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

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			Carmel	Network Equipment Installation	Under Investigation	Open
3	2/10/10			Cupertino	Scheduling Problems	Under Investigation	Open
4	2/17/10			√allejo	Wellington Installer	Under Investigation	Open
5	2/22/10	1		√allejo	Network Equipment Installation	Under Investigation	Open
6	3/1/10]		Fresno	Wellington Installer	Under Investigation	Open
7	3/1/10]		√allejo	Wellington Installer	Under Investigation	Open
8	3/3/10			Glen Ellen	Scheduling Problems	Under Investigation	Open
9	3/7/10	1		Santa Rosa	Customer Denies Access	Under Investigation	Open
10	3/7/10]		Sebastopol	Customer Denies Access	Under Investigation	Open
11	3/7/10			Sonoma	Customer Denies Access	Under Investigation	Open
12	3/8/10			Cotati	Household items affected by SM installation	Under Investigation	Open
13	3/8/10			San Ramon	Household items affected by SM installation	Under Investigation	Open
14	3/10/10			San Jose	Wellington Installer	Under Investigation	Open
15	3/10/10			√allejo	Customer Denies Access	Under Investigation	Open
16	3/12/10			Jnion City	Meter/Module	Under Investigation	Open
17	3/12/10	1		√allejo	Wellington Installer	Under Investigation	Open
18	3/15/10			Placerville	Customer Denies Access	Under Investigation	Open
19	3/15/10			Pleasanton	Wellington Installer	Under Investigation	Open
20	3/16/10			Angels Camp	Customer Denies Access	Under Investigation	Open
21	3/16/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
22	3/17/10			Napa	Customer Denies Access	Under Investigation	Open
23	3/19/10			American Canyon	Customer Denies Access	Under Investigation	Open
24	3/19/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
25	3/22/10	1		San Jose	Scheduling Problems	Under Investigation	Open
26	4/5/10]		√acaville	Other	Under Investigation	Open
27	4/14/10			Kingsburg	Power Interruption	Under Investigation	Open
28	4/15/10	1		Madera	Other	Under Investigation	Open
29	4/16/10]		San Jose	Scheduling Problems	Under Investigation	Open
30	4/19/10]		Brentwood	Household items affected by SM installation	Under Investigation	Open
31	4/21/10			Madera	Household items affected by SM installation	Under Investigation	Open
32	4/27/10			_emoore	Customer Denies Access	Under Investigation	Open
33	4/30/10			Richmond	Other	Under Investigation	Open
34	5/7/10			San Jose	Customer Denies Access	Under Investigation	Open
35	5/7/10			San Jose	Meter/Module	Under Investigation	Open
36	5/10/10			_os Gatos	Customer Denies Access	Under Investigation	Open
37	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
38	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
39	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
40	5/10/10			San Jose	Customer Denies Access	Under Investigation	Open
41	5/10/10]		San Jose	Customer Denies Access	Under Investigation	Open
42	5/10/10]		San Jose	Other	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
44	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
45	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
46	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
47	5/11/10	1		San Jose	Customer Denies Access	Under Investigation	Open
48	5/11/10	1		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	1		San Jose	Meter/Module	Under Investigation	Open
52	5/15/10	1		Chico	Customer Denies Access	Under Investigation	Open
53	5/15/10			∟os Gatos	Customer Denies Access	Under Investigation	Open
54	5/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
55	5/17/10	1		Alamo	Scheduling Problems	Under Investigation	Open
56	5/17/10			∟os Gatos	Customer Denies Access	Under Investigation	Open
57	5/17/10			_os Gatos	Customer Denies Access	Under Investigation	Open
58	5/17/10			S. San Francisco	Other	Under Investigation	Open
59	5/17/10	1		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			Ггасу	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]		√acaville	Meter/Module	Under Investigation	Open
84	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open

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86 87 88 89 90	5/24/10 5/25/10 5/26/10 5/27/10		Milpitas	SmartMeter Customer Communication	Under Investigation	Open
87 88 89 90	5/26/10 5/27/10					Open
88 89 90	5/27/10		Fairfield	Power Interruption	Under Investigation	Open
89 90			San Jose	SmartMeter Customer Communication	Under Investigation	Open
90	E (0.0 (4.0		Santa Cruz	Customer Denies Access	Under Investigation	Open
	5/30/10		Sacramento	Household items affected by SM installation	Under Investigation	Open
01	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		√allejo	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

