151	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
152	7/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
153	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
154	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
155	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
156	7/17/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
157	7/19/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
158	7/19/10			San Francisco	Household items affected by SM installatio	Under Investigation	Open
159	7/19/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
160	7/20/10			San Carlos	Household items affected by SM installatio	Under Investigation	Open
161	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
162	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
163	7/23/10			Paradise	Household items affected by SM installatio	Under Investigation	Open
164	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
165	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
166	7/26/10			Groveland	Household items affected by SM installatio	Under Investigation	Open
167	7/26/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
168	7/27/10			Oakland	Wellington Installer	Under Investigation	Open

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

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

November 12, 2010 -- For the Period October 30, 2010 through November 5, 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
169	7/28/10			Oakland	Wellington Installer	Under Investigation	Open
170	7/28/10			Placerville	Wellington Installer	Under Investigation	Open
171	7/28/10			San Jose	Network Equipment Installation	Under Investigation	Open
172	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
173	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
174	7/28/10			San Jose	Wellington Installer	Under Investigation	Open
175	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
176	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
177	7/29/10			Placerville	Wellington Installer	Under Investigation	Open
178	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
179	7/29/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
180	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
181	7/30/10			Ben Lomond	Household items affected by SM installatio	Under Investigation	Open
182	7/30/10			Dobbins	Wellington Installer	Under Investigation	Open
183	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
184	8/3/10			Petaluma	Wellington Installer	Under Investigation	Open
185	8/3/10			Pittsburg	Customer Denies Access	Under Investigation	Open
186	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
187	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
188	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
189	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
190	8/4/10			Penn Valley	Wellington Installer	Under Investigation	Open
191	8/5/10			San Jose	Wellington Installer	Under Investigation	Open
192	8/6/10			Coulterville	Wellington Installer	Under Investigation	Open
193	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
194	8/6/10			Saratoga	Customer Denies Access	Under Investigation	Open
195	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
196	8/9/10			Cameron Park	Wellington Installer	Under Investigation	Open
197	8/9/10			Camino	Wellington Installer	Under Investigation	Open
198	8/9/10			Saratoga	Wellington Installer	Under Investigation	Open
199	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
200	8/10/10			Pope Valley	Wellington Installer	Under Investigation	Open
201	8/10/10			Tiburon	Wellington Installer	Under Investigation	Open
202	8/11/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
203	8/11/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
204	8/12/10			Los Gatos	Wellington Installer	Under Investigation	Open
205	8/12/10			Windsor	Wellington Installer	Under Investigation	Open
206	8/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
207	8/13/10			Placerville	Wellington Installer	Under Investigation	Open
208	8/16/10			Ben Lomond	Power Interruption	Under Investigation	Open
209	8/16/10			Chico	Wellington Installer	Under Investigation	Open
210	8/16/10			Concord	SmartMeter Customer Communication	Under Investigation	Open

Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 November 12, 2010 -- For the Period October 30, 2010 through November 5, 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	9/10/10	{Redacted}	{Redacted}	SAN FRANCISCO	Open	Under Investigation
2	10/8/10	{Redacted}	{Redacted}	CLAYTON	Closed	Bill is Accurate. Service initiated 7/16/07. Electric SmartMeter (SM) installed 9/10/09. Customer disputes electric usage since SM installation. ADU for prior watt-hour meter in 2007 and 2008 ranged from 24.93 to 36.06 kWh. Billing period prior to SM installation showed 31.1 kWh ADU. After SM installation, ADU for the next two billing periods ranged from 32.83 to 34.77 kWh. Hourly usage from 9/12/09-10/21/09 showed consistent usage pattern in which 1 to 4 kW were consumed almost every hour from 7:00am to 9:00pm daily. The recent ADU for billing period 9/23/10-10/22/10 was 33.14 kWh compared to 32.83 kWh for same period (post SM installation) last year. Customer Relations called customer on 10/8/10, 10/12/10, 10/29/10, left messages requesting callback but customer has not responded to calls. PG&E planned to offer customer a meter test to confirm accuracy of the meter and an energy audit but has been unable to do so with no customer response. On 11/4/10, PG&E sent the customer a 36-month billing history and a letter inviting the customer to call PG&E to discuss usage history, and schedule an expedited meter test and an energy audit.
3	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.

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

Pacific Gas and Electric Company  
 SmartMeter™ Issues and Complaints Report  
 High-Bill Complaint Report For Customers With SmartMeter™ Devices\*  
 November 12, 2010 -- For the Period October 30, 2010 through November 5, 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	9/10/10	{Redacted}	{Redacted}	SAN FRANCISCO	Open	Under Investigation
2	10/8/10	{Redacted}	{Redacted}	CLAYTON	Closed	Bill is Accurate. Service initiated 7/16/07. Electric SmartMeter (SM) installed 9/10/09. Customer disputes electric usage since SM installation. ADU for prior watt-hour meter in 2007 and 2008 ranged from 24.93 to 36.06 kWh. Billing period prior to SM installation showed 31.1 kWh ADU. After SM installation, ADU for the next two billing periods ranged from 32.83 to 34.77 kWh. Hourly usage from 9/12/09-10/21/09 showed consistent usage pattern in which 1 to 4 kW were consumed almost every hour from 7:00am to 9:00pm daily. The recent ADU for billing period 9/23/10-10/22/10 was 33.14 kWh compared to 32.83 kWh for same period (post SM installation) last year. Customer Relations called customer on 10/8/10, 10/12/10, 10/29/10, left messages requesting callback but customer has not responded to calls. PG&E planned to offer customer a meter test to confirm accuracy of the meter and an energy audit but has been unable to do so with no customer response. On 11/4/10, PG&E sent the customer a 36-month billing history and a letter inviting the customer to call PG&E to discuss usage history, and schedule an expedited meter test and an energy audit.
3	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.

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