

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

November 18, 2010 -- For the Period November 6, 2010 through November 12, 2010

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

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

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
44	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
45	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
46	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
47	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
48	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
49	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
50	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
51	5/14/10			San Jose	Meter/Module	Under Investigation	Open
52	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
53	5/15/10			Los Gatos	Customer Denies Access	Unhappy with SmartMeter Program	Closed
54	5/15/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Closed
55	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
56	5/17/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
57	5/17/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
58	5/17/10			S. San Francisco	Other	Under Investigation	Open
59	5/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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	Customer does not want a SmartMeter	Closed
66	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
67	5/19/10			San Jose	Wellington Installer	Damaged private property	Closed
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	Customer does not want a SmartMeter	Closed
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	Unhappy with SmartMeter Program	Closed
77	5/21/10			Grass Valley	Customer Denies Access	Unhappy with SmartMeter Program	Closed
78	5/21/10			Nevada City	Customer Denies Access	Unhappy with SmartMeter Program	Closed
79	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
80	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
81	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
82	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
83	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
84	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open

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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	Hand off to Wellington	Closed
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	Installer failed to knock	Closed
102	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
103	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
104	6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
105	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
106	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
107	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
108	6/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
109	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
110	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
111	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
112	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
113	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
114	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
115	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
116	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
117	6/18/10			San Jose	SmartMeter Customer Communication	Other	Closed
118	6/20/10			Milpitas	Power Interruption	Under Investigation	Open
119	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
120	6/21/10			San Jose	Power Interruption	Under Investigation	Open
121	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
122	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
123	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
124	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
125	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
126	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open

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127	6/28/10			Santa Clara	Household items affected by SM installatio	Under Investigation	Open
128	6/29/10			Los Gatos	Customer Denies Access	Installer failed to knock	Closed
129	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
130	6/30/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
131	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
132	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
133	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
134	7/2/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
135	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
136	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
137	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
138	7/8/10			Placerville	Household items affected by SM installatio	Under Investigation	Open
139	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
140	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
141	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
142	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
143	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
144	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
145	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
146	7/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
147	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
148	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
149	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
150	7/17/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
151	7/19/10			Campbell	SmartMeter Customer Communication	Installer failed to knock	Closed
152	7/19/10			San Francisco	Household items affected by SM installatio	Under Investigation	Open
153	7/19/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
154	7/20/10			San Carlos	Household items affected by SM installatio	Under Investigation	Open
155	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
156	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
157	7/23/10			Paradise	Household items affected by SM installatio	Under Investigation	Open
158	7/23/10			San Jose	Customer Denies Access	Installer upset animals	Closed
159	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
160	7/26/10			Groveland	Household items affected by SM installatio	Under Investigation	Open
161	7/26/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
162	7/27/10			Oakland	Wellington Installer	Installer failed to knock	Closed
163	7/28/10			Oakland	Wellington Installer	Other	Closed
164	7/28/10			Placerville	Wellington Installer	Installer jumped fence, broke lock	Closed
165	7/28/10			San Jose	Network Equipment Installation	Under Investigation	Open
166	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
167	7/28/10			San Jose	Wellington Installer	Installer rude to customer	Closed
168	7/28/10			San Jose	Wellington Installer	Other	Closed

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169	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
170	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
171	7/29/10			Placerville	Wellington Installer	Security concern	Closed
172	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
173	7/29/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
174	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
175	7/30/10			Ben Lomond	Household items affected by SM installatio	Under Investigation	Open
176	7/30/10			Dobbins	Wellington Installer	Under Investigation	Open
177	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
178	8/3/10			Petaluma	Wellington Installer	Damaged private property	Closed
179	8/3/10			Pittsburg	Customer Denies Access	Accuracy of Meter	Closed
180	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
181	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
182	8/4/10			Paradise	Wellington Installer	Installer failed to knock	Closed
183	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
184	8/4/10			Penn Valley	Wellington Installer	Failed to identify self as PG&E contractor	Closed
185	8/5/10			San Jose	Wellington Installer	Other	Closed
186	8/6/10			Coulterville	Wellington Installer	Security concern	Closed
187	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
188	8/6/10			Saratoga	Customer Denies Access	Under Investigation	Open
189	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
190	8/9/10			Cameron Park	Wellington Installer	No time given to power down equipment	Closed
191	8/9/10			Camino	Wellington Installer	Installer rude to customer	Closed
192	8/9/10			Saratoga	Wellington Installer	Under Investigation	Open
193	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
194	8/10/10			Pope Valley	Wellington Installer	Under Investigation	Open
195	8/10/10			Tiburon	Wellington Installer	Under Investigation	Open
196	8/11/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
197	8/11/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
198	8/12/10			Los Gatos	Wellington Installer	Under Investigation	Open
199	8/12/10			Windsor	Wellington Installer	Under Investigation	Open
200	8/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
201	8/13/10			Placerville	Wellington Installer	Under Investigation	Open
202	8/16/10			Ben Lomond	Power Interruption	Under Investigation	Open
203	8/16/10			Chico	Wellington Installer	Under Investigation	Open
204	8/16/10			Concord	SmartMeter Customer Communication	Other	Closed
205	8/16/10			Fremont	Household items affected by SM installatio	Under Investigation	Open
206	8/16/10			Los Gatos	Wellington Installer	Under Investigation	Open
207	8/16/10			Oakland	Wellington Installer	Under Investigation	Open
208	8/16/10			San Jose	Wellington Installer	Under Investigation	Open
209	8/17/10			Cloverdale	Wellington Installer	Under Investigation	Open
210	8/17/10			Nevada City	Wellington Installer	Under Investigation	Open

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211	8/17/10			Petaluma	Wellington Installer	Under Investigation	Open
212	8/17/10			San Bruno	Household items affected by SM installatio	Under Investigation	Open
213	8/17/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
214	8/17/10			San Jose	Wellington Installer	Under Investigation	Open
215	8/17/10			Sonoma	Wellington Installer	Under Investigation	Open
216	8/18/10			Oakland	Wellington Installer	Under Investigation	Open
217	8/18/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
218	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
219	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
220	8/18/10			Sonoma	Wellington Installer	Under Investigation	Open
221	8/19/10			Los Gatos	Customer Denies Access	Under Investigation	Open
222	8/19/10			Penngrove	Wellington Installer	Under Investigation	Open
223	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
224	8/19/10			San Jose	Customer Denies Access	Under Investigation	Open
225	8/19/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
226	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
227	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
228	8/19/10			San Jose	Wellington Installer	Under Investigation	Open
229	8/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
230	8/19/10			Sonoma	Wellington Installer	Under Investigation	Open
231	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
232	8/21/10			Los Altos Hills	Household items affected by SM installatio	Under Investigation	Open
233	8/22/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
234	8/23/10			Grass Valley	Household items affected by SM installatio	Under Investigation	Open
235	8/23/10			Los Altos	Household items affected by SM installatio	Under Investigation	Open
236	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
237	8/23/10			Oakland	Wellington Installer	Under Investigation	Open
238	8/23/10			Richmond	Customer wants Smartmeter Removed	Under Investigation	Open
239	8/23/10			San Anselmo	Wellington Installer	Under Investigation	Open
240	8/23/10			San Jose	Customer Denies Access	Under Investigation	Open
241	8/24/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
242	8/24/10			Morgan Hill	Household items affected by SM installatio	Under Investigation	Open
243	8/24/10			Oakland	Wellington Installer	Under Investigation	Open
244	8/24/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
245	8/24/10			San Jose	Meter/Module Equipment	Under Investigation	Open
246	8/24/10			Soquel	Household items affected by SM installatio	Under Investigation	Open
247	8/25/10			Felton	Household items affected by SM installatio	Under Investigation	Open
248	8/25/10			Freedom	Customer Denies Access	Accuracy of Meter	Closed
249	8/25/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
250	8/25/10			Milpitas	Wellington Installer	Under Investigation	Open
251	8/25/10			Novato	Wellington Installer	Under Investigation	Open
252	8/25/10			Oakland	Wellington Installer	Under Investigation	Open

