

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

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

December 2, 2010 -- For the Period November 13, 2010 through November 26, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	1/15/10	{Redacted}	{Redacted}	Napa	Scheduling Problems	Under Investigation	Open
2	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Under Investigation	Open
3	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
4	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
5	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
6	3/1/10	{Redacted}	{Redacted}	Fresno	Wellington Installer	Under Investigation	Open
7	3/1/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
8	3/3/10	{Redacted}	{Redacted}	Glen Ellen	Scheduling Problems	Under Investigation	Open
9	3/7/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
10	3/7/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Accuracy of Meter	Closed
11	3/7/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
12	3/8/10	{Redacted}	{Redacted}	Cotati	Household items affected by SM installation	Under Investigation	Open
13	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM installation	Under Investigation	Open
14	3/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
15	3/10/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
16	3/12/10	{Redacted}	{Redacted}	Union City	Meter/Module	Other	Closed
17	3/12/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
18	3/15/10	{Redacted}	{Redacted}	Placerville	Customer Denies Access	Medical Concerns	Closed
19	3/15/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
20	3/16/10	{Redacted}	{Redacted}	Angels Camp	Customer Denies Access	Under Investigation	Open
21	3/16/10	{Redacted}	{Redacted}	Sunnyvale	Customer Denies Access	Under Investigation	Open
22	3/17/10	{Redacted}	{Redacted}	Napa	Customer Denies Access	Accuracy of Meter	Closed
23	3/19/10	{Redacted}	{Redacted}	American Canyon	Customer Denies Access	Unhappy with SM Program	Closed
24	3/19/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Unhappy with SM Program	Closed
25	3/22/10	{Redacted}	{Redacted}	San Jose	Scheduling Problems	Installer can't get in	Closed
26	4/5/10	{Redacted}	{Redacted}	Vacaville	Other	Under Investigation	Open
27	4/14/10	{Redacted}	{Redacted}	Kingsburg	Power Interruption	Under Investigation	Open
28	4/15/10	{Redacted}	{Redacted}	Madera	Other	Under Investigation	Open
29	4/16/10	{Redacted}	{Redacted}	San Jose	Scheduling Problems	Under Investigation	Open
30	4/19/10	{Redacted}	{Redacted}	Brentwood	Household items affected by SM installation	Under Investigation	Open
31	4/21/10	{Redacted}	{Redacted}	Madera	Household items affected by SM installation	Under Investigation	Open
32	4/27/10	{Redacted}	{Redacted}	Lemoore	Customer Denies Access	Under Investigation	Open
33	4/30/10	{Redacted}	{Redacted}	Richmond	Other	Under Investigation	Open
34	5/7/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Unhappy with SM Program	Closed
35	5/7/10	{Redacted}	{Redacted}	San Jose	Meter/Module	Under Investigation	Open
36	5/10/10	{Redacted}	{Redacted}	Los Gatos	Customer Denies Access	RF/EMF Concerns	Closed
37	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
38	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
39	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
40	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
41	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
42	5/10/10	{Redacted}	{Redacted}	San Jose	Other	Other	Closed

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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	RF/EMF Concerns	Closed
44	5/11/10			Chico	Household items affected by SM installation	Damaged Refrigerator	Closed
45	5/11/10			San Jose	Customer Denies Access	Privacy Concerns	Closed
46	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
47	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
48	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
49	5/12/10			San Jose	Customer Denies Access	Unhappy with SM Program	Closed
50	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
51	5/14/10			San Jose	Meter/Module	Installer can't get in	Closed
52	5/15/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
53	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
54	5/17/10			S. San Francisco	Other	Under Investigation	Open
55	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
56	5/18/10			Placerville	Customer Denies Access	Accuracy of Meter	Closed
57	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
58	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
59	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
60	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
61	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
62	5/20/10			Tracy	Power Interruption	Under Investigation	Open
63	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
64	5/21/10			Browns Valley	Customer Denies Access	Unhappy with SM Program	Closed
65	5/21/10			Browns Valley	Customer Denies Access	Unhappy with SM Program	Closed
66	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
67	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
68	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
69	5/22/10			Grass Valley	Customer Denies Access	Privacy Concerns	Closed
70	5/22/10			Grass Valley	Customer Denies Access	Unhappy with SM Program	Closed
71	5/22/10			Nevada City	Customer Denies Access	Accuracy of Meter	Closed
72	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
73	5/24/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
74	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
75	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
76	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
77	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
78	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
79	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
80	6/4/10			San Jose	Household items affected by SM installation	Radio Frequency Concerns	Closed
81	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
82	6/7/10			San Jose	Household items affected by SM installation	Radio Frequency Concerns	Closed
83	6/8/10			Fresno	Power Interruption	Under Investigation	Open
84	6/8/10			Milpitas	Household items affected by SM installation	Radio Frequency Concerns	Closed