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M Wuk Village Household items affected by \$M installation Open 26	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
Davis Household items affected by SM installation Open	127	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
San Jose	128	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	129	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
Santa Clara	130	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
Los Gatos	131	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
San Jose Customer wants Smartmeter Removed Under investigation Open 138 6/30/10 137 7/11/10 138 7/11/10 139 7/11/10 139 7/11/10 130 7/11/10 130 7/11/10 130 7/11/10 131 7/11/10 131 7/11/10 132 7/11/10 133 7/11/10 134 7/11/10 135 8	132	6/28/10			Santa Clara	Household items affected by SM installatio	Under Investigation	Open
Fracy	133	6/29/10			∟os Gatos	Customer Denies Access	Under Investigation	Open
San Jose Customer wants Smartmeter Removed Under Investigation Open	134	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose Customer wants Smartmeter Removed Under Investigation Open	135	6/30/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
San Jose SmartMeter Customer Communication Under Investigation Open	136	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
7/2/10 San Jose Household items affected by SM installation Open	137	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Trivition Provide Customer Denies Access Under Investigation Open	138	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
Paradise SmartMeter Customer Communication Under Investigation Open	139	7/2/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
Stockton SmartMeter Customer Communication Under Investigation Open	140	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
Placerville Household items affected by SM installatio Under Investigation Open	141	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
Tight Tigh	142	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
Dakland Customer Denies Access Customer does not want a SmartMeter Closed San Jose Scheduling Problems Under Investigation Open Vacaville Customer Denies Access Under Investigation Open	143	7/8/10			Placerville	Household items affected by SM installatio	Under Investigation	Open
San Jose Scheduling Problems Under Investigation Open	144	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
Vacaville Customer Denies Access Under Investigation Open	145	7/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Sunnyvale Household items affected by SM installation Under Investigation Open	146	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
Amador City SmartMeter Customer Communication Under Investigation Open 150 7/13/10 151 7/14/10 152 7/15/10 153 7/15/10 154 7/15/10 155 7/15/10 156 7/15/10 157 7/15/10 158 7/15/10 159 7/15/10 150 7/15/10 150 7/15/10 151 7/15/10 152 7/15/10 153 7/15/10 154 7/15/10 155 7/15/10 155 7/15/10 156 7/17/10 157 7/15/10 158 7/15/10 159 7/15/10 150 7/15/10 150 7/15/10 151 7/15/10 152 7/15/10 153 7/15/10 155 7/15/10 156 7/17/10 157 7/19/10 158 7/19/10 159 7/19/10 150 7/19/10 150 7/19/10 151 7/19/10 152 7/19/10 153 7/19/10 154 7/19/10 155 7/19/10 156 7/19/10 157 7/19/10 158 7/19/10 159 7/19/10 150 7/19/10 150 7/19/10 151 7/19/10 152 7/19/10 153 7/19/10 154 7/19/10 155 7/19/10 156 7/19/10 157 7/19/10 158 7/19/10 159 7/19/10 150 7/19/10 150 7/19/10 151 7/19/10 152 7/19/10 153 7/19/10 154 7/19/10 155 7/19/10 156 7/19/10 157 7/19/10 158 7/19/10 159 7/19/10 150 7/19/10 150 7/19/10 150 7/19/10 151 7/19/10 152 7/19/10 153 7/19/10 154 7/19/10 155 7/19/10 157 7/19/10 158 7/19/10 159 7/19/10 150 7/1	147	7/9/10			√acaville	Customer Denies Access	Under Investigation	Open
Dakland	148	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
151 7/14/10 152 7/15/10 153 7/15/10 154 7/15/10 155 7/15/10 155 7/15/10 156 7/15/10 157 7/15/10 157 7/15/10 158 7/15/10 159 7/15/10 159 7/15/10 150 7/15/10 150 7/15/10 151 7/15/10 152 7/15/10 153 7/15/10 153 7/15/10 154 7/15/10 155 7/15/10 155 7/15/10 156 7/17/10 157 7/19/10 158 7/19/10 159 7/19/10 150 7/19/10 150 7/19/10 151 7/19/10 152 7/19/10 153 7/15/10 155 7/15/10 156 7/15/10 157 7/19/10 158 7/19/10 159 7/19/10 150 7/19/10 150 7/19/10 151 7/19/10 152 7/19/10 153 7/15/10 154 7/15/10 155 7/15/10 155 7/15/10 156 7/15/10 157 7/19/10 158 7/19/10 159 7/19/10 150 7/19/10 150 7/19/10 150 7/19/10 151 7/19/10 152 7/19/10 153 7/15/10 154 7/15/10 155 7/15/10 156 7/15/10 157 7/19/10 158 7/19/10 159 7/19/10 150 7/20/10 150 7/20/10 150 7/20/10 151 7/21/10 152 7/21/10 153 7/23/10 154 7/23/10 155 7/24/10 156 7/24/10 157 7/26/10 158 7/24/10 159 7/26/10 150 7/	149	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
Berkeley	150	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
153	151	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
Saratoga Customer Denies Access Under Investigation Open	152	7/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
Saratoga Customer Denies Access Under Investigation Open	153	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
156 7/17/10 157 7/19/10 158 7/19/10 159 7/19/10 160 7/20/10 161 7/21/10 162 7/21/10 163 7/23/10 164 7/23/10 165 7/24/10 166 7/26/10 172 //10 186 7/26/10 187 //26/10 187 //26/10 187 //26/10 187 //10/10 188 //10/10 199 //10/10 190 //10/	154	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
157 7/19/10 158 7/19/10 159 7/19/10 160 7/20/10 161 7/21/10 162 7/21/10 163 7/23/10 164 7/23/10 165 7/24/10 166 7/26/10 172 7/26/10 186 7/26/10 187 7/26/10 187 7/26/10 188 7/19/10 199 7/20/10 190 8	155	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
158 7/19/10 159 7/19/10 159 7/19/10 160 7/20/10 161 7/21/10 162 7/23/10 163 7/23/10 164 7/23/10 165 7/24/10 167 7/26/10 167 7/26/10 167 7/26/10 168 7/26/10 169 7/26/1	156	7/17/10			∟os Gatos	Household items affected by SM installatio	Under Investigation	Open
Tracy Household items affected by SM installatio Under Investigation Open 160 7/20/10 161 7/21/10 162 7/21/10 163 7/23/10 164 7/23/10 165 7/24/10 166 7/26/10 167 7/26/10 Tracy Household items affected by SM installatio Under Investigation Open 168 Network Equipment Installation Under Investigation Open 169 Network Equipment Installation Under Investigation Open 160 Under Investigation Open 161 Open 162 Open 163 Open 164 Open 165 Open 166 Open 167 Open 167 Open 168 Open 169 Open 169 Open 160 Open	157	7/19/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
1607/20/101617/21/101627/21/101637/23/101647/23/101657/24/101667/24/101677/26/10 San Carlos	158	7/19/10			San Francisco	Household items affected by SM installatio	Under Investigation	Open
Total Tota	159	7/19/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
1627/21/10Michigan BluffCustomer wants Smartmeter RemovedUnder InvestigationOpen1637/23/10ParadiseHousehold items affected by SM installatioUnder InvestigationOpen1647/23/10San JoseCustomer Denies AccessUnder InvestigationOpen1657/24/10SacramentoCustomer Denies AccessUnder InvestigationOpen1667/26/10GrovelandHousehold items affected by SM installatioUnder InvestigationOpen1677/26/10San JoseHousehold items affected by SM installatioUnder InvestigationOpen	160	7/20/10			San Carlos	Household items affected by SM installatio	Under Investigation	Open
1637/23/101647/23/101657/24/101667/26/101677/26/101687/26/101697/26/101607/26/101617/26/101627/26/101637/26/101647/26/101657/26/101677/26/101687/26/101697/26/101607/26/101617/26/101627/26/101637/26/101647/26/101657/26/101677/26/101687/26/101697/26/101607/26/101607/26/101607/26/101617/26/101627/26/101637/26/101647/26/101657/26/101667/26/101677/26/101687/26/101697/26/101607/26/101607/26/101607/26/101607/26/101607/26/101617/26/101627/26/101637/26/101647/26/101657/26/101667/26/101677/26/101677/26/101687/26/101697/26/101607/26/101607/26/101607/26/10 <tr< td=""><td>161</td><td>7/21/10</td><td></td><td></td><td>Bolinas</td><td>Network Equipment Installation</td><td>Under Investigation</td><td>Open</td></tr<>	161	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
1637/23/10ParadiseHousehold items affected by SM installatio Under InvestigationOpen1647/23/10San JoseCustomer Denies AccessUnder InvestigationOpen1657/24/10SacramentoCustomer Denies AccessUnder InvestigationOpen1667/26/10GrovelandHousehold items affected by SM installatioUnder InvestigationOpen1677/26/10San JoseHousehold items affected by SM installatioUnder InvestigationOpen	162	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
1657/24/10SacramentoCustomer Denies AccessUnder InvestigationOpen1667/26/10GrovelandHousehold items affected by SM installatioUnder InvestigationOpen1677/26/10San JoseHousehold items affected by SM installatioUnder InvestigationOpen	163	7/23/10				Household items affected by SM installatio	Under Investigation	Open
166 7/26/10 Groveland Household items affected by SM installatio Under Investigation Open 167 7/26/10 Groveland Household items affected by SM installatio Under Investigation Open	164	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
167 7/26/10 San Jose Household items affected by SM installatio Under Investigation Open	165	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
167 7/26/10 San Jose Household items affected by SM installatio Under Investigation Open	166	7/26/10			Groveland	Household items affected by SM installatio	Under Investigation	Open
' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '	167	7/26/10			San Jose			Open
	168				Oakland			Open

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	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			_os 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			Dakland	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			_os 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

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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			_os 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			_os 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			os 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			os Altos	Household items affected by SM installatio	_	Open
245	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
246	8/23/10			Oakland		Under Investigation	Open
247	8/23/10			Richmond	0	Under Investigation	Open
248	8/23/10			San Anselmo		Under Investigation	Open
249	8/23/10			San Jose	9	Under Investigation	Open
250	8/24/10			_os Gatos	Household items affected by SM installatio		Open
251	8/24/10			Morgan Hill	Household items affected by SM installatio		Open
252	8/24/10			Dakland		Under Investigation	Open

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253 254 255	8/24/10		Service City	Core Process	Nature of Issue	Status
			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
255	8/24/10		San Jose	Household items affected by SM installatio	Under Investigation	Open
	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		∟os Gatos	Customer Denies Access	Radio Frequency Concerns	Closed
261	8/25/10		∟os Gatos	Household items affected by SM installatio	Under Investigation	Open
262	8/25/10		∟os Gatos	SmartMeter Customer Communication	Radio Frequency Concerns	Closed
263	8/25/10		Milpitas	Wellington Installer	Under Investigation	Open
264	8/25/10		Vovato	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		elton	Customer Denies Access	Privacy Concerns	Closed
279	8/26/10		Felton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
280	8/26/10		_os 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	-	Under Investigation	Open
292	8/28/10		Campbell	Customer Denies Access	Accuracy of Meter	Cløsed
293	8/28/10		San Jose		Accuracy of Meter	Closed
294	8/28/10		San Jose		Radio Frequency Concerns	Cløsed

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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			_arkspur	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			_os 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

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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			_os Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
347	9/1/10			_os Gatos	SmartMeter Customer Communication	Other	Closed
348	9/1/10			_os 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			_os Altos	Customer Denies Access	Under Investigation	Open
371	9/2/10			_os Altos	Customer Denies Access	Under Investigation	Open
372	9/2/10			_os 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

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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			os 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

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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			∟os Gatos	Wellington Installer	Under Investigation	Open
443	9/9/10			∟os 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			_os 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

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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			∟os 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	1		Magalia	Wellington Installer	Under Investigation	Open
480 9/13/10	1		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	1		San Jose	Customer Denies Access	Under Investigation	Open
485 9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
486 9/13/10	1		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	1		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
489 9/13/10			Watsonville	Customer Denies Access	Under Investigation	Open
490 9/14/10	1		Gilroy	Customer Denies Access	Under Investigation	Open
491 9/14/10			_os 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	1		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	1		San Jose	Customer Denies Access	Under Investigation	Open
504 9/14/10			San Jose	Customer Denies Access	Under Investigation	Open