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253	8/25/10			San Jose	Customer Denies Access	Medical Concerns	Closed
254	8/25/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
255	8/25/10			San Jose	Wellington Installer	Under Investigation	Open
256	8/25/10			Santa Rosa	Wellington Installer	Under Investigation	Open
257	8/25/10			Scotts Valley	Customer Denies Access	Medical Concerns	Closed
258	8/25/10			Scotts Valley	Customer wants Smartmeter Removed	No reason provided	Closed
259	8/25/10			Windsor	Wellington Installer	Under Investigation	Open
260	8/26/10			Boulder Creek	Customer wants Smartmeter Removed	Unhappy with SmartMeter Program	Closed
261	8/26/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
262	8/27/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
263	8/27/10			San Jose	Wellington Installer	Under Investigation	Open
264	8/28/10			Burlingame	Wellington Installer	Under Investigation	Open
265	8/30/10			Alameda	Wellington Installer	Under Investigation	Open
266	8/30/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
267	8/30/10			Felton	Inquiry Regarding Appliances Affected	Under Investigation	Open
268	8/30/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
269	8/30/10			San Jose	Wellington Installer	Under Investigation	Open
270	8/30/10			Smartville	Wellington Installer	Under Investigation	Open
271	8/31/10			Aptos	Customer Denies Access	Under Investigation	Open
272	8/31/10			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
273	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
274	8/31/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
275	9/1/10			Alviso	Customer Denies Access	Under Investigation	Open
276	9/1/10			Aptos	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
277	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
278	9/1/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
279	9/1/10			Los Gatos	Wellington Installer	Under Investigation	Open
280	9/1/10			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
281	9/1/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
282	9/1/10			San Jose	Wellington Installer	Under Investigation	Open
283	9/1/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
284	9/1/10			Saratoga	Wellington Installer	Under Investigation	Open
285	9/1/10			Smartville	Wellington Installer	Under Investigation	Open
286	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
287	9/2/10			Boulder Creek	Customer Denies Access	RF/EMF Concerns	Closed
288	9/2/10			Campbell	Customer Denies Access	Under Investigation	Open
289	9/2/10			Felton	Customer Denies Access	Accuracy of Meter	Closed
290	9/2/10			Grass Valley	Wellington Installer	Under Investigation	Open
291	9/2/10			Los Altos	Customer Denies Access	Customer does not want a SmartMeter	Closed
292	9/2/10			Los Altos	Customer Denies Access	RF/EMF Concerns	Closed
293	9/2/10			Los Gatos	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
294	9/2/10			Salinas	Customer Denies Access	Under Investigation	Open

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**Pacific Gas and Electric Company**  
**SmartMeter™ Issues and Complaints Report**  
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Color Key	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
295	9/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
296	9/2/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
297	9/2/10			San Jose	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
298	9/2/10			San Jose	Wellington Installer	Under Investigation	Open
299	9/2/10			Santa Rosa	Wellington Installer	Under Investigation	Open
300	9/2/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
301	9/2/10			Scotts Valley	Customer wants Smartmeter Removed	No reason provided	Closed
302	9/3/10			Boulder Creek	Customer Denies Access	RF/EMF Concerns	Closed
303	9/3/10			Campbell	Customer Denies Access	Accuracy of Meter	Closed
304	9/3/10			Campbell	Customer Denies Access	Privacy Concerns	Closed
305	9/3/10			Gilroy	SmartMeter Customer Communication	Other	Closed
306	9/3/10			Gilroy	SmartMeter Customer Communication	Other	Closed
307	9/3/10			Los Gatos	Customer wants Smartmeter Removed	No reason provided	Closed
308	9/3/10			Oakland	Wellington Installer	Under Investigation	Open
309	9/3/10			San Jose	Wellington Installer	Under Investigation	Open
310	9/3/10			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
311	9/3/10			Saratoga	Customer wants Smartmeter Removed	No reason provided	Closed
312	9/4/10			Campbell	Customer Denies Access	Under Investigation	Open
313	9/4/10			Salinas	Customer Denies Access	Medical Concerns	Closed
314	9/5/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
315	9/6/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
316	9/6/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
317	9/7/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
318	9/7/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
319	9/7/10			Gilroy	Customer Denies Access	Privacy Concerns	Closed
320	9/7/10			Grass Valley	Potential Wellington Claim	Under Investigation	Open
321	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
322	9/7/10			Milpitas	Customer Denies Access	Customer does not want a SmartMeter	Closed
323	9/7/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
324	9/7/10			Petaluma	Wellington Installer	Under Investigation	Open
325	9/7/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
326	9/7/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
327	9/7/10			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
328	9/7/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
329	9/7/10			San Lorenzo	Customer Denies Access	Unhappy with SmartMeter Program	Closed
330	9/7/10			Santa Clara	Customer Denies Access	Under Investigation	Open
331	9/7/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
332	9/7/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
333	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
334	9/8/10			Milpitas	Customer Denies Access	Unhappy with SmartMeter Program	Closed
335	9/8/10			San Jose	Customer Denies Access	Customer Denies Wellington Access	Closed
336	9/8/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed