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85	6/9/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Closed
86	6/9/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Closed
87	6/10/10			San Jose	Meter/Module Equipment	Other	Closed
88	6/10/10			San Jose	Meter/Module Equipment	Other	Closed
89	6/10/10			Sunnyvale	Meter/Module Equipment	Other	Closed
90	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
91	6/11/10			Saratoga	Household items affected by SM installation	Radio Frequency Concerns	Closed
92	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
93	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
94	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
95	6/15/10			San Jose	Household items affected by SM installation	Other	Closed
96	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
97	6/16/10			San Jose	Household items affected by SM installation	Radio Frequency Concerns	Closed
98	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
99	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
100	6/17/10			San Jose	Household items affected by SM installation	Radio Frequency Concerns	Closed
101	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
102	6/18/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Closed
103	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
104	6/20/10			Milpitas	Power Interruption	Under Investigation	Open
105	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
106	6/21/10			San Jose	Power Interruption	Under Investigation	Open
107	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
108	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
109	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
110	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
111	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
112	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
113	6/28/10			Santa Clara	Household items affected by SM installatio	Under Investigation	Open
114	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
115	6/30/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
116	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
117	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
118	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
119	7/2/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
120	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
121	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
122	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
123	7/8/10			Placerville	Household items affected by SM installatio	Under Investigation	Open
124	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
125	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
126	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open

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127	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
128	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
129	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
130	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
131	7/15/10			Berkeley	Household items affected by SM installation	Other	Closed
132	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
133	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
134	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
135	7/17/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
136	7/19/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
137	7/19/10			Tracy	Household items affected by SM installation	Under Investigation	Open
138	7/20/10			San Carlos	Household items affected by SM installation	Under Investigation	Open
139	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
140	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
141	7/23/10			Paradise	Household items affected by SM installation	Under Investigation	Open
142	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
143	7/26/10			Groveland	Household items affected by SM installation	Under Investigation	Open
144	7/26/10			San Jose	Household items affected by SM installation	Radio Frequency Concerns	Closed
145	7/28/10			San Jose	Network Equipment Installation	Other	Closed
146	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
147	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
148	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
149	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
150	7/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
151	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
152	7/30/10			Ben Lomond	Household items affected by SM installation	Under Investigation	Open
153	7/30/10			Dobbins	Wellington Installer	Under Investigation	Open
154	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
155	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
156	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
157	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
158	8/6/10			Oakland	Customer Denies Access	Unhappy with SM Program	Closed
159	8/6/10			Saratoga	Customer Denies Access	Under Investigation	Open
160	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
161	8/9/10			Saratoga	Wellington Installer	Other	Closed
162	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
163	8/10/10			Pope Valley	Wellington Installer	Other	Closed
164	8/10/10			Tiburon	Wellington Installer	Installer left gate open	Closed
165	8/11/10			Antioch	Customer wants Smartmeter Removed	No reason provided	Closed
166	8/11/10			Boulder Creek	Customer Denies Access	Security concern	Closed
167	8/12/10			Los Gatos	Wellington Installer	Other	Closed
168	8/12/10			Windsor	Wellington Installer	Security concern	Closed