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San Jose	Status	Nature of Issue	Core Process	Service City	Account	Customer Name	Call Date	No.
San Jose Wellington Installer Under Investigation	Open	Under Investigation	Customer wants Smartmeter Removed	San Jose			9/14/10	505
San Rafael Inquiry Regarding Appliances Affected Under Investigation	Open	Under Investigation	Inquiry Regarding Appliances Affected	San Jose			9/14/10	506
	Open	Under Investigation	Wellington Installer	San Jose			9/14/10	507
Santa Rosa Wellington Installer Under Investigation	Open	Under Investigation	Inquiry Regarding Appliances Affected	San Rafael			9/14/10	508
Santa Rosa Wellington Installer Under Investigation 512 9/14/10 513 9/14/10 514 9/15/10 515 9/15/10 516 9/15/10 517 9/15/10 518 9/15/10 519 9/15/10 519 9/15/10 519 9/15/10 519 9/15/10 519 9/15/10 519 9/15/10 519 9/15/10 519 9/15/10 519 9/15/10 519 9/15/10 519 9/15/10 519 9/15/10 519 9/15/10 519 9/15/10 519 9/15/10 519 9/15/10 510 0akland Customer Denies Access Under Investigation 519 9/15/10 510 0akland Customer Denies Access Under Investigation 510 0akland Power Interruption 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 520 9/15/10 521 0akland Wellington Installer Under Investigation 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 0akland Wellington Installer Under Investigation 520 9/15/10 521 0akland Wellington Installer Under Investigation 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 0akland Wellington Installer Under Investigation 529 9/15/10 520 0akland Wellington Installer Under Investigation 520 0akland Wellington Installer Under Investigation 521 0akland Wellington Installer Under Investigation 522 9/15/10 523 0akland Wellington Installer Under Investigation 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 530 9/15/10 530 9/15/10 531 0akland Wellington Installer Under Investigation 532 9/15/10 533 9/15/10 534 0akland Wellington Installer Under Investigation 535 9/15/10 536 0akland Wellington Installer Under Investigation 537 9/15/10 538 0akland Wellington Installer Under Investigation 539 9/15/10 530 9/15/10 531 0akland Wellington Installer Under Investigation 533 9/15/10 534 0akland Wellington Installer Under Investigation 535 9/15/10 537 0akland Wellington Installer Under Investigation 538 9/15/10 539 0akland Wellington Installer Under Investigation 530 9/15/10 531 0akland Wellington Installer Under Investigation 532 0akland Wellington Installer Under Investigation 533 0akland Wellington	Open	Under Investigation	Wellington Installer	San Rafael			9/14/10	509
Scotts Valley Customer Denies Access Under Investigation	Open	Under Investigation	Wellington Installer	Santa Rosa			9/14/10	510
Watsonville Customer Denies Access Under Investigation	Open	Under Investigation	Wellington Installer	Santa Rosa			9/14/10	511
Aromas Customer Denies Access Under Investigation Ben Lomond Customer Denies Access Under Investigation Campbell Wellington Installer Under Investigation Muir Beach Customer Denies Access Under Investigation Muir Beach Customer Denies Access Under Investigation Napa Customer Denies Access Under Investigation Napa Customer Denies Access Under Investigation Dakland Customer Denies Access Under Investigation Dakland Customer Denies Access Under Investigation Dakland Power Interruption Partial Power Outage Dakland Wellington Installer Under Investigation Dakland Wellington Installer Dakland Wellington Installer Under Investigation Dakland Wellington Installer Under Investigation Dakland Wellington Installer Dakland Wellington Installer Under Investigation Dakland Wellington Installer Dakland Wellington Installe	Open	Under Investigation	Customer Denies Access	Scotts Valley			9/14/10	512
Sen Lomond Customer Denies Access Under Investigation	Open	Under Investigation	Customer Denies Access	Watsonville			9/14/10	513
Campbell Wellington Installer Under Investigation	Open	Under Investigation	Customer Denies Access	Aromas			9/15/10	514
Muir Beach Customer Denies Access Under Investigation	Open	Under Investigation	Customer Denies Access	Ben Lomond			9/15/10	515
Napa Customer Denies Access Customer does not want a SmartMeter	Open	Under Investigation	Wellington Installer	Campbell			9/15/10	516
Dakland Customer Denies Access Under Investigation	Open	Under Investigation	Customer Denies Access	Muir Beach			9/15/10	517
Dakland Power Interruption Partial Power Outage	Closed	Customer does not want a SmartMeter	Customer Denies Access	Napa			9/15/10	518
521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 520 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 520 9/15/10 521 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 520 9/15/10 520 9/15/10 521 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 520 9/15/10 520 9/15/10 521 9/15/10 521 9/15/10 522 9/15/10 522 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/	Open	Under Investigation	Customer Denies Access	Oakland			9/15/10	519
Dakland Wellington Installer Under Investigation	Closed	Partial Power Outage	Power Interruption	Oakland			9/15/10	520
Dakland Wellington Installer Under Investigation	Open	Under Investigation	Wellington Installer	Oakland			9/15/10	521
524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 529 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 529 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 529 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 520 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/	Open	Under Investigation	Wellington Installer	Oakland			9/15/10	522
525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 522 9/15/10 522 9/15/10 522 9/15/10 522 9/15/10 522 9/15/10 522 9/15/10 522 9/15/10 522 9/15/10 522 9/15/10 522 9/15/10 522 9/15/10 522 9/15/10 522 9/15/10 522 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/15/10 528 9/15/10 529 9/15/10 520 9/15/10 520 9/15/10 521 9/15/10 522 9/15/10 523 9/15/10 524 9/15/10 525 9/15/10 526 9/15/10 527 9/16/10 528 9/16/10 529 9/16/10 520 9/16/10 520 9/16/10 521 9/16/10 522 9/16/10 523 9/16/10 524 9/16/10 525 9/16/10 526 9/16/10 527 9/16/10 528 9/16/10 529 9/16/10 520 9/16/10 520 9/16/10 520 9/16/10 521 9/16/10 522 9/16/10 523 9/16/10 524 9/16/10 525 9/16/10 526 9/16/10 527 9/16/10 528 9/16/10 529 9/16/10 520 9/16/10 520 9/16/10 520 9/16/10 521 9/16/10 522 9/16/10 523 9/16/10 524 9/16/10 525 9/16/10 526 9/16/10 527 9/16/10 528 9/16/10 529 9/16/10 520 9/16/10 520 9/16/10 520 9/16/10 521 9/16/10 522 9/16/10 523 9/16/10 524 9/16/10 525 9/16/10 526 9/16/10 527 9/16/10 528 9/16/10 529 9/16/10 520 9/16/10 520 9/16/10 520 9/16/10 521 9/16/10 522 9/16/10 523 9/16/10 524 9/16/10 525 9/16/10 526 9/16/10 527 9/16/10 527 9/16/10 528 9/16/10 529 9/16/10 520 9/16/10 520 9/16/10 521 9/16/10 522 9/16/10 523 9/16/10 524 9/16/10 525 9/16/10 526 9/16/10 527 9/16/10 527 9/16/10 528 9/16/10 529 9/16/10 520 9/16/10 520 9/16/10 521 9/16/10 522 9/16/10 523 9/16/10 524 9/16/10 525 9/16/10 526 9/16/10 527 9/16/10 527 9/16/10 528 9/16/10 529 9/16/10 529 9/16/10 520 9/	Open	Under Investigation	Wellington Installer	Oakland			9/15/10	523