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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
337	9/8/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
338	9/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
339	9/8/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
340	9/8/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
341	9/8/10			Sunnyvale	Customer Denies Access	Customer does not want a SmartMeter	Closed
342	9/9/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
343	9/9/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
344	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
345	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
346	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
347	9/9/10			Petaluma	Wellington Installer	Under Investigation	Open
348	9/9/10			Salinas	Customer Denies Access	Accuracy of Meter	Closed
349	9/9/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
350	9/9/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
351	9/9/10			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
352	9/9/10			Saratoga	Wellington Installer	Under Investigation	Open
353	9/10/10			Aptos	Customer Denies Access	Medical Concerns	Closed
354	9/10/10			Emeryville	Wellington Installer	Under Investigation	Open
355	9/10/10			Felton	Customer Denies Access	Medical Concerns	Closed
356	9/10/10			Grass Valley	Wellington Installer	Under Investigation	Open
357	9/10/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
358	9/10/10			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
359	9/10/10			San Francisco	Wellington Installer	Under Investigation	Open
360	9/10/10			San Jose	Customer Denies Access	Medical Concerns	Closed
361	9/10/10			Santa Cruz	Customer Denies Access	Accuracy of Meter	Closed
362	9/10/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
363	9/10/10			Santa Rosa	Wellington Installer	Under Investigation	Open
364	9/10/10			Soquel	Customer Denies Access	Medical Concerns	Closed
365	9/11/10			El Dorado	Wellington Installer	Under Investigation	Open
366	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
367	9/12/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
368	9/12/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
369	9/12/10			San Jose	SmartMeter Customer Communication	Other	Closed
370	9/13/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
371	9/13/10			Gilroy	Customer Denies Access	Unhappy with SmartMeter Program	Closed
372	9/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
373	9/13/10			Healdsburg	Wellington Installer	Under Investigation	Open
374	9/13/10			Magalia	Wellington Installer	Under Investigation	Open
375	9/13/10			Salinas	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
376	9/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
377	9/13/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
378	9/13/10			San Jose	Customer Denies Access	RF/EMF Concerns	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
379	9/13/10			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
380	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
381	9/13/10			San Jose	Customer Denies Access	Under Investigation	Open
382	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
383	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
384	9/13/10			Watsonville	Customer Denies Access	Medical Concerns	Closed
385	9/14/10			Gilroy	Customer Denies Access	Under Investigation	Open
386	9/14/10			Los Gatos	Customer Denies Access	Under Investigation	Open
387	9/14/10			Milpitas	Wellington Installer	Under Investigation	Open
388	9/14/10			Novato	Wellington Installer	Under Investigation	Open
389	9/14/10			Oakland	Customer Denies Access	Medical Concerns	Closed
390	9/14/10			San Jose	Customer Denies Access	Privacy Concerns	Closed
391	9/14/10			San Jose	Customer Denies Access	Privacy Concerns	Closed
392	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
393	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
394	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
395	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
396	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
397	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
398	9/14/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
399	9/14/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
400	9/14/10			San Jose	Wellington Installer	Under Investigation	Open
401	9/14/10			San Rafael	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
402	9/14/10			San Rafael	Wellington Installer	Under Investigation	Open
403	9/14/10			Santa Rosa	Wellington Installer	Under Investigation	Open
404	9/14/10			Santa Rosa	Wellington Installer	Under Investigation	Open
405	9/14/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
406	9/14/10			Watsonville	Customer Denies Access	Under Investigation	Open
407	9/15/10			Aromas	Customer Denies Access	Under Investigation	Open
408	9/15/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
409	9/15/10			Campbell	Wellington Installer	Under Investigation	Open
410	9/15/10			Muir Beach	Customer Denies Access	Under Investigation	Open
411	9/15/10			Oakland	Customer Denies Access	Under Investigation	Open
412	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
413	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
414	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
415	9/15/10			Salinas	Wellington Installer	Under Investigation	Open
416	9/15/10			Salinas	Wellington Installer	Under Investigation	Open
417	9/15/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
418	9/15/10			San Jose	Customer Denies Access	Under Investigation	Open
419	9/15/10			San Jose	Customer Denies Access	Under Investigation	Open
420	9/15/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
421	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
422	9/15/10			Santa Rosa	Wellington Installer	Under Investigation	Open
423	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
424	9/16/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
425	9/16/10			Campbell	Customer Denies Access	Under Investigation	Open
426	9/16/10			Coarsegold	Customer Denies Access	Under Investigation	Open
427	9/16/10			Felton	Customer Denies Access	Under Investigation	Open
428	9/16/10			Felton	Customer Denies Access	Under Investigation	Open
429	9/16/10			Gilroy	Customer Denies Access	Under Investigation	Open
430	9/16/10			Los Gatos	Customer Denies Access	Under Investigation	Open
431	9/16/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
432	9/16/10			Novato	Customer Denies Access	Privacy Concerns	Closed
433	9/16/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
434	9/16/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
435	9/16/10			Richmond	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
436	9/16/10			Salinas	Customer Denies Access	Under Investigation	Open
437	9/16/10			San Jose	Customer Denies Access	Under Investigation	Open
438	9/16/10			San Jose	Customer Denies Access	Under Investigation	Open
439	9/16/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
440	9/16/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
441	9/16/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
442	9/16/10			Sausalito	Customer Denies Access	Medical Concerns	Closed
443	9/17/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
444	9/17/10			San Rafael	Wellington Installer	Under Investigation	Open
445	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
446	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
447	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
448	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
449	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
450	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
451	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
452	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
453	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
454	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
455	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
456	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
457	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
458	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
459	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
460	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
461	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
462	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
463	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
464	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
465	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
466	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
467	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
468	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
469	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
470	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
471	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
472	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
473	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
474	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
475	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
476	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
477	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
478	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
479	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
480	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
481	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
482	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
483	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
484	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
485	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
486	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
487	9/17/10			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
488	9/17/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
489	9/18/10			Gilroy	Customer Denies Access	Under Investigation	Open
490	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
491	9/18/10			Petaluma	Customer Denies Access	Unhappy with SmartMeter Program	Closed
492	9/18/10			Salinas	Wellington Installer	Under Investigation	Open
493	9/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
494	9/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
495	9/18/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
496	9/20/10			Benicia	Customer Denies Access	Customer does not want a SmartMeter	Closed
497	9/20/10			Castro Valley	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
498	9/20/10			Fairfax	Customer Denies Access	Medical Concerns	Closed
499	9/20/10			Grass Valley	Wellington Installer	Under Investigation	Open
500	9/20/10			Napa	Customer Denies Access	Under Investigation	Open
501	9/20/10			Oakland	Customer wants Smartmeter Removed	No reason provided	Closed
502	9/20/10			Petaluma	Customer Denies Access	Under Investigation	Open
503	9/20/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
504	9/20/10			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
505	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
506	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
507	9/20/10			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
508	9/20/10			Sonoma	Customer Denies Access	Privacy Concerns	Closed
509	9/21/10			Los Gatos	Customer Denies Access	Under Investigation	Open
510	9/21/10			Mill Valley	Customer Denies Access	Under Investigation	Open
511	9/21/10			Mill Valley	Customer Denies Access	Under Investigation	Open
512	9/21/10			Oakland	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
513	9/21/10			Oakland	Wellington Installer	Under Investigation	Open
514	9/21/10			Salinas	Customer Denies Access	Under Investigation	Open
515	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
516	9/21/10			San Jose	Customer Denies Access	Under Investigation	Open
517	9/21/10			San Jose	Customer Denies Access	Under Investigation	Open
518	9/21/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
519	9/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
520	9/21/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
521	9/21/10			Vallejo	Customer Denies Access	Under Investigation	Open
522	9/22/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
523	9/22/10			Gonzales	Customer wants Smartmeter Removed	Under Investigation	Open
524	9/22/10			Guerneville	Customer Denies Access	Under Investigation	Open
525	9/22/10			Magalia	Wellington Installer	Under Investigation	Open
526	9/22/10			Oakland	Wellington Installer	Under Investigation	Open
527	9/22/10			San Anselmo	Wellington Installer	Under Investigation	Open
528	9/22/10			San Jose	Wellington Installer	Under Investigation	Open
529	9/22/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
530	9/22/10			Vallejo	Customer Denies Access	Medical Concerns	Closed
531	9/23/10			Campbell	Wellington Installer	Under Investigation	Open
532	9/23/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
533	9/23/10			Lafayette	Customer Denies Access	Customer does not want a SmartMeter	Closed
534	9/23/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
535	9/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
536	9/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
537	9/23/10			Oakland	Customer Denies Access	Customer Denies Wellington Access	Closed
538	9/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
539	9/23/10			Oakland	Wellington Installer	Under Investigation	Open
540	9/23/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
541	9/23/10			San Rafael	Customer Denies Access	Under Investigation	Open
542	9/23/10			San Rafael	Customer Denies Access	Under Investigation	Open
543	9/23/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
544	9/23/10			Santa Rosa	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
545	9/23/10			Scotts Valley	Customer Denies Access	Under Investigation	Open
546	9/23/10			Soquel	Customer Denies Access	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
547	9/23/10			Windsor	Customer Denies Access	Under Investigation	Open
548	9/23/10			Windsor	Wellington Installer	Under Investigation	Open
549	9/24/10			Campbell	Customer wants Smartmeter Removed	Under Investigation	Open
550	9/24/10			Marshall	Customer Denies Access	Under Investigation	Open
551	9/24/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
552	9/24/10			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
553	9/24/10			Oakland	Potential Wellington Claim	Under Investigation	Open
554	9/24/10			Oakley	SmartMeter Customer Communication	Customer needs help to read meter	Closed
555	9/24/10			Richmond	Power Interruption	Under Investigation	Open
556	9/24/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
557	9/24/10			San Jose	Customer Denies Access	Under Investigation	Open
558	9/24/10			San Rafael	Customer Denies Access	Under Investigation	Open
559	9/24/10			San Rafael	Wellington Installer	Under Investigation	Open
560	9/24/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
561	9/24/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
562	9/24/10			Saratoga	Customer Denies Access	Under Investigation	Open
563	9/24/10			Watsonville	Inquiry Regarding Appliances Affected	Under Investigation	Open
564	9/25/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
565	9/25/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
566	9/26/10			Concord	SmartMeter Customer Communication	Other	Closed
567	9/26/10			Newark	Inquiry Regarding Appliances Affected	Under Investigation	Open
568	9/27/10			Gonzales	Wellington Installer	Under Investigation	Open
569	9/27/10			Mill Valley	Customer Denies Access	Under Investigation	Open
570	9/27/10			Mill Valley	Customer Denies Access	Under Investigation	Open
571	9/27/10			Oakland	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
572	9/27/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
573	9/27/10			Oakland	Wellington Installer	Under Investigation	Open
574	9/27/10			Penn Valley	Wellington Installer	Under Investigation	Open
575	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
576	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
577	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
578	9/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
579	9/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
580	9/27/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
581	9/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
582	9/27/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
583	9/27/10			Vallejo	Customer wants Smartmeter Removed	Under Investigation	Open
584	9/27/10			Vallejo	Wellington Installer	Under Investigation	Open
585	9/27/10			Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
586	9/28/10			Mill Valley	Other	Under Investigation	Open
587	9/28/10			Nevada City	Wellington Installer	Under Investigation	Open
588	9/28/10			Oakland	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
589	9/28/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
590	9/28/10			Richmond	Customer wants Smartmeter Removed	Unhappy with SmartMeter Program	Closed
591	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
592	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
593	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
594	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
595	9/28/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
596	9/28/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
597	9/28/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
598	9/28/10			Saratoga	Wellington Installer	Under Investigation	Open
599	9/28/10			Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
600	9/29/10			Fremont	Customer Denies Access	Unhappy with SmartMeter Program	Closed
601	9/29/10			Gilroy	Wellington Installer	Under Investigation	Open
602	9/29/10			Grass Valley	Wellington Installer	Under Investigation	Open
603	9/29/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
604	9/29/10			Mill Valley	Customer Denies Access	Under Investigation	Open
605	9/29/10			Mill Valley	Wellington Installer	Under Investigation	Open
606	9/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
607	9/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
608	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
609	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
610	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
611	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
612	9/30/10			Oakland	Wellington Installer	Under Investigation	Open
613	9/30/10			Oakland	Wellington Installer	Under Investigation	Open
614	9/30/10			Petaluma	Wellington Installer	Under Investigation	Open
615	9/30/10			Rough & Ready	Wellington Installer	Under Investigation	Open
616	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
617	10/1/10			Berkeley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
618	10/1/10			Oakland	Customer wants Smartmeter Removed	Health Related Issues	Closed
619	10/1/10			Petaluma	Wellington Installer	Under Investigation	Open
620	10/1/10			San Rafael	Meter / Module Equipment (Mfg.)	Under Investigation	Open
621	10/1/10			Twain Harte	Inquiry Regarding Appliances Affected	Under Investigation	Open
622	10/2/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
623	10/4/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open
624	10/4/10			Livermore	Wellington Installer	Under Investigation	Open
625	10/4/10			Los Gatos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
626	10/4/10			Mill Valley	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
627	10/4/10			Milpitas	Wellington Installer	Under Investigation	Open
628	10/4/10			Novato	Customer Denies Access	Under Investigation	Open
629	10/4/10			Novato	Customer Denies Access	Under Investigation	Open
630	10/4/10			Oakland	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed