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169	8/13/10			Grass Valley	Wellington Installer	Security concern	Closed
170	8/13/10			Placerville	Wellington Installer	Under Investigation	Open
171	8/16/10			Ben Lomond	Power Interruption	Partial Power Outage	Closed
172	8/16/10			Chico	Wellington Installer	Under Investigation	Open
173	8/16/10			Fremont	Household items affected by SM installatio	Under Investigation	Open
174	8/16/10			Los Gatos	Wellington Installer	Unhappy with SM Program	Closed
175	8/16/10			Oakland	Wellington Installer	Installer failed to knock	Closed
176	8/16/10			San Jose	Wellington Installer	Installer failed to knock	Closed
177	8/17/10			Cloverdale	Wellington Installer	Installer failed to knock	Closed
178	8/17/10			Nevada City	Wellington Installer	Installer rude to customer	Closed
179	8/17/10			Petaluma	Wellington Installer	Installer upset animals	Closed
180	8/17/10			San Bruno	Household items affected by SM installatio	Under Investigation	Open
181	8/17/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
182	8/17/10			San Jose	Wellington Installer	Door hanger not left or placed incorrectly	Closed
183	8/17/10			Sonoma	Wellington Installer	Damaged private property	Closed
184	8/18/10			Oakland	Wellington Installer	Damaged private property	Closed
185	8/18/10			San Jose	Household items affected by SM installatio	Radio Frequency Concerns	Closed
186	8/18/10			Santa Rosa	Wellington Installer	Damaged private property	Closed
187	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
188	8/18/10			Sonoma	Wellington Installer	Other	Closed
189	8/19/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
190	8/19/10			Penngrove	Wellington Installer	Security concern	Closed
191	8/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
192	8/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
193	8/19/10			San Jose	Household items affected by SM installatio	Damaged Other Household Appliances	Closed
194	8/19/10			San Jose	Wellington Installer	Installer failed to knock	Closed
195	8/19/10			San Jose	Wellington Installer	Installer rude to customer	Closed
196	8/19/10			San Jose	Wellington Installer	Other	Closed
197	8/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
198	8/19/10			Sonoma	Wellington Installer	Under Investigation	Open
199	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
200	8/21/10			Los Altos Hills	Household items affected by SM installatio	Radio Frequency Concerns	Closed
201	8/22/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
202	8/23/10			Grass Valley	Household items affected by SM installatio	Damaged private property	Closed
203	8/23/10			Los Altos	Household items affected by SM installatio	Other	Closed
204	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
205	8/23/10			Oakland	Wellington Installer	Installer rude to customer	Closed
206	8/23/10			Richmond	Customer wants Smartmeter Removed	Meter blocking access to breaker box	Closed
207	8/23/10			San Anselmo	Wellington Installer	Under Investigation	Open
208	8/23/10			San Jose	Customer Denies Access	Under Investigation	Open
209	8/24/10			Los Gatos	Household items affected by SM installatio	Radio Frequency Concerns	Closed
210	8/24/10			Morgan Hill	Household items affected by SM installatio	Radio Frequency Concerns	Closed

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211	8/24/10			Oakland	Wellington Installer	Installer rude to customer	Closed
212	8/24/10			San Jose	Household items affected by SM installatio	Other	Closed
213	8/24/10			San Jose	Meter/Module Equipment	Other	Closed
214	8/24/10			Soquel	Household items affected by SM installatio	Other	Closed
215	8/25/10			Felton	Household items affected by SM installatio	Under Investigation	Open
216	8/25/10			Los Gatos	Household items affected by SM installatio	Under Investigation	Open
217	8/25/10			Milpitas	Wellington Installer	Damaged private property	Closed
218	8/25/10			Novato	Wellington Installer	Door hanger not left or placed incorrectl	Closed
219	8/25/10			Oakland	Wellington Installer	Security concern	Closed
220	8/25/10			San Jose	Household items affected by SM installatio	Radio Frequency Concerns	Closed
221	8/25/10			San Jose	Wellington Installer	Security concern	Closed
222	8/25/10			Santa Rosa	Wellington Installer	Installer jumped fence, broke lock	Closed
223	8/25/10			Windsor	Wellington Installer	Other	Closed
224	8/27/10			San Jose	Household items affected by SM installatio	Damaged Refrigerator	Closed
225	8/27/10			San Jose	Wellington Installer	Installer jumped fence, broke lock	Closed
226	8/28/10			Burlingame	Wellington Installer	Under Investigation	Open
227	8/30/10			Alameda	Wellington Installer	Under Investigation	Open
228	8/30/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
229	8/30/10			Felton	Inquiry Regarding Appliances Affected	Other	Closed
230	8/30/10			Fremont	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
231	8/30/10			San Jose	Wellington Installer	Under Investigation	Open
232	8/30/10			Smartville	Wellington Installer	Under Investigation	Open
233	8/31/10			Aptos	Customer Denies Access	Under Investigation