San Francisco Inquiry Regarding Appliances Affected Under Investigation	Open	Under Investigation	Wellington Installer	Salinas			9/15/10	524
San Jose Customer Denies Access Under Investigation	Open	Under Investigation	Wellington Installer	Salinas			9/15/10	525
528 9/15/10 529 9/15/10 530 9/15/10 531 9/15/10 532 9/15/10 533 9/15/10 534 9/16/10 535 9/16/10 536 9/16/10 537 9/16/10 538 9/16/10 539 9/16/10 539 9/16/10 530 9/16/10 531 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Open	Under Investigation	Inquiry Regarding Appliances Affected	San Francisco			9/15/10	526
529 9/15/10 530 9/15/10 531 9/15/10 532 9/15/10 533 9/15/10 534 9/16/10 535 9/16/10 536 9/16/10 537 9/16/10 538 9/16/10 539 9/16/10 539 9/16/10 530 9/16/10 531 9/16/10 532 9/16/10 533 9/16/10 534 9/16/10 535 9/16/10 536 9/16/10 537 9/16/10 538 9/16/10 539 9/16/10 539 9/16/10 539 9/16/10 530 9/16/10 531 9/16/10 532 9/16/10 533 9/16/10 534 9/16/10 535 9/16/10 536 9/16/10 537 9/16/10 538 9/16/10 539 9/16/10 539 9/16/10 530 9/16/10 530 9/16/10 531 9/16/10 532 9/16/10 533 9/16/10 534 9/16/10 535 9/16/10 536 9/16/10 537 9/16/10 538 9/16/10 539 9/16/10 539 9/16/10 530 9/16/10 530 9/16/10 530 9/16/10 531 9/16/10 532 9/16/10 533 9/16/10 534 9/16/10 535 9/16/10 536 9/16/10 537 9/16/10 538 9/16/10 539 9/16/10	Open	Under Investigation	Customer Denies Access	San Jose			9/15/10	527
530 9/15/10 531 9/15/10 532 9/15/10 533 9/15/10 534 9/16/10 535 9/16/10 536 9/16/10 537 9/16/10 538 9/16/10 539 9/16/10 530 9/16/10 530 9/16/10 531 9/16/10 532 9/16/10 533 9/16/10 534 9/16/10 535 9/16/10 536 9/16/10 537 9/16/10 538 9/16/10 539 9/16/10 539 9/16/10 539 9/16/10 530 9/16/10 530 9/16/10 531 9/16/10 532 9/16/10 533 9/16/10 534 9/16/10 535 9/16/10 536 9/16/10 537 9/16/10 538 9/16/10 539 9/16/10 539 9/16/10 530 9/16/10 530 9/16/10 531 9/16/10 532 9/16/10 533 9/16/10 534 9/16/10 535 9/16/10 536 9/16/10 537 9/16/10 538 9/16/10 538 9/16/10 539 9/16/10 539 9/16/10 530 9/16/10 530 9/16/10 530 9/16/10 530 9/16/10 530 9/16/10 530 9/16/10 530 9/16/10 531 9/16/10 532 9/16/10 533 9/16/10 534 9/16/10 535 9/16/10 536 9/16/10 537 9/16/10 538 9/16/10	Open	Under Investigation	Customer Denies Access	San Jose			9/15/10	528
5319/15/10San RafaelInquiry Regarding Appliances AffectedUnder Investigation5329/15/10Santa RosaWellington InstallerUnder Investigation5339/15/10SaratogaInquiry Regarding Appliances AffectedUnder Investigation5349/16/10Ben LomondCustomer wants Smartmeter RemovedUnder Investigation5359/16/10CampbellCustomer Denies AccessUnder Investigation5369/16/10CoarsegoldCustomer Denies AccessUnder Investigation5379/16/10FeltonCustomer Denies AccessUnder Investigation5389/16/10FeltonCustomer Denies AccessUnder Investigation5399/16/10ForestvilleSmartMeter Customer CommunicationOther	Open	Under Investigation	SmartMeter Customer Communication	San Jose			9/15/10	529
5329/15/105339/15/105349/16/105359/16/105369/16/105379/16/105389/16/105399/16/105399/16/105399/16/105399/16/105399/16/105399/16/105399/16/105399/16/105399/16/105399/16/105399/16/105399/16/105399/16/10	Closed	Customer does not want a SmartMeter	Customer Denies Access	San Rafael			9/15/10	530
533 9/15/10 534 9/16/10 535 9/16/10 536 9/16/10 537 9/16/10 538 9/16/10 539 9/16/10 539 9/16/10 530 9/16/10 530 9/16/10 531 9/16/10 532 9/16/10 533 9/16/10 534 9/16/10 535 9/16/10 536 9/16/10 537 9/16/10 538 9/16/10 538 9/16/10 539 9/16/10 539 9/16/10 530 9/16/10 530 9/16/10 531 9/16/10 532 9/16/10 533 9/16/10 534 9/16/10 535 9/16/10 536 9/16/10 537 9/16/10 538 9/16/10	Open	Under Investigation	Inquiry Regarding Appliances Affected	San Rafael			9/15/10	531
5349/16/10Ben LomondCustomer wants Smartmeter RemovedUnder Investigation5359/16/10Customer Denies AccessUnder Investigation5369/16/10Customer Denies AccessUnder Investigation5379/16/10FeltonCustomer Denies AccessUnder Investigation5389/16/10FeltonCustomer Denies AccessUnder Investigation5399/16/10ForestvilleSmartMeter Customer CommunicationOther	Open	Under Investigation	Wellington Installer	Santa Rosa			9/15/10	532
535 9/16/10 536 9/16/10 537 9/16/10 538 9/16/10 538 9/16/10 539 9/16/10 539 9/16/10 539 9/16/10 530 Campbell Customer Denies Access Under Investigation Felton Customer Denies Access Under Investigation	Open	Under Investigation	Inquiry Regarding Appliances Affected	Saratoga			9/15/10	533
536 9/16/10 537 9/16/10 538 9/16/10 538 9/16/10 539 9/16/10 539 9/16/10 539 9/16/10 530 SmartMeter Customer Communication 530 Customer Denies Access 530 Under Investigation 531 Under Investigation 532 SmartMeter Customer Communication 533 SmartMeter Customer Communication 534 SmartMeter Customer Communication	Open	Under Investigation	Customer wants Smartmeter Removed	Ben Lomond			9/16/10	534
5379/16/10FeltonCustomer Denies AccessUnder Investigation5389/16/10FeltonCustomer Denies AccessUnder Investigation5399/16/10ForestvilleSmartMeter Customer CommunicationOther	Open	Under Investigation	Customer Denies Access	Campbell			9/16/10	535
538 9/16/10 Felton Customer Denies Access Under Investigation 539 9/16/10 SmartMeter Customer Communication Other	Open	Under Investigation	Customer Denies Access	Coarsegold			9/16/10	536
539 9/16/10 Forestville SmartMeter Customer Communication Other	Open	Under Investigation	Customer Denies Access	Felton			9/16/10	537
	Open	Under Investigation	Customer Denies Access	Felton			9/16/10	538
540 9/16/10 Gilroy Customer Denies Access Under Investigation	Closed	Other	SmartMeter Customer Communication	Forestville			9/16/10	539
one, one of the original of th	Open	Under Investigation	Customer Denies Access	Gilroy			9/16/10	540
541 9/16/10 Guerneville Customer Denies Access Medical Concerns	Closed	Medical Concerns	Customer Denies Access	Guerneville			9/16/10	541
542 9/16/10 Los Gatos Customer Denies Access Under Investigation	Open	Under Investigation	Customer Denies Access	_os Gatos			9/16/10	542
543 9/16/10 Mill Valley Customer Denies Access Health Related Issues	Closed	Health Related Issues	Customer Denies Access	Mill Valley			9/16/10	543
544 9/16/10 Milpitas SmartMeter Customer Communication Under Investigation	Open	Under Investigation	SmartMeter Customer Communication	Milpitas			9/16/10	544
545 9/16/10 Novato Customer Denies Access Accuracy of Meter	Closed		Customer Denies Access	Novato			9/16/10	545
546 9/16/10 Vovato Customer Denies Access Under Investigation	Open	Under Investigation	Customer Denies Access	Novato			9/16/10	546