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631	10/4/10			Oakland	Wellington Installer	Under Investigation	Open
632	10/4/10			Penn Valley	Wellington Installer	Under Investigation	Open
633	10/4/10			San Francisco	Wellington Installer	Under Investigation	Open
634	10/4/10			San Jose	Wellington Installer	Under Investigation	Open
635	10/4/10			San Jose	Wellington Installer	Under Investigation	Open
636	10/4/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
637	10/5/10			Chico	Wellington Installer	Under Investigation	Open
638	10/5/10			El Cerrito	SmartMeter Customer Communication	Q on SM communication materials	Closed
639	10/5/10			Grass Valley	Wellington Installer	Under Investigation	Open
640	10/5/10			Grass Valley	Wellington Installer	Under Investigation	Open
641	10/5/10			Oakland	Customer Denies Access	Unhappy with SmartMeter Program	Closed
642	10/5/10			Oakland	Wellington Installer	Under Investigation	Open
643	10/5/10			Richmond	SmartMeter Customer Communication	Under Investigation	Open
644	10/5/10			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
645	10/5/10			Salinas	Customer Denies Access	Under Investigation	Open
646	10/5/10			Salinas	Wellington Installer	Under Investigation	Open
647	10/5/10			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
648	10/5/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
649	10/5/10			San Jose	Wellington Installer	Under Investigation	Open
650	10/5/10			Santa Rosa	Wellington Installer	Under Investigation	Open
651	10/6/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
652	10/6/10			Grass Valley	Wellington Installer	Under Investigation	Open
653	10/6/10			Mill Valley	Customer Denies Access	Under Investigation	Open
654	10/6/10			Milpitas	Power Interruption	Under Investigation	Open
655	10/6/10			Novato	Wellington Installer	Under Investigation	Open
656	10/6/10			Oakland	Wellington Installer	Under Investigation	Open
657	10/6/10			Petaluma	Customer Denies Access	Under Investigation	Open
658	10/6/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
659	10/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
660	10/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
661	10/6/10			San Jose	Wellington Installer	Under Investigation	Open
662	10/7/10			Gilroy	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
663	10/7/10			Glen Ellen	Meter / Module Equipment (Mfg.)	Under Investigation	Open
664	10/7/10			Mill Valley	Wellington Installer	Under Investigation	Open
665	10/7/10			San Jose	Wellington Installer	Under Investigation	Open
666	10/7/10			San Jose	Wellington Installer	Under Investigation	Open
667	10/8/10			Grass Valley	Wellington Installer	Under Investigation	Open
668	10/8/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
669	10/8/10			Oakland	Customer wants Smartmeter Removed	Health Related Issues	Closed
670	10/8/10			Oakland	Customer wants Smartmeter Removed	Health Related Issues	Closed
671	10/8/10			Rodeo	SmartMeter Customer Communication	Under Investigation	Open
672	10/8/10			San Jose	Wellington Installer	Under Investigation	Open



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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
673	10/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
674	10/11/10			Larkspur	Meter Clearance	Under Investigation	Open
675	10/11/10			Oakland	Wellington Installer	Under Investigation	Open
676	10/11/10			Pacifica	Wellington Installer	Under Investigation	Open
677	10/11/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
678	10/11/10			San Anselmo	Customer Denies Access	Under Investigation	Open
679	10/11/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
680	10/11/10			San Jose	Meter Clearance	Under Investigation	Open
681	10/11/10			San Jose	Wellington Installer	Under Investigation	Open
682	10/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
683	10/11/10			Walnut Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
684	10/12/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
685	10/12/10			Oakland	Wellington Installer	Under Investigation	Open
686	10/12/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
687	10/12/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
688	10/12/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
689	10/12/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
690	10/12/10			Saratoga	Wellington Installer	Under Investigation	Open
691	10/13/10			Glen Ellen	Wellington Installer	Under Investigation	Open
692	10/13/10			Milpitas	Wellington Installer	Under Investigation	Open
693	10/13/10			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
694	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
695	10/13/10			San Jose	Power Interruption	Under Investigation	Open
696	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
697	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
698	10/14/10			Gilroy	Wellington Installer	Under Investigation	Open
699	10/14/10			Gilroy	Wellington Installer	Under Investigation	Open
700	10/14/10			Glen Ellen	Customer wants Smartmeter Removed	Under Investigation	Open
701	10/14/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
702	10/14/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
703	10/14/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
704	10/14/10			Redwood City	Inquiry Regarding Appliances Affected	Other	Closed
705	10/14/10			Salinas	Wellington Installer	Under Investigation	Open
706	10/14/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
707	10/14/10			San Jose	Wellington Installer	Under Investigation	Open
708	10/14/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
709	10/15/10			Healdsburg	Customer Denies Access	Under Investigation	Open
710	10/15/10			Salinas	Customer Denies Access	Under Investigation	Open
711	10/15/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
712	10/15/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
713	10/15/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
714	10/15/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
715	10/16/10			Oakland	Wellington Installer	Under Investigation	Open
716	10/16/10			Petaluma	SmartMeter Customer Communication	Under Investigation	Open
717	10/17/10			San Francisco	Power Interruption	Under Investigation	Open
718	10/18/10			Browns Valley	Wellington Installer	Under Investigation	Open
719	10/18/10			El Cerrito	Inquiry Regarding Appliances Affected	Under Investigation	Open
720	10/18/10			Gilroy	Wellington Installer	Under Investigation	Open
721	10/18/10			Gilroy	Wellington Installer	Under Investigation	Open
722	10/18/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
723	10/18/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
724	10/18/10			Railroad Flat	Inquiry Regarding Appliances Affected	Under Investigation	Open
725	10/18/10			Salinas	Wellington Installer	Under Investigation	Open
726	10/18/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
727	10/19/10			Aptos	Customer Denies Access	Under Investigation	Open
728	10/19/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
729	10/19/10			Campbell	Wellington Installer	Under Investigation	Open
730	10/19/10			Durham	Wellington Installer	Under Investigation	Open
731	10/19/10			Gilroy	Inquiry Regarding Appliances Affected	Other	Closed
732	10/19/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
733	10/19/10			Novato	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
734	10/19/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
735	10/19/10			Pleasant Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
736	10/19/10			Rohnert Park	Wellington Installer	Under Investigation	Open
737	10/19/10			Salinas	Customer Denies Access	Under Investigation	Open
738	10/19/10			San Jose	Customer Denies Access	Under Investigation	Open
739	10/20/10			Berkeley	Power Interruption	Under Investigation	Open
740	10/20/10			Bodega Bay	Customer wants Smartmeter Removed	Under Investigation	Open
741	10/20/10			Kenwood	Wellington Installer	Under Investigation	Open
742	10/20/10			Salinas	Power Interruption	Breaker keeps tripping	Closed
743	10/20/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
744	10/20/10			San Jose	Wellington Installer	Under Investigation	Open
745	10/20/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
746	10/20/10			San Rafael	Wellington Installer	Under Investigation	Open
747	10/21/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
748	10/21/10			Daly City	Inquiry Regarding Appliances Affected	Under Investigation	Open
749	10/21/10			Felton	Customer wants Smartmeter Removed	Under Investigation	Open
750	10/21/10			Hollister	Wellington Installer	Under Investigation	Open
751	10/21/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
752	10/21/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
753	10/21/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
754	10/21/10			Placerville	Wellington Installer	Under Investigation	Open
755	10/21/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
756	10/21/10			San Jose	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
757	10/21/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
758	10/21/10			San Rafael	Wellington Installer	Under Investigation	Open
759	10/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
760	10/21/10			Scotts Valley	Wellington Installer	Under Investigation	Open
761	10/21/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
762	10/21/10			Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
763	10/21/10			Yuba City	Wellington Installer	Under Investigation	Open
764	10/22/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
765	10/22/10			Los Altos Hills	Meter / Module Equipment (Mfg.)	Under Investigation	Open
766	10/22/10			Los Gatos	Wellington Installer	Under Investigation	Open
767	10/22/10			Marshall	Meter / Module Equipment (Mfg.)	Under Investigation	Open
768	10/22/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
769	10/22/10			Millbrae	Inquiry Regarding Appliances Affected	Under Investigation	Open
770	10/22/10			Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
771	10/22/10			Oakland	Wellington Installer	Under Investigation	Open
772	10/22/10			Paradise	Wellington Installer	Under Investigation	Open
773	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
774	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
775	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
776	10/22/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
777	10/22/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
778	10/22/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
779	10/22/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
780	10/22/10			Sonoma	Wellington Installer	Under Investigation	Open
781	10/22/10			Yuba City	Inquiry Regarding Appliances Affected	Under Investigation	Open
782	10/23/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
783	10/25/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
784	10/25/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
785	10/25/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
786	10/25/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
787	10/25/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
788	10/25/10			San Mateo	Power Interruption	Hi/Low Voltage	Closed
789	10/26/10			Alameda	Inquiry Regarding Appliances Affected	Under Investigation	Open
790	10/26/10			Concord	Meter / Module Equipment (Mfg.)	Under Investigation	Open
791	10/26/10			Gilroy	Customer wants Smartmeter Removed	Under Investigation	Open
792	10/26/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
793	10/26/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
794	10/26/10			Gilroy	Power Interruption	Under Investigation	Open
795	10/26/10			Gilroy	Wellington Installer	Under Investigation	Open
796	10/26/10			Nevada City	Wellington Installer	Under Investigation	Open
797	10/26/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
798	10/26/10			San Jose	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
799	10/26/10			Stinson Beach	Customer wants Smartmeter Removed	Under Investigation	Open
800	10/26/10			West Point	Power Interruption	Under Investigation	Open
801	10/27/10			Boulder Creek	Customer wants Smartmeter Removed	Under Investigation	Open
802	10/27/10			Eureka	Wellington Installer	Under Investigation	Open
803	10/27/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
804	10/27/10			Gilroy	Customer Denies Access	Under Investigation	Open
805	10/27/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
806	10/27/10			Healdsburg	Wellington Installer	Under Investigation	Open
807	10/27/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
808	10/27/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
809	10/27/10			Paradise	Wellington Installer	Under Investigation	Open
810	10/27/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
811	10/27/10			Paso Robles	Wellington Installer	Under Investigation	Open
812	10/27/10			Petaluma	Wellington Installer	Under Investigation	Open
813	10/27/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
814	10/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
815	10/27/10			San Jose	Wellington Installer	Under Investigation	Open
816	10/27/10			San Jose	Wellington Installer	Under Investigation	Open
817	10/27/10			Woodacre	Customer wants Smartmeter Removed	Under Investigation	Open
818	10/28/10			Belvedere	Wellington Installer	Under Investigation	Open
819	10/28/10			Dixon	Inquiry Regarding Appliances Affected	Under Investigation	Open
820	10/28/10			Gilroy	Wellington Installer	Under Investigation	Open
821	10/28/10			Los Altos	SmartMeter Customer Communication	Under Investigation	Open
822	10/28/10			Oakland	Power Interruption	Under Investigation	Open
823	10/28/10			Rohnert Park	SmartMeter Customer Communication	Under Investigation	Open
824	10/28/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
825	10/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
826	10/28/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
827	10/28/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
828	10/28/10			Stinson Beach	Wellington Installer	Under Investigation	Open
829	10/29/10			Aptos	Customer Denies Access	Under Investigation	Open
830	10/29/10			Forestville	Customer Denies Access	Under Investigation	Open
831	10/29/10			Fremont	Power Interruption	Under Investigation	Open
832	10/29/10			Gilroy	Wellington Installer	Under Investigation	Open
833	10/29/10			Hercules	Inquiry Regarding Appliances Affected	Under Investigation	Open
834	10/29/10			Marysville	Wellington Installer	Under Investigation	Open
835	10/29/10			Merced	Inquiry Regarding Appliances Affected	Under Investigation	Open
836	10/29/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
837	10/29/10			Mill Valley	Wellington Installer	RF/EMF Concerns	Closed
838	10/29/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
839	10/29/10			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
840	10/29/10			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
841	10/29/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
842	10/29/10			Salinas	Customer Denies Access	Under Investigation	Open
843	10/29/10			Salinas	Wellington Installer	Under Investigation	Open
844	10/29/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
845	10/29/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
846	10/29/10			San Rafael	Inquiry Regarding Appliances Affected	Other	Closed
847	10/29/10			Yuba City	Wellington Installer	Under Investigation	Open
848	10/30/10			Gilroy	Inquiry Regarding Appliances Affected	Other	Closed
849	10/30/10			Morgan Hill	Customer Denies Access	Under Investigation	Open
850	10/31/10			Half Moon Bay	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
851	11/1/10			Daly City	Meter Clearance	Other	Closed
852	11/1/10			Gilroy	Inquiry Regarding Appliances Affected	Customer does not want a SmartMeter	Closed
853	11/1/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
854	11/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
855	11/1/10			San Pablo	Inquiry Regarding Appliances Affected	Under Investigation	Open
856	11/1/10			San Rafael	Customer wants Smartmeter Removed	No reason provided	Closed
857	11/1/10			Santa Rosa	Customer wants Smartmeter Removed	Unhappy with SmartMeter Program	Closed
858	11/1/10			Tiburon	SmartMeter Customer Communication	Other	Closed
859	11/1/10			Woodland	SmartMeter Customer Communication	Other	Closed
860	11/2/10			Cloverdale	Inquiry Regarding Appliances Affected	Under Investigation	Open
861	11/2/10			Gilroy	Meter / Module Equipment (Mfg.)	Other	Closed
862	11/2/10			Mill Valley	Customer Denies Access	Under Investigation	Open
863	11/2/10			Oakland	Power Interruption	Under Investigation	Open
864	11/2/10			Richmond	Meter / Module Equipment (Mfg.)	Radio Frequency Concerns	Closed
865	11/2/10			Salinas	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
866	11/2/10			San Anselmo	Meter / Module Equipment (Mfg.)	Other	Closed
867	11/2/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
868	11/2/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
869	11/2/10			Snelling	Customer wants Smartmeter Removed	Under Investigation	Open
870	11/2/10			Soquel	Customer Denies Access	Under Investigation	Open
871	11/2/10			Stockton	Customer wants Smartmeter Removed	Under Investigation	Open
872	11/3/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
873	11/3/10			Concord	Wellington Installer	Under Investigation	Open
874	11/3/10			Cupertino	SmartMeter Customer Communication	Under Investigation	Open
875	11/3/10			El Sobrante	Other	Under Investigation	Open
876	11/3/10			Los Gatos	Inquiry Regarding Appliances Affected	Accuracy of Meter	Closed
877	11/3/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
878	11/3/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
879	11/3/10			Oakland	Power Interruption	Under Investigation	Open
880	11/3/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
881	11/3/10			Salinas	Power Interruption	Under Investigation	Open
882	11/3/10			San Francisco	Wellington Installer	Under Investigation	Open