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

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

548 9 549 9 550 9 551 9 552 9 553 9	9/16/10 9/16/10 9/16/10	Dakland	Customer Denies Access	Under Investigation	_
549 9 550 9 551 9 552 9 553 9	9/16/10		0 0000000	Under Investigation	Open
550 9 551 9 552 9 553 9		Oakland	Customer Denies Access	Under Investigation	Open
551 9 552 9 553 9		Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
552 9 553 9	9/16/10	Salinas	Customer Denies Access	Under Investigation	Open
553 9	9/16/10	San Anselmo	Customer wants Smartmeter Removed	No reason provided	Closed
	9/16/10	San Jose	Customer Denies Access	Under Investigation	Open
554 9	9/16/10	San Jose	Customer Denies Access	Under Investigation	Open
	9/16/10	San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
555 9	9/16/10	San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
556 9	9/16/10	Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
557 9	9/16/10	Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
558 9	9/16/10	Sausalito	Customer Denies Access	Under Investigation	Open
559 9	9/16/10	Windsor	Customer Denies Access	Medical Concerns	Closed
560 9	9/16/10	Windsor	Customer Denies Access	Privacy Concerns	Closed
561 9	9/17/10	Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
562 9	9/17/10	Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
563 9	9/17/10	Cazadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
564 9	9/17/10	Occidental	SmartMeter Customer Communication	Customer needs help to read meter	Closed
565 9	9/17/10	Petaluma	Wellington Installer	Radio Frequency Concerns	Closed
566 9	9/17/10	San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
567 9	9/17/10	San Rafael	Wellington Installer	Under Investigation	Open
568 9	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
569 9	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
570 9	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
571 9	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
572 9	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
573 9	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
574 9	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
575 9	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
579 9	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
580 9	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
581 9	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
582 9	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open
588 9	9/17/10	Santa Cruz	Customer Denies Access	Under Investigation	Open

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Color Key	
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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			Vapa	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

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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			_os Altos	SmartMeter Customer Communication	Q on SM communication materials	Closed
635	9/21/10			_os 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			√allejo	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			√allejo	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			_afayette	Customer Denies Access	Under Investigation	Open
671	9/23/10			_os Altos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
672	9/23/10			₋os Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
673	9/23/10			_os Gatos	Wellington Installer	Under Investigation	Open
674	9/23/10			_os 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

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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			√allejo ¯	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

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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			_os 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			_ivermore	Wellington Installer	Under Investigation	Open
786	10/4/10			_os 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

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No. Call Date Customer Na	me 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

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	Status
841 10/8/10 Dakland Customer wants Smartmeter Removed Under Investigation	Open
842 10/8/10 Dakland 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 Appl	ance: 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 Dakland 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 Dakland Customer wants Smartmeter Removed Under Investigation	Open
865 10/12/10 Dakland 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 Appl	ance: 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
Pacific Grove Inquiry Regarding Appliances Affected Other	Closed
Rohnert Park Customer wants Smartmeter Removed Under Investigation	Open
878 10/13/10 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 Appl	TANISA STANISA DI SANTA DI SAN
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

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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	1		Glen Ellen	Customer wants Smartmeter Removed	Under Investigation	Open
888	10/14/10			_os 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	1		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	1		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
899	10/15/10	1		San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
900	10/15/10	1		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	1		El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
908	10/18/10	1		Gilroy	Wellington Installer	Under Investigation	Open
909	10/18/10			Gilroy	Wellington Installer	Under Investigation	Open
910	10/18/10	1		Menlo Park	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
911	10/18/10	1		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	1		Aptos	Customer Denies Access	Under Investigation	Open
918	10/19/10	1		Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
919	10/19/10	1		Campbell	Wellington Installer	Under Investigation	Open
920	10/19/10	1		Durham	Wellington Installer	Under Investigation	Open
921	10/19/10	1		Gilroy	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
922	10/19/10	1		Gilrov	Inquiry Regarding Appliances Affected	Under Investigation	Open
923	10/19/10	1		Milpitas	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
924	10/19/10	1		Novato	Customer wants Smartmeter Removed	Under Investigation	Open
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No. Call Date Customer Name Account	Service City	Core Process	Nature of Issue	Status
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	_os Altos Hills	Meter / Module Equipment (Mfg.)	Under Investigation	Open
963 10/22/10	_os 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 SmartMeterTM Issues and Complaints Report SmartMeterTM Installation Issues Report

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10/22/10 Dakland Wellington Installer Under Investigation Company	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
Paradise Wellington Installer Paradise Wellington Installer Wellington	967	10/22/10			Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
10/22/10 San Jose Inquiry Regarding Appliances Affected Oreason provided Oreaso	968	10/22/10			Oakland	Wellington Installer	Under Investigation	Open
10/22/10 San Jose Inquiry Regarding Appliances Affected Other 10/22/10 San Jose Inquiry Regarding Appliances Affected Under Investigation C	969	10/22/10			Paradise	Wellington Installer	Under Investigation	Open
	970	10/22/10			San Francisco	Customer wants Smartmeter Removed	No reason provided	Closed
San Jose Inquiry Regarding Appliances Affected Under Investigation Corporation	971	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
San Jose Inquiry Regarding Appliances Affected Other O	972	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Rafael Inquiry Regarding Appliances Affected Under Investigation Communication C	973	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
San Rafael Inquiry Regarding Appliances Affected Under Investigation Comparison Compar	974	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
977 10/22/10 San Rafael SmarfMeter Customer Communication Under Investigation Under Investigation Under Investigation Communication Under Investigation Under Investigat	975	10/22/10			San Rafael	Inquiry Regarding Appliances Affected	Other	Closed
Santa Rosa Customer wants Smartmeter Removed Under Investigation Customer wants Smartmeter Removed Radio Frequency Concerns Customer wants Smartmeter Removed Under Investigation Customer wants Smar	976	10/22/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
Santa Rosa Customer wants Smartmeter Removed Under Investigation Customer wants Smartmeter Removed Value Under Investigation Customer wants Smartmeter Removed Value	977	10/22/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
Sonoma Wellington Installer Under Investigation Oracle O	978	10/22/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
981 10/22/10 10/	979	10/22/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
Novato N	980	10/22/10			Sonoma	Wellington Installer	Under Investigation	Open
982 10/23/10 10/25/10 10/	981	10/22/10			Yuba City	Inquiry Regarding Appliances Affected	Under Investigation	Open
10/25/10 Supertino Inquiry Regarding Appliances Affected Under Investigation Concord San Jose Inquiry Regarding Appliances Affected Under Investigation Concord San Jose Inquiry Regarding Appliances Affected Under Investigation Concord San Jose Inquiry Regarding Appliances Affected Under Investigation Concord San Jose Inquiry Regarding Appliances Affected Under Investigation Concord San Jose Inquiry Regarding Appliances Affected Under Investigation Concord San Jose Inquiry Regarding Appliances Affected Radio Frequency Concerns Concord San Jose Inquiry Regarding Appliances Affected Under Investigation Concord San Jose Inquiry Regarding Appliances Affected Under Investigation Concord San Jose Inquiry Regarding Appliances Affected Under Investigation Concord San Jose Inquiry Regarding Appliances Affected Under Investigation Concord San Jose Inquiry Regarding Appliances Affected Under Investigation Concord Under Investigation Concord San Jose Inquiry Regarding Appliances Affected Under Investigation Concord Under Investigation Under Investigation Concord Under Investigation Under Investigation Concord Under Investigation Under Investigation Under Investigation Under Investigation Under Investigat	982	10/23/10			Novato		Under Investigation	Open
985 10/25/10 986 10/25/10 987 10/25/10 988 10/25/10 989 10/25/10 989 10/25/10 980 10/25/10 980 10/25/10 980 10/25/10 981 10/25/10 982 10/25/10 983 10/25/10 984 10/25/10 985 10/25/10 986 10/25/10 987 10/25/10 988 10/25/10 988 10/25/10 989 10/25/10 989 10/25/10 980 10/25/10 990 10/25/10 900 1	983	10/24/10			Oroville	Inquiry Regarding Appliances Affected	Breaker keeps tripping	Closed
985 10/25/10 986 10/25/10 987 10/25/10 988 10/25/10 989 10/25/10 989 10/25/10 999 10/25/10 990 10/25/10 991 10/25/10 992 10/25/10 993 10/25/10 993 10/25/10 994 10/25/10 995 10/25/10 996 10/25/10 997 10/25/10 998 10/25/10 999 10/25/10 991 10/25/10 991 10/25/10 992 10/25/10 993 10/25/10 994 10/25/10 995 10/25/10 996 10/25/10 997 10/25/10 998 10/25/10 999 10/25/10 990 10/25/10 991 10/25/10 991 10/25/10 992 10/25/10 993 10/25/10 994 10/25/10 995 10/25/10 996 10/25/10 997 10/26/10 998 10/26/10 998 10/26/10 999 10/26/10 999 10/26/10 990 10/26/10 991 10/25/10 992 10/25/10 993 10/25/10 994 10/25/10 995 10/26/10 996 10/26/10 997 10/26/10 998 10/26/10 998 10/26/10 998 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 990 10/26/10 991 10/26/10 991 10/26/10 992 10/26/10 993 10/26/10 994 10/26/10 995 10/26/10 996 10/26/10 997 10/26/10 998 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 900 1	984	10/25/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
986 10/25/10 987 10/25/10 988 10/25/10 988 10/25/10 988 10/25/10 988 10/25/10 989 10/25/10 990 10/25/10 991 10/25/10 992 10/25/10 993 10/25/10 994 10/25/10 995 10/26/10 996 10/26/10 996 10/26/10 996 10/26/10 996 10/26/10 996 10/26/10 997 10/26/10 998 10/26/10 998 10/26/10 998 10/26/10 998 10/26/10 998 10/26/10 998 10/26/10 998 10/26/10 998 10/26/10 998 10/26/10 998 10/26/10 998 10/26/10 998 10/26/10 998 10/26/10 998 10/26/10 998 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 900	985	10/25/10			Gilroy	Inquiry Regarding Appliances Affected		Closed
987 10/25/10 988 10/25/10 989 10/25/10 989 10/25/10 989 10/25/10 990 10/25/10 991 10/25/10 992 10/25/10 993 10/25/10 994 10/25/10 995 10/25/10 996 10/25/10 997 10/25/10 998 10/25/10 998 10/25/10 998 10/25/10 999 10/25/10 991 10/25/10 992 10/25/10 993 10/25/10 994 10/25/10 995 10/25/10 996 10/25/10 997 10/25/10 998 10/25/10 998 10/25/10 999 10/25/10 999 10/25/10 990 10/25/10 991 10/25/10 992 10/25/10 993 10/25/10 994 10/25/10 995 10/26/10 996 10/26/10 997 10/26/10 998 10/26/10 998 10/26/10 999 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 900 1	986	10/25/10			Gilroy		Under Investigation	Open
988 10/25/10 990 10/25/10 991 10/25/10 992 10/25/10 993 10/25/10 993 10/25/10 994 10/25/10 995 10/25/10 996 10/25/10 997 10/25/10 998 10/25/10 998 10/25/10 999 10/25/10 999 10/25/10 990 10/25/10 991 10/25/10 991 10/25/10 992 10/25/10 993 10/25/10 994 10/25/10 995 10/25/10 996 10/25/10 997 10/25/10 998 10/26/10 999 10/26/10 999 10/26/10 990 10/26/10 900 1	987	10/25/10			Mill Valley		Safety concern	Closed
990 10/25/10 991 10/25/10 992 10/25/10 993 10/25/10 994 10/25/10 995 10/25/10 996 10/26/10 997 10/26/10 998 10/26/10 999 10/26/10 999 10/26/10 990 10/26/10 990 10/26/10 991 10/26/10 992 10/26/10 993 10/25/10 994 10/25/10 995 10/26/10 996 10/26/10 997 10/26/10 998 10/26/10 998 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 991 10/26/10 992 10/26/10 993 10/26/10 994 10/26/10 995 10/26/10 996 10/26/10 997 10/26/10 998 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 900 1	988	10/25/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
991 10/25/10 992 10/25/10 993 10/25/10 994 10/25/10 995 10/26/10 996 10/26/10 997 10/26/10 998 10/26/10 999 10/26/10	989	10/25/10			Oakland	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
San Jose Inquiry Regarding Appliances Affected Radio Frequency Concerns Concerns San Jose Inquiry Regarding Appliances Affected Under Investigation Concerns C	990	10/25/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
992 10/25/10 993 10/25/10 994 10/25/10 995 10/26/10 996 10/26/10 997 10/26/10 998 10/26/10 998 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 990 10/26/10 990 10/26/10 990 10/26/10 991 10/26/10 992 10/26/10 993 10/26/10 994 10/26/10 995 10/26/10 996 10/26/10 997 10/26/10 998 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 990 1	991	10/25/10			San Jose		Radio Frequency Concerns	Closed
993 10/25/10 994 10/25/10 995 10/26/10 996 10/26/10 997 10/26/10 998 10/26/10 998 10/26/10 999 10/26/10 999 10/26/10 990 10/26/10 991 10/26/10 990 10/26/10 991 10/26/10 992 10/26/10 993 10/26/10 994 10/26/10 995 10/26/10 996 10/26/10 997 10/26/10 998 10/26/10 999 10/26/10 999 10/26/10 990 1	992	10/25/10			San Jose		Under Investigation	Open
994 10/25/10 995 10/26/10 996 10/26/10 997 10/26/10 998 10/26/10 998 10/26/10 999 10/26/10 999 10/26/10 990 10/26/10 991 10/26/10 992 10/26/10 993 10/26/10 994 10/26/10 995 10/26/10 996 10/26/10 997 10/26/10 998 10/26/10 999 10/26/10 999 10/26/10 999 10/26/10 1000 10/26/10 1001 10/26/10 1002 10/26/10 1003 10/26/10 1003 10/26/10 1004 10/26/10 1005 10/26/10 1006 10/26/10 1007 10/26/10 1007 10/26/10 1008 10/26/10 1009 10/	993	10/25/10			San Jose		Under Investigation	Open
Alameda Inquiry Regarding Appliances Affected Under Investigation 996 10/26/10 997 10/26/10 998 10/26/10 999 10/26/10 999 10/26/10 909 1	994	10/25/10			San Mateo	Power Interruption	Under Investigation	Open
Serkeley Inquiry Regarding Appliances Affected Meter blocking access to breaker box C	995	10/26/10			Alameda	Inquiry Regarding Appliances Affected	-	Open
998 10/26/10 999 10/26/10 1000 10/26/10 1001 10/26/10 1002 10/26/10 1003 10/26/10 1003 10/26/10 1004 10/26/10 1005 10/26/10 1005 10/26/10 1006 10/26/10 1007 10/26/10 1008 10/26/10 1009	996	10/26/10			Berkeley	Inquiry Regarding Appliances Affected	Meter blocking access to breaker box	Closed
998 10/26/10 999 10/26/10 1000 10/26/10 1001 10/26/10 1002 10/26/10 1003 10/26/10 1003 10/26/10 1004 10/26/10 1005 10/26/10 1005 10/26/10 1005 10/26/10 1006 10/26/10 1007 10/26/10 1008 10/26/10 1009 Customer wants Smartmeter Removed Under Investigation Comparison	997	10/26/10			Concord	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1000 10/26/10 1001 10/26/10 1002 10/26/10 1003 10/26/10 1003 10/26/10 1004 10/26/10 1005 10/26/10 1005 10/26/10 1006 10/26/10 1007 10/26/10 1008 10/26/10 1009 10/26/10 10	998	10/26/10			Gilroy	Customer wants Smartmeter Removed	Under Investigation	Open
1001 10/26/10 10	999	10/26/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
100110/26/10GilroyPower InterruptionUnder InvestigationC100210/26/10GilroyWellington InstallerUnder InvestigationC100310/26/10Nevada CityWellington InstallerUnder InvestigationC100410/26/10DaklandInquiry Regarding Appliances AffectedUnder InvestigationC100510/26/10SalinasInquiry Regarding Appliances AffectedRadio Frequency ConcernsC	1000	10/26/10			Gilroy		Under Investigation	Open
100310/26/10Nevada CityWellington InstallerUnder InvestigationC100410/26/10DaklandInquiry Regarding Appliances AffectedUnder InvestigationC100510/26/10SalinasInquiry Regarding Appliances AffectedRadio Frequency Concerns	1001	10/26/10			Gilroy	Power Interruption	Under Investigation	Open
100310/26/10Nevada CityWellington InstallerUnder InvestigationC100410/26/1010/26/10OaklandInquiry Regarding Appliances AffectedUnder InvestigationC100510/26/10SalinasInquiry Regarding Appliances AffectedRadio Frequency ConcernsC	1002	10/26/10			Gilroy	Wellington Installer	Under Investigation	Open
100410/26/1010/26/10DaklandInquiry Regarding Appliances AffectedUnder InvestigationC100510/26/10SalinasInquiry Regarding Appliances AffectedRadio Frequency ConcernsC	1003	10/26/10			Nevada City		-	Open
1005 10/26/10 Salinas Inquiry Regarding Appliances Affected Radio Frequency Concerns C					Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
	1005				Salinas			Closed
inquity regulation following replication of the control of the con	1006	10/26/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
	1007	10/26/10			Santa Rosa		-	Closed
	1008				Stinson Beach	•		Open