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883	11/3/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
884	11/3/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
885	11/3/10			Santa Rosa	Wellington Installer	Under Investigation	Open
886	11/3/10			Soledad	Customer Denies Access	Under Investigation	Open
887	11/4/10			Bakersfield	SmartMeter Customer Communication	Under Investigation	Open
888	11/4/10			Campbell	Power Interruption	Under Investigation	Open
889	11/4/10			Colusa	Wellington Installer	Under Investigation	Open
890	11/4/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
891	11/4/10			Gilroy	Power Interruption	Flickering Lights	Closed
892	11/4/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
893	11/4/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
894	11/4/10			Salinas	Wellington Installer	Under Investigation	Open
895	11/4/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
896	11/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
897	11/4/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
898	11/5/10			Atascadero	Inquiry Regarding Appliances Affected	Other	Closed
899	11/5/10			Corte Madera	Customer Denies Access	Under Investigation	Open
900	11/5/10			Gilroy	Meter Clearance	Meter/Module clearance issues	Closed
901	11/5/10			Rough & Ready	Wellington Installer	Under Investigation	Open
902	11/5/10			San Anselmo	Customer Denies Access	Under Investigation	Open
903	11/5/10			San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
904	11/5/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
905	11/5/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
906	11/5/10			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
907	11/5/10			San Rafael	Power Interruption	Flickering Lights	Closed
908	11/5/10			San Rafael	Wellington Installer	Under Investigation	Open
909	11/5/10			Santa Rosa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
910	11/5/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
911	11/5/10			Saratoga	Power Interruption	Under Investigation	Open
912	11/5/10			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
913	11/5/10			Tracy	Meter / Module Equipment (Mfg.)	Under Investigation	Open
914	11/6/10			Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
915	11/6/10			Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed
916	11/6/10			Atascadero	Wellington Installer	Under Investigation	Open
917	11/6/10			Danville	Customer Denies Access	Medical Concerns	Closed
918	11/6/10			Eureka	Customer Denies Access	Accuracy of Meter	Closed
919	11/6/10			Gilroy	Power Interruption	Flickering Lights	Closed
920	11/6/10			Gilroy	Wellington Installer	Under Investigation	Open
921	11/6/10			Kentfield	Wellington Installer	Under Investigation	Open
922	11/6/10			Los Gatos	Wellington Installer	Under Investigation	Open
923	11/6/10			Milpitas	Power Interruption	Under Investigation	Open
924	11/6/10			Nevada City	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed