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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			∟os 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

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

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1094 1095 1096 1097	11/1/10 11/1/10 11/1/10 11/1/10		Berkeley	Customer Denies Access	Customer does not want a SmartMeter	014
1095 1096 1097	11/1/10			Cuctoffice Beffice / tecese		Closed
1096 1097			Campbell	Customer Denies Access	Concerns from Media Reports	Closed
1097	11/1/10		Carmichael	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
	11/1/10		Catheys Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1098	11/1/10		Colusa	Customer Denies Access	Medical Concerns	Closed
	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		_emoore	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
	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
	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
	11/1/10		San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
	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

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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			_ivermore	Customer Denies Access	Concerns from Media Reports	Closed
1168	11/2/10			_ivermore	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1169	11/2/10			_ivermore	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1170	11/2/10			_odi	Power Interruption	Flickering Lights	Closed
1171	11/2/10			_os 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

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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
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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		_os 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
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1261 11/3/10 11/3/10 Walnut Grove Customer Denies Access Privacy Concerns Woodacre Customer Denies Access Radio Frequency Concerns Yuba City Customer Wants Smartmeter Removed Radio Frequency Concerns Yuba City Customer Wants Smartmeter Removed Radio Frequency Concerns Radio Frequency Concerns Yuba City Customer Wants Smartmeter Removed Radio Frequency Concerns Radio Frequency Concerns Yuba City Customer Denies Access Radio Frequency Concerns Radio Frequency Concerns Yuba City Customer Denies Access Accuracy of Meter American Canyon Customer Denies Access Accuracy of Meter American Canyon Customer Denies Access Concerns from Media Reports Atascadero Power Interruption Other Under Investigation Sakersfield SmartMeter Customer Communication Under Investigation Under Investigation Solinas Customer Denies Access Medical Concerns Access Radio Frequency Concerns Yuba City Yuba	Closed Open Closed Open Closed Open Closed Open Closed
1263 11/3/10 1264 11/4/10 1265 11/4/10 1266 11/4/10 1266 11/4/10 1267 11/4/10 1268 11/4/10 1268 11/4/10 1269 11/4/10 1269 11/4/10 1260 11/4/10 1270 11/4/10 1271 11/4/10 1272 11/4/10 1273 11/4/10 1274 11/4/10 1275 11/4/10 1276 11/4/10 1277 11/4/10 1278 11/4/10 1277 11/4/10 1278 11/4/10 1288 11/4/10 1288 11/4/10 1298 1288 1888 1888 1888 1888 1888 1888	Closed Closed Closed Closed Closed Open Closed Closed Closed Closed Closed Open Closed Open Closed Open Closed
Alamo Inquiry Regarding Appliances Affected Radio Frequency Concerns Alpaugh Customer Denies Access Accuracy of Meter American Canyon Customer Denies Access Concerns from Media Reports Atascadero Power Interruption Other Bakersfield SmartMeter Customer Communication Under Investigation Bolinas Customer Denies Access Customer does not want a SmartMeter Adio Frequency Concerns Customer Denies Access Customer does not want a SmartMeter Customer Denies Access Medical Concerns Bolinas Customer Denies Access Radio Frequency Concerns Customer Denies Access Medical Concerns Customer Denies Access Medical Concerns Customer Denies Access Nation Frequency Concerns Campbell Power Interruption Under Investigation Campbell Power Interruption Under Investigation Chico Meter Clearance Meter/Module clearance issues Colusa Wellington Installer Under Investigation Call Individual Calculus Inquiry Regarding Appliances Affected Under Investigation Calculated Inquiry Regarding Applianc	Closed Closed Closed Closed Open Closed Closed Closed Closed Closed Open Closed Open Closed Open Closed
Alpaugh Customer Denies Access Accuracy of Meter Alpaugh Customer Denies Access Accuracy of Meter American Canyon Customer Denies Access Concerns from Media Reports Atascadero Power Interruption Other Bakersfield SmartMeter Customer Communication Bolinas Customer Denies Access Customer does not want a SmartMeter 1270 11/4/10 Bolinas Customer Denies Access Medical Concerns 1271 11/4/10 Bolinas Customer Denies Access Medical Concerns Bolinas Customer Denies Access Medical Concerns Campon Park SmartMeter Customer Communication 1273 11/4/10 Campon Park SmartMeter Customer Communication 1274 11/4/10 Campon Park SmartMeter Customer Communication 1275 11/4/10 Campon Interruption Under Investigation 1276 11/4/10 Colusa Wellington Installer Under Investigation 1277 11/4/10 Gilroy Inquiry Regarding Appliances Affected Under Investigation 1278 11/4/10 Gilroy Power Interruption Under Investigation 1278 11/4/10	Closed Closed Open Closed Closed Closed Closed Closed Open Closed Open Closed Open Closed Open Open
1266 11/4/10 1267 11/4/10 1268 11/4/10 1269 11/4/10 1271 11/4/10 1273 11/4/10 1274 11/4/10 1276 11/4/10 1276 11/4/10 1276 11/4/10 1276 11/4/10 1276 11/4/10 1276 11/4/10 1277 11/4/10 1278	Closed Closed Open Closed Closed Closed Open Closed Open Closed Open Open Open
1267 11/4/10 1268 11/4/10 1269 11/4/10 1270 11/4/10 1271 11/4/10 1271 11/4/10 1273 11/4/10 1274 11/4/10 1275 11/4/10 1276 11/4/10 1276 11/4/10 1277 11/4/10 1277 11/4/10 1278 11/4/10 128	Closed Open Closed Closed Closed Open Closed Open Closed Open Open Open
1268 11/4/10 1269 11/4/10 1270 11/4/10 1271 11/4/10 1271 11/4/10 1272 11/4/10 1273 11/4/10 1274 11/4/10 1275 11/4/10 1276 11/4/10 1278	Open Closed Closed Closed Open Closed Open Open Open Open
1269 11/4/10 1276 11/4/10 1278	Closed Closed Closed Closed Open Closed Open Open Open
1269 11/4/10 11/4/10 11/4/10 130 130 14/4/10 130 14/4/10	Closed Closed Closed Open Closed Open Open Open Open
1271 11/4/10 1272 11/4/10 1273 11/4/10 1274 11/4/10 1275 11/4/10 1276 11/4/10 1277 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1270 11/4/10 1270 11/4/10 1270 11/4/10 1271 11/4/10 1272 11/4/10 1273 11/4/10 1274 11/4/10 1275 11/4/10 1276 11/4/10 1277 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 128 11/4/10 128 11/4/10 129 11/4/10 120 11/4/10 1	Closed Closed Open Closed Open Open Open Open
1272 11/4/10 1273 11/4/10 1274 11/4/10 1275 11/4/10 1276 11/4/10 1277 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 128	Closed Open Closed Open Open Open Open
1273 11/4/10 1274 11/4/10 1275 11/4/10 1276 11/4/10 1277 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1279 11/4/10 1270 11/4/10 1270 11/4/10 1271 11/4/10 1271 11/4/10 1272 11/4/10 1273 11/4/10 1274 11/4/10 1275 11/4/10 1276 11/4/10 1277 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10 1278 11/4/10	Open Closed Open Open Open
1274 11/4/10 Chico Meter Clearance Meter/Module clearance issues 1275 11/4/10 Colusa Wellington Installer Under Investigation 1276 11/4/10 Gilroy Inquiry Regarding Appliances Affected Under Investigation 1277 11/4/10 Gilroy Power Interruption Under Investigation 1278 11/4/10 Customer Denies Access Radio Frequency Concerns	Closed Open Open Open
127411/4/10ChicoMeter ClearanceMeter/Module clearance issues127511/4/10ColusaWellington InstallerUnder Investigation127611/4/10GilroyInquiry Regarding Appliances AffectedUnder Investigation127711/4/10GilroyPower InterruptionUnder Investigation127811/4/10LarkspurCustomer Denies AccessRadio Frequency Concerns	Closed Open Open Open
1276 11/4/10 Gilroy Inquiry Regarding Appliances Affected Under Investigation 1277 11/4/10 Gilroy Power Interruption Under Investigation 1278 11/4/10 Larkspur Customer Denies Access Radio Frequency Concerns	Open Open
127611/4/10GilroyInquiry Regarding Appliances AffectedUnder Investigation127711/4/10GilroyPower InterruptionUnder Investigation127811/4/10LarkspurCustomer Denies AccessRadio Frequency Concerns	Open Open
127711/4/10GilroyPower InterruptionUnder Investigation127811/4/10LarkspurCustomer Denies AccessRadio Frequency Concerns	
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 Dakland Inquiry Regarding Appliances Affected Radio Frequency Concerns	Closed
1285 11/4/10 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 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
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 SmartMeterTM Issues and Complaints Report SmartMeterTM Installation Issues Report

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No. Call Date C	Sustomer 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		√allejo	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		∟os 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

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

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

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

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

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

Color Key	
Closed Since the Last Report	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	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			∟os 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			∟os Gatos	Customer Denies Access	Under Investigation	Open
57	5/17/10			_os 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			√acaville	Meter/Module	Under Investigation	Open
84	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open

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

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			√allejo	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

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

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Ban Jose Household items affected by SN installation Dinder investigation Open San Jose Household items affected by SN installation Dinder investigation Open San Jose Household items affected by SN installation Dinder investigation Open San Jose Household items affected by SN installation Open San Jose Household items affected by SN installation Open San Jose Household items affected by SN installation Open San Jose Household items affected by SN installation Open San Jose Open San Jose Customer Pomes Access Under investigation Open San Jose Open	No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
Davis	127	6/23/10			Vii Wuk Village		Under Investigation	Open
San Jose	128	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
San Jose	129	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
Santa Clara	130	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
Security	131	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
San Jose Customer wants Smartmeter Removed Juder Investigation Open Fracy Household items affected by SM installatio Juder Investigation Open San Jose Customer wants Smartmeter Removed Juder Investigation Open San Jose Customer wants Smartmeter Removed Juder Investigation Open Open San Jose Customer wants Smartmeter Removed Juder Investigation Open	132	6/28/10			Santa Clara	Household items affected by SM installatio	Under Investigation	Open
Tracy	133	6/29/10			_os Gatos	Customer Denies Access	Under Investigation	Open
San Jose Customer wants Smartmeter Removed Under Investigation Open	134	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
San Jose Customer wants Smartmeter Removed Under Investigation Open	135	6/30/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
San Jose SmartMeter Customer Communication Under Investigation Open	136	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Taylor Toler Tol	137	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
Droville Customer Denies Access Under Investigation Open	138	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
Paradise SmartMeter Customer Communication Under Investigation Open	139	7/2/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
Stockton SmartMeter Customer Communication Under Investigation Open	140	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
Placerville Household items affected by SM installatio Under Investigation Open	141	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
144 7/8/10 2 2 2 2 2 2 2 2 2	142	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
Dakland Customer Denies Access Customer does not want a SmartMeter Closed	143	7/8/10			Placerville	Household items affected by SM installatio	Under Investigation	Open
San Jose Scheduling Problems Under Investigation Open	144	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
147 7/9/10 148 7/12/10 148 7/12/10 149 7/13/10 149 7/13/10 149 7/13/10 149 7/13/10 149 7/13/10 149 7/13/10 149 7/13/10 149 7/13/10 150 7/13/10 150 7/13/10 150 7/13/10 151 7/14/10 152 7/15/10 152 7/15/10 152 7/15/10 152 7/15/10 152 7/15/10 152 7/15/10 153 7/15/10 154 7/15/10 155 7/15/10 155 7/15/10 155 7/15/10 155 7/15/10 155 7/15/10 155 7/15/10 155 7/15/10 156 7/15/10 157 7/15/10 158 7/15/10 159 7/15/10 159 7/15/10 150 7/15/10	145	7/9/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
Sunnyvale Household items affected by SM installation Under Investigation Open Amador City SmartMeter Customer Communication Under Investigation Open Dakland Household items affected by SM installation Under Investigation Open Dakland Household items affected by SM installation Under Investigation Open San Jose Customer Denies Access Under Investigation Open Berkeley Household items affected by SM installation Under Investigation Open Dakland Household items affected by SM installation Under Investigation Open Dakland Household items affected by SM installation Under Investigation Open Dakland Household items affected by SM installation Under Investigation Open Dakland Under Investiga	146	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
Amador City SmartMeter Customer Communication Under Investigation Open Dakland Household items affected by SM installation Under Investigation Open San Jose Customer Denies Access Under Investigation Open Saratoga Customer Denies Access Under Investigation Open Campbell SmartMeter Customer Communication Under Investigation Open Saratoga Customer Denies Access Under Investigation Open Saratoga Customer Denies Access Under Investigation Open Campbell SmartMeter Customer Communication Under Investigation Open San Francisco Household items affected by SM installatio Under Investigation Open San Francisco Household items affected by SM installatio Under Investigation Open San Carlos Household items affected by SM installatio Under Investigation Open San Carlos Household items affected by SM installatio Under Investigation Open Michigan Bluff Customer wants Smartmeter Removed Under Investigation Open Michigan Bluff Customer wants Smartmeter Removed Under Investigation Open San Jose Customer Denies Access Under Investigation Open San Jose Unsterner Denies Access Under Investigation Open San Jose Unsterner Denies Access Under Investigation Open San Jose Household items affected by SM installatio Under Investigation Open San Jose Household items affected by SM installatio Under Investigation Open San Jose Household items affected by SM installatio Under Investigation Open	147	7/9/10			/acaville	Customer Denies Access	Under Investigation	Open
Dakland	148	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
San Jose Customer Denies Access Under Investigation Open	149	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
Berkeley Household items affected by SM installation Under Investigation Open	150	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
San Jose Customer Denies Access Under Investigation Open	151	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
Saratoga Customer Denies Access Under Investigation Open 155 7/15/10 156 7/17/10 157 7/19/10 158 7/19/10 159 7/19/10 159 7/19/10 150 7/19/10 150 7/19/10 151 7/19/10 152 7/19/10 153 7/19/10 154 7/19/10 155 7/19/10 155 7/19/10 156 7/19/10 157 7/19/10 158 7/19/10 159 7/19/10 159 7/19/10 150 7/20/10 150 7/20/10 150 7/20/10 151 7/20/10 152 7/21/10 153 7/21/10 154 7/21/10 155 7/21/10 156 7/21/10 157 7/21/10 158 7/23/10 159 7/23/10 160 7/23/10 161 7/23/10 162 7/23/10 163 7/23/10 164 7/23/10 165 7/24/10 166 7/26/10 167 7/26/10 168 3an Jose 169 Customer Denies Access 160 Under Investigation Open 161 7/26/10 162 7/26/10 163 7/26/10 164 7/26/10 165 7/26/10 166 7/26/10 167 7/26/10 168 3an Jose 169 Customer Denies Access 160 Under Investigation Open 170 Open 180	152	7/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
Saratoga Customer Denies Access Under Investigation Open	153	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
156 7/17/10 157 7/19/10 158 7/19/10 158 7/19/10 159 7/19/10 159 7/19/10 160 7/20/10 161 7/21/10 162 7/21/10 163 7/23/10 164 7/23/10 165 7/24/10 166 7/26/10 167 7/26/10 167 7/26/10 167 7/26/10 167 7/26/10 167 7/26/10 167 7/26/10 167 7/26/10 167 7/26/10 167 7/26/10 167 7/26/10 167 7/26/10 167 7/26/10 167 7/26/10 168 7/26/10 169 7/26/10 169 7/26/10 160 7/26/1	154	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
157 7/19/10 158 7/19/10 159 7/19/10 159 7/19/10 159 7/19/10 160 7/20/10 161 7/21/10 162 7/21/10 163 7/23/10 164 7/23/10 165 7/24/10 167 7/26/10 167 7/26/10 167 7/26/10 167 7/26/10 167 7/26/10 167 7/26/10 167 7/26/10 167 7/26/10 168 7/26/10 169 7/26/10 169 7/26/10 160 7/26/10	155	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
158 7/19/10 159 7/19/10 160 7/20/10 161 7/21/10 162 7/21/10 163 7/23/10 164 7/23/10 165 7/24/10 166 7/26/10 167 7/26/10 168 7/26/10 178 7/26/10 189 7/19/10 180 7/26/10 180 7/20/10 180 7/	156	7/17/10			_os Gatos	Household items affected by SM installatio	Under Investigation	Open
Tracy Household items affected by SM installatio Under Investigation Open 160 7/20/10 161 7/21/10 162 7/21/10 163 7/23/10 164 7/23/10 165 7/24/10 166 7/26/10 167 7/26/10 Tracy Household items affected by SM installatio Under Investigation Open 168 Network Equipment Installation Under Investigation Open 169 Michigan Bluff Customer wants Smartmeter Removed Under Investigation Open 160 Paradise Household items affected by SM installatio Under Investigation Open 160 Open 161 Open 162 Open 163 Open 164 Open 165 Open 166 Open 166 Open 167 Open 167 Open 168 Open 169 Open 169 Open 160 Open	157	7/19/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
1607/20/101617/21/101627/21/101637/23/101647/23/101657/23/101667/24/101677/26/10 San Carlos Household items affected by SM installatio Under Investigation Open Under Investigation Open Under Investigation Open Open Open Open Open Open Open Ope	158	7/19/10			San Francisco	Household items affected by SM installatio	Under Investigation	Open
Bolinas Network Equipment Installation Under Investigation Open	159	7/19/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
1627/21/10Michigan BluffCustomer wants Smartmeter RemovedUnder InvestigationOpen1637/23/10ParadiseHousehold items affected by SM installatioUnder InvestigationOpen1647/23/10San JoseCustomer Denies AccessUnder InvestigationOpen1657/24/10SacramentoCustomer Denies AccessUnder InvestigationOpen1667/26/10GrovelandHousehold items affected by SM installatioUnder InvestigationOpen1677/26/10San JoseHousehold items affected by SM installatioUnder InvestigationOpen	160	7/20/10			San Carlos	Household items affected by SM installatio	Under Investigation	Open
Paradise Household items affected by SM installatio Under Investigation Open 164 7/23/10 165 7/24/10 166 7/26/10 167 7/26/10 168 Tolerance Customer Denies Access Under Investigation Open 169 Tolerance Customer Denies Access Under Investigation Open 160 Tolerance Customer Denies Access Under Investigation Open 160 Tolerance Customer Denies Access Under Investigation Open 160 Tolerance Customer Denies Access Under Investigation Open 161 Tolerance Customer Denies Access Under Investigation Open 162 Tolerance Customer Denies Access Under Investigation Open 163 Tolerance Customer Denies Access Under Investigation Open 164 Tolerance Customer Denies Access Under Investigation Open 165 Tolerance Customer Denies Access Under Investigation Open 166 Tolerance Customer Denies Access Under Investigation Open 167 Tolerance Customer Denies Access Under Investigation Open 168 Tolerance Customer Denies Access Under Investigation Open 169 Tolerance Customer Denies Access Under Investigation Open 169 Tolerance Customer Denies Access Under Investigation Open 160 Tolerance Customer Denies Access Under Investigation Open 160 Tolerance Customer Denies Access Under Investigation Open 167 Tolerance Customer Denies Access Under Investigation Open 168 Tolerance Customer Denies Access Under Investigation Open 169 Tolerance Customer Denies Access Under Investigation Open 169 Tolerance Customer Denies Access Under Investigation Open 160 Tolerance Customer Denies Access Under Investigation Open 161 Tolerance Customer Denies Access Under Investigation Open 167 Tolerance Customer Denies Access Under Investigation Open 168 Tolerance Customer Denies Access Under Investigation Open 168 Tolerance Customer Denies Access Under Investigation Open 169 Tolerance Customer Denies Access Under Investigation Open 169 Tolerance Customer Denies	161	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
1637/23/10ParadiseHousehold items affected by SM installatio Under InvestigationOpen1647/23/10San JoseCustomer Denies AccessUnder InvestigationOpen1657/24/10SacramentoCustomer Denies AccessUnder InvestigationOpen1667/26/10GrovelandHousehold items affected by SM installatio Under InvestigationOpen1677/26/10San JoseHousehold items affected by SM installatio Under InvestigationOpen	162	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
1647/23/10San JoseCustomer Denies AccessUnder InvestigationOpen1657/24/10SacramentoCustomer Denies AccessUnder InvestigationOpen1667/26/10GrovelandHousehold items affected by SM installatioUnder InvestigationOpen1677/26/10San JoseHousehold items affected by SM installatioUnder InvestigationOpen	163	7/23/10				Household items affected by SM installatio	Under Investigation	Open
166 7/26/10 Groveland Household items affected by SM installatio Under Investigation Open 167 7/26/10 Groveland Household items affected by SM installatio Under Investigation Open	164	7/23/10			San Jose	Customer Denies Access	Under Investigation	Open
167 7/26/10 San Jose Household items affected by SM installatio Under Investigation Open	165	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
167 7/26/10 San Jose Household items affected by SM installatio Under Investigation Open	166	7/26/10			Groveland	Household items affected by SM installatio	Under Investigation	Open
· · · · · · · · · · · · · · · · · · ·	167	7/26/10			San Jose			Open
- ····································	168	7/27/10			Oakland			Open

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

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			Dakland	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			_os 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			_os 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
SmartMeterTM Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeterTM 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 SmartMeterTM Device Installed

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1		{Redacted}	{Redacted}	SAN FRANCISCO	Open	Under Investigation
2	10/8/10		{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}	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 SmartMeterTM device.

- 2 Open Complaints on Last Report
- 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
SmartMeterTM Issues and Complaints Report
High-Bill Complaint Report For Customers With SmartMeterTM Devices*
November 12, 2010 -- For the Period October 30, 2010 through November 5, 2010

Color Key	
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	New Since the Last Report
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No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
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3	10/27/10		{Redacted}	CLOVIS	Open	Under Investigation

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