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925	11/6/10			Novato	Customer Denies Access	Accuracy of Meter	Closed
926	11/6/10			Novato	Wellington Installer	Under Investigation	Open
927	11/6/10			Paradise	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
928	11/6/10			Paso Robles	Customer Denies Access	Privacy Concerns	Closed
929	11/6/10			Paso Robles	Power Interruption	Partial Power Outage	Closed
930	11/6/10			Pleasanton	Wellington Installer	Under Investigation	Open
931	11/6/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
932	11/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
933	11/6/10			San Martin	Customer Denies Access	Accuracy of Meter	Closed
934	11/6/10			San Mateo	Power Interruption	Under Investigation	Open
935	11/6/10			San Rafael	Customer Denies Access	Medical Concerns	Closed
936	11/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
937	11/6/10			Sonoma	Customer Denies Access	Medical Concerns	Closed
938	11/6/10			Walnut Creek	Meter Clearance	Meter/Module clearance issues	Closed
939	11/7/10			Arcata	Inquiry Regarding Appliances Affected	Other	Closed
940	11/7/10			Brentwood	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
941	11/7/10			Colusa	Customer Denies Access	RF/EMF Concerns	Closed
942	11/7/10			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
943	11/7/10			Mckinleyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
944	11/7/10			Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
945	11/7/10			Paso Robles	Customer Denies Access	Accuracy of Meter	Closed
946	11/7/10			Paso Robles	Customer Denies Access	RF/EMF Concerns	Closed
947	11/7/10			San Francisco	Customer Denies Access	Accuracy of Meter	Closed
948	11/7/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
949	11/8/10			Arbuckle	Customer Denies Access	Medical Concerns	Closed
950	11/8/10			Auburn	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
951	11/8/10			Auburn	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
952	11/8/10			Bolinas	Customer Denies Access	Medical Concerns	Closed
953	11/8/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
954	11/8/10			Carmel Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
955	11/8/10			Carmel Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
956	11/8/10			Carmel Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
957	11/8/10			Castroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
958	11/8/10			Chico	Wellington Installer	Under Investigation	Open
959	11/8/10			Colusa	Customer Denies Access	Unhappy with SmartMeter Program	Closed
960	11/8/10			Corte Madera	Power Interruption	Under Investigation	Open
961	11/8/10			Cupertino	Customer Denies Access	Accuracy of Meter	Closed
962	11/8/10			El Cerrito	Customer Denies Access	Accuracy of Meter	Closed
963	11/8/10			El Cerrito	Customer Denies Access	Accuracy of Meter	Closed
964	11/8/10			Eureka	Customer Denies Access	Accuracy of Meter	Closed
965	11/8/10			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
966	11/8/10			Eureka	Customer Denies Access	Unhappy with SmartMeter Program	Closed

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967	11/8/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
968	11/8/10			Gilroy	Meter Clearance	Under Investigation	Open
969	11/8/10			Grass Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
970	11/8/10			Kentfield	Customer Denies Access	RF/EMF Concerns	Closed
971	11/8/10			Larkspur	Power Interruption	Flickering Lights	Closed
972	11/8/10			Marysville	Customer Denies Access	Accuracy of Meter	Closed
973	11/8/10			Mckinleyville	Customer Denies Access	Medical Concerns	Closed
974	11/8/10			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
975	11/8/10			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
976	11/8/10			Mill Valley	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
977	11/8/10			Milpitas	Customer wants Smartmeter Removed	Under Investigation	Open
978	11/8/10			Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
979	11/8/10			Morgan Hill	Customer Denies Access	Customer does not want a SmartMeter	Closed
980	11/8/10			Morgan Hill	Customer Denies Access	RF/EMF Concerns	Closed
981	11/8/10			Morgan Hill	Customer Denies Access	Unhappy with SmartMeter Program	Closed
982	11/8/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
983	11/8/10			Nicasio	Customer Denies Access	Medical Concerns	Closed
984	11/8/10			Novato	Customer Denies Access	RF/EMF Concerns	Closed
985	11/8/10			Oakland	Customer Denies Access	Accuracy of Meter	Closed
986	11/8/10			Oakland	Wellington Installer	Under Investigation	Open
987	11/8/10			Orinda	Inquiry Regarding Appliances Affected	Other	Closed
988	11/8/10			Oroville	Customer Denies Access	Unhappy with SmartMeter Program	Closed
989	11/8/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
990	11/8/10			Paso Robles	Wellington Installer	Under Investigation	Open
991	11/8/10			Petaluma	Customer Denies Access	Medical Concerns	Closed
992	11/8/10			Rough & Ready	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
993	11/8/10			Salinas	Customer Denies Access	RF/EMF Concerns	Closed
994	11/8/10			Salinas	Customer Denies Access	Unhappy with SmartMeter Program	Closed
995	11/8/10			Salinas	Meter / Module Equipment (Mfg.)	Other	Closed
996	11/8/10			Salinas	Wellington Installer	Under Investigation	Open
997	11/8/10			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
998	11/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
999	11/8/10			San Jose	Power Interruption	Other	Closed
1000	11/8/10			San Jose	Power Interruption	Other	Closed
1001	11/8/10			San Martin	Customer Denies Access	Accuracy of Meter	Closed
1002	11/8/10			San Rafael	Customer Denies Access	Accuracy of Meter	Closed
1003	11/8/10			San Rafael	Customer Denies Access	Accuracy of Meter	Closed
1004	11/8/10			San Rafael	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1005	11/8/10			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
1006	11/8/10			Santa Rosa	Customer Denies Access	Customer Opts for Solar Power	Closed
1007	11/8/10			Sausalito	Customer Denies Access	RF/EMF Concerns	Closed
1008	11/8/10			Sausalito	SmartMeter Customer Communication	Other	Closed



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1009	11/8/10			Sonoma	Customer Denies Access	Medical Concerns	Closed
1010	11/8/10			Templeton	Customer Denies Access	Accuracy of Meter	Closed
1011	11/8/10			Templeton	Customer Denies Access	RF/EMF Concerns	Closed
1012	11/8/10			Watsonville	Customer wants Smartmeter Removed	Under Investigation	Open
1013	11/8/10			Yuba City	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1014	11/9/10			Alameda	SmartMeter Customer Communication	Under Investigation	Open
1015	11/9/10			Albany	Customer Denies Access	Unhappy with SmartMeter Program	Closed
1016	11/9/10			Atascadero	Customer Denies Access	Medical Concerns	Closed
1017	11/9/10			Atascadero	Inquiry Regarding Appliances Affected	Under Investigation	Open
1018	11/9/10			Berkeley	Customer Denies Access	Accuracy of Meter	Closed
1019	11/9/10			Bolinas	Customer Denies Access	Unhappy with SmartMeter Program	Closed
1020	11/9/10			Chico	Wellington Installer	Under Investigation	Open
1021	11/9/10			Chowchilla	Customer Denies Access	Unhappy with SmartMeter Program	Closed
1022	11/9/10			Colusa	Customer Denies Access	Privacy Concerns	Closed
1023	11/9/10			Colusa	Customer Denies Access	Unhappy with SmartMeter Program	Closed
1024	11/9/10			Colusa	Customer Denies Access	Unhappy with SmartMeter Program	Closed
1025	11/9/10			Concord	Customer Denies Access	Unhappy with SmartMeter Program	Closed
1026	11/9/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
1027	11/9/10			Felton	Customer Denies Access	Under Investigation	Open
1028	11/9/10			Fortuna	Customer Denies Access	Accuracy of Meter	Closed
1029	11/9/10			Granite Bay	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1030	11/9/10			Larkspur	Customer Denies Access	Under Investigation	Open
1031	11/9/10			Live Oak	Wellington Installer	Under Investigation	Open
1032	11/9/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1033	11/9/10			Mckinleyville	Customer Denies Access	Accuracy of Meter	Closed
1034	11/9/10			Mckinleyville	SmartMeter Customer Communication	Under Investigation	Open
1035	11/9/10			Morgan Hill	Customer Denies Access	Unhappy with SmartMeter Program	Closed
1036	11/9/10			Morgan Hill	Customer Denies Access	Unhappy with SmartMeter Program	Closed
1037	11/9/10			Napa	Customer Denies Access	Under Investigation	Open
1038	11/9/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1039	11/9/10			Novato	Customer Denies Access	Medical Concerns	Closed
1040	11/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
1041	11/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
1042	11/9/10			Novato	Meter Clearance	Meter/Module clearance issues	Closed
1043	11/9/10			Novato	Meter Clearance	Under Investigation	Open
1044	11/9/10			Novato	Power Interruption	Under Investigation	Open
1045	11/9/10			Novato	Wellington Installer	Under Investigation	Open
1046	11/9/10			Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed
1047	11/9/10			Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed
1048	11/9/10			Paso Robles	Customer Denies Access	RF/EMF Concerns	Closed
1049	11/9/10			Placerville	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1050	11/9/10			Richmond	Customer Denies Access	Accuracy of Meter	Closed

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1051	11/9/10			Rohnert Park	Customer Denies Access	Accuracy of Meter	Closed
1052	11/9/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1053	11/9/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1054	11/9/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1055	11/9/10			Salinas	Power Interruption	Under Investigation	Open
1056	11/9/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1057	11/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1058	11/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1059	11/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1060	11/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1061	11/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1062	11/9/10			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1063	11/9/10			San Jose	Wellington Installer	Under Investigation	Open
1064	11/9/10			San Rafael	Customer Denies Access	Accuracy of Meter	Closed
1065	11/9/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1066	11/9/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1067	11/9/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1068	11/9/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1069	11/9/10			San Rafael	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1070	11/9/10			San Rafael	Meter Clearance	Under Investigation	Open
1071	11/9/10			San Ramon	Customer wants Smartmeter Removed	Under Investigation	Open
1072	11/9/10			Santa Margarita	Wellington Installer	Under Investigation	Open
1073	11/9/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
1074	11/9/10			Templeton	Customer Denies Access	Privacy Concerns	Closed
1075	11/9/10			Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1076	11/9/10			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
1077	11/9/10			Vacaville	Meter Clearance	Meter/Module clearance issues	Closed
1078	11/9/10			Walnut Creek	Customer wants Smartmeter Removed	Under Investigation	Open
1079	11/9/10			Walnut Creek	Meter Clearance	Meter/Module clearance issues	Closed
1080	11/10/10			Antioch	Meter Clearance	Meter blocking access to breaker box	Closed
1081	11/10/10			Atascadero	Customer Denies Access	Medical Concerns	Closed
1082	11/10/10			Atascadero	Customer Denies Access	RF/EMF Concerns	Closed
1083	11/10/10			Atascadero	Customer Denies Access	RF/EMF Concerns	Closed
1084	11/10/10			Bolinas	Customer Denies Access	Medical Concerns	Closed
1085	11/10/10			Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
1086	11/10/10			Boulder Creek	SmartMeter Customer Communication	Under Investigation	Open
1087	11/10/10			Burlingame	Customer Denies Access	RF/EMF Concerns	Closed
1088	11/10/10			Cameron Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
1089	11/10/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
1090	11/10/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
1091	11/10/10			Castroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
1092	11/10/10			Chico	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed

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1093	11/10/10			Colusa	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
1094	11/10/10			Eureka	Customer Denies Access	Medical Concerns	Closed
1095	11/10/10			Felton	Inquiry Regarding Appliances Affected	Under Investigation	Open
1096	11/10/10			Gilroy	Customer wants Smartmeter Removed	Under Investigation	Open
1097	11/10/10			Gonzales	Inquiry Regarding Appliances Affected	Under Investigation	Open
1098	11/10/10			Kerman	Meter Clearance	Other	Closed
1099	11/10/10			Los Gatos	Customer wants Smartmeter Removed	Under Investigation	Open
1100	11/10/10			Marysville	Customer Denies Access	Unhappy with SmartMeter Program	Closed
1101	11/10/10			Mckinleyville	Wellington Installer	Under Investigation	Open
1102	11/10/10			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
1103	11/10/10			Mill Valley	Meter Clearance	Under Investigation	Open
1104	11/10/10			Morgan Hill	Customer Denies Access	Unhappy with SmartMeter Program	Closed
1105	11/10/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
1106	11/10/10			Nevada City	Scheduling Problems	Other	Closed
1107	11/10/10			Novato	Customer Denies Access	Accuracy of Meter	Closed
1108	11/10/10			Novato	Customer Denies Access	RF/EMF Concerns	Closed
1109	11/10/10			Novato	Customer wants Smartmeter Removed	Unhappy with SmartMeter Program	Closed
1110	11/10/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
1111	11/10/10			Oakland	Customer Denies Access	Unhappy with SmartMeter Program	Closed
1112	11/10/10			Paso Robles	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1113	11/10/10			Pollock Pines	Customer Denies Access	Customer does not want a SmartMeter	Closed
1114	11/10/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1115	11/10/10			Rio Nido	Customer Denies Access	RF/EMF Concerns	Closed
1116	11/10/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1117	11/10/10			Salinas	Meter Clearance	Under Investigation	Open
1118	11/10/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
1119	11/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1120	11/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1121	11/10/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1122	11/10/10			San Jose	Customer Denies Access	Unhappy with SmartMeter Program	Closed
1123	11/10/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1124	11/10/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1125	11/10/10			San Rafael	Customer Denies Access	Accuracy of Meter	Closed
1126	11/10/10			San Rafael	Customer Denies Access	Medical Concerns	Closed
1127	11/10/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
1128	11/10/10			San Rafael	Customer Denies Access	Unhappy with SmartMeter Program	Closed
1129	11/10/10			San Ramon	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1130	11/10/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1131	11/10/10			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
1132	11/10/10			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
1133	11/10/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
1134	11/10/10			Sonoma	Customer Denies Access	Accuracy of Meter	Closed

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1135	11/10/10			Ukiah	Customer Denies Access	Customer does not want a SmartMeter	Closed
1136	11/10/10			Vacaville	Meter Clearance	Meter/Module clearance issues	Closed
1137	11/10/10			Vallejo	Customer Denies Access	Accuracy of Meter	Closed
1138	11/10/10			Walnut Creek	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1139	11/10/10			Williams	Inquiry Regarding Appliances Affected	Under Investigation	Open
1140	11/10/10			Windsor	SmartMeter Customer Communication	Other	Closed
1141	11/10/10			Yuba City	Customer Denies Access	RF/EMF Concerns	Closed
1142	11/11/10			Chico	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1143	11/11/10			Corte Madera	Power Interruption	Partial Power Outage	Closed
1144	11/11/10			Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
1145	11/11/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
1146	11/11/10			Novato	Wellington Installer	Under Investigation	Open
1147	11/11/10			Paso Robles	Customer Denies Access	Accuracy of Meter	Closed
1148	11/11/10			Paso Robles	Customer Denies Access	RF/EMF Concerns	Closed
1149	11/11/10			Paso Robles	Wellington Installer	Under Investigation	Open
1150	11/11/10			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
1151	11/11/10			San Jose	Customer Denies Access	Medical Concerns	Closed
1152	11/11/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1153	11/11/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1154	11/11/10			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
1155	11/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1156	11/11/10			Soquel	Customer wants Smartmeter Removed	Under Investigation	Open
1157	11/12/10			Arcata	Wellington Installer	Under Investigation	Open
1158	11/12/10			Atascadero	Power Interruption	Complete Power Outage	Closed
1159	11/12/10			Atascadero	Power Interruption	Partial Power Outage	Closed
1160	11/12/10			Belmont	Other	Under Investigation	Open
1161	11/12/10			Belvedere	Customer Denies Access	Accuracy of Meter	Closed
1162	11/12/10			Catheys Valley	Customer Denies Access	Medical Concerns	Closed
1163	11/12/10			Concord	Customer wants Smartmeter Removed	Under Investigation	Open
1164	11/12/10			Corte Madera	Meter Clearance	Under Investigation	Open
1165	11/12/10			Corte Madera	Wellington Installer	Under Investigation	Open
1166	11/12/10			Cotati	Inquiry Regarding Appliances Affected	Under Investigation	Open
1167	11/12/10			Dinuba	Customer Denies Access	Customer does not want a SmartMeter	Closed
1168	11/12/10			Dublin	Customer Denies Access	Unhappy with SmartMeter Program	Closed
1169	11/12/10			Eureka	Scheduling Problems	Under Investigation	Open
1170	11/12/10			Felton	Inquiry Regarding Appliances Affected	Under Investigation	Open
1171	11/12/10			Fremont	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1172	11/12/10			Gilroy	Wellington Installer	Under Investigation	Open
1173	11/12/10			Glen Ellen	Customer Denies Access	Under Investigation	Open
1174	11/12/10			Grass Valley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1175	11/12/10			Grass Valley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1176	11/12/10			Healdsburg	Customer Denies Access	Customer does not want a SmartMeter	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1177	11/12/10			Healdsburg	Customer Denies Access	Medical Concerns	Closed
1178	11/12/10			Healdsburg	Customer Denies Access	Under Investigation	Open
1179	11/12/10			Healdsburg	Customer Denies Access	Unhappy with SmartMeter Program	Closed
1180	11/12/10			Healdsburg	Customer Denies Access	Unhappy with SmartMeter Program	Closed
1181	11/12/10			Larkspur	Inquiry Regarding Appliances Affected	Under Investigation	Open
1182	11/12/10			Lincoln	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1183	11/12/10			Live Oak	Customer Denies Access	Customer does not want a SmartMeter	Closed
1184	11/12/10			Mckinleyville	Inquiry Regarding Appliances Affected	Under Investigation	Open
1185	11/12/10			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
1186	11/12/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
1187	11/12/10			Morgan Hill	SmartMeter Customer Communication	Under Investigation	Open
1188	11/12/10			Morgan Hill	SmartMeter Customer Communication	Under Investigation	Open
1189	11/12/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
1190	11/12/10			Novato	Meter Clearance	Under Investigation	Open
1191	11/12/10			Paso Robles	Power Interruption	Partial Power Outage	Closed
1192	11/12/10			Saint Helena	Customer Denies Access	Customer does not want a SmartMeter	Closed
1193	11/12/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1194	11/12/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1195	11/12/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1196	11/12/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1197	11/12/10			San Leandro	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1198	11/12/10			San Martin	Customer Denies Access	Accuracy of Meter	Closed
1199	11/12/10			San Rafael	Customer Denies Access	Accuracy of Meter	Closed
1200	11/12/10			San Rafael	Customer Denies Access	Accuracy of Meter	Closed
1201	11/12/10			Santa Clara	Customer Denies Access	Customer does not want a SmartMeter	Closed
1202	11/12/10			Santa Cruz	Customer wants Smartmeter Removed	Under Investigation	Open
1203	11/12/10			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
1204	11/12/10			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
1205	11/12/10			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
1206	11/12/10			Santa Rosa	Customer Denies Access	Unhappy with SmartMeter Program	Closed
1207	11/12/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1208	11/12/10			Santa Rosa	Wellington Installer	Installer rude to customer	Closed
1209	11/12/10			Sebastopol	Customer Denies Access	Unhappy with SmartMeter Program	Closed
1210	11/12/10			Templeton	Customer Denies Access	Under Investigation	Open
1211	11/12/10			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open

**913 Open Issues on Last Report**  
**176 Open Issues Closed Since the Last Report**  
**298 New Issues Since the Last Report**  
**186 New Issues Closed Since the Last Report**  
**112 New Issues Open**

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

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	5/10/10			Shingle Springs	Customer Denies Access	Under Investigation	Open
44	5/11/10			Chico	Household items affected by SM installation	Under Investigation	Open
45	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
46	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
47	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
48	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
49	5/12/10			San Jose	Customer Denies Access	Under Investigation	Open
50	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
51	5/14/10			San Jose	Meter/Module	Under Investigation	Open
52	5/15/10			Chico	Customer Denies Access	Under Investigation	Open
53	5/15/10			Los Gatos	Customer Denies Access	Unhappy with SmartMeter Program	Closed
54	5/15/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Closed
55	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
56	5/17/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
57	5/17/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
58	5/17/10			S. San Francisco	Other	Under Investigation	Open
59	5/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
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	Customer does not want a SmartMeter	Closed
66	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
67	5/19/10			San Jose	Wellington Installer	Damaged private property	Closed
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	Customer does not want a SmartMeter	Closed
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	Unhappy with SmartMeter Program	Closed
77	5/21/10			Grass Valley	Customer Denies Access	Unhappy with SmartMeter Program	Closed
78	5/21/10			Nevada City	Customer Denies Access	Unhappy with SmartMeter Program	Closed
79	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
80	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
81	5/22/10			Grass Valley	Customer Denies Access	Under Investigation	Open
82	5/22/10			Nevada City	Customer Denies Access	Under Investigation	Open
83	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
84	5/24/10			Grass Valley	Customer Denies Access	Under Investigation	Open

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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	Hand off to Wellington	Closed
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	Installer failed to knock	Closed
102	6/10/10			Sunnyvale	Meter/Module Equipment	Under Investigation	Open
103	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
104	6/11/10			Saratoga	Household items affected by SM installation	Under Investigation	Open
105	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
106	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
107	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
108	6/15/10			San Jose	Household items affected by SM installation	Under Investigation	Open
109	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
110	6/16/10			San Jose	Household items affected by SM installation	Under Investigation	Open
111	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
112	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
113	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
114	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
115	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
116	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
117	6/18/10			San Jose	SmartMeter Customer Communication	Other	Closed
118	6/20/10			Milpitas	Power Interruption	Under Investigation	Open
119	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
120	6/21/10			San Jose	Power Interruption	Under Investigation	Open
121	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
122	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
123	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
124	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
125	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
126	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open



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127	6/28/10			Santa Clara	Household items affected by SM installatio	Under Investigation	Open
128	6/29/10			Los Gatos	Customer Denies Access	Installer failed to knock	Closed
129	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
130	6/30/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
131	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
132	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
133	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
134	7/2/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
135	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
136	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
137	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
138	7/8/10			Placerville	Household items affected by SM installatio	Under Investigation	Open
139	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
140	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
141	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
142	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
143	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
144	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
145	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
146	7/15/10			Berkeley	Household items affected by SM installation	Under Investigation	Open
147	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
148	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
149	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
150	7/17/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
151	7/19/10			Campbell	SmartMeter Customer Communication	Installer failed to knock	Closed
152	7/19/10			San Francisco	Household items affected by SM installatio	Under Investigation	Open
153	7/19/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
154	7/20/10			San Carlos	Household items affected by SM installatio	Under Investigation	Open
155	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
156	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
157	7/23/10			Paradise	Household items affected by SM installatio	Under Investigation	Open
158	7/23/10			San Jose	Customer Denies Access	Installer upset animals	Closed
159	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
160	7/26/10			Groveland	Household items affected by SM installatio	Under Investigation	Open
161	7/26/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
162	7/27/10			Oakland	Wellington Installer	Installer failed to knock	Closed
163	7/28/10			Oakland	Wellington Installer	Other	Closed
164	7/28/10			Placerville	Wellington Installer	Installer jumped fence, broke lock	Closed
165	7/28/10			San Jose	Network Equipment Installation	Under Investigation	Open
166	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
167	7/28/10			San Jose	Wellington Installer	Installer rude to customer	Closed
168	7/28/10			San Jose	Wellington Installer	Other	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
170	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
171	7/29/10			Placerville	Wellington Installer	Security concern	Closed
172	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
173	7/29/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
174	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
175	7/30/10			Ben Lomond	Household items affected by SM installatio	Under Investigation	Open
176	7/30/10			Dobbins	Wellington Installer	Under Investigation	Open
177	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
178	8/3/10			Petaluma	Wellington Installer	Damaged private property	Closed
179	8/3/10			Pittsburg	Customer Denies Access	Accuracy of Meter	Closed
180	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
181	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
182	8/4/10			Paradise	Wellington Installer	Installer failed to knock	Closed
183	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
184	8/4/10			Penn Valley	Wellington Installer	Failed to identify self as PG&E contractor	Closed
185	8/5/10			San Jose	Wellington Installer	Other	Closed
186	8/6/10			Coulterville	Wellington Installer	Security concern	Closed
187	8/6/10			Oakland	Customer Denies Access	Under Investigation	Open
188	8/6/10			Saratoga	Customer Denies Access	Under Investigation	Open
189	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
190	8/9/10			Cameron Park	Wellington Installer	No time given to power down equipment	Closed
191	8/9/10			Camino	Wellington Installer	Installer rude to customer	Closed
192	8/9/10			Saratoga	Wellington Installer	Under Investigation	Open
193	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
194	8/10/10			Pope Valley	Wellington Installer	Under Investigation	Open
195	8/10/10			Tiburon	Wellington Installer	Under Investigation	Open
196	8/11/10			Antioch	Customer wants Smartmeter Removed	Under Investigation	Open
197	8/11/10			Boulder Creek	Customer Denies Access	Under Investigation	Open
198	8/12/10			Los Gatos	Wellington Installer	Under Investigation	Open
199	8/12/10			Windsor	Wellington Installer	Under Investigation	Open
200	8/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
201	8/13/10			Placerville	Wellington Installer	Under Investigation	Open
202	8/16/10			Ben Lomond	Power Interruption	Under Investigation	Open
203	8/16/10			Chico	Wellington Installer	Under Investigation	Open
204	8/16/10			Concord	SmartMeter Customer Communication	Other	Closed
205	8/16/10			Fremont	Household items affected by SM installatio	Under Investigation	Open
206	8/16/10			Los Gatos	Wellington Installer	Under Investigation	Open
207	8/16/10			Oakland	Wellington Installer	Under Investigation	Open
208	8/16/10			San Jose	Wellington Installer	Under Investigation	Open
209	8/17/10			Cloverdale	Wellington Installer	Under Investigation	Open
210	8/17/10			Nevada City	Wellington Installer	Under Investigation	Open

**Pacific Gas and Electric Company**  
**SmartMeter™ Issues and Complaints Report**  
**High-Bill Complaint Report For Customers With SmartMeter™ Devices\***  
 November 18, 2010 -- For the Period November 6, 2010 through November 12, 2010

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

No.	Complaint Date	Customer Name	Account	Service City	Status	Explanation of Complaint Closure
1	9/10/10	{Redacted}	{Redacted}	SAN FRANCISCO	Open	Under Investigation
2	10/27/10	{Redacted}	{Redacted}	CLOVIS	Closed	Bill is Accurate. Customer's service initiated 7/9/10. Electric SmartMeter (SM) installed on 3/2/10, prior to customer's service initiation. Customer disputes SM accuracy. Meter was tested on 8/23/10 and passed. In customer's first billing period (7/9/10-8/9/10), average daily usage (ADU) was 81.3kWh. Second billing period (8/9/10-9/8/10) showed a 31% decrease in ADU when compared to first period. Third billing period (9/8/10-10/7/10) showed a 40% decrease in ADU when compared to second period. Fourth and most recent billing period (10/7/10-11/05/10) showed a 25% decrease in ADU when compared to third period. Overall, change in ADU of 81.3 kWh from 7/9/10-8/9/10 to 25.2 kWh from 10/7/10-11/5/10 is a cumulative 69% decrease in electric consumption. Customer stated he has taken steps to conserve energy such as not using air conditioning unit. Energy audit scheduled for November 18. Customer is appreciative that PG&E offered assistance beyond a meter test.

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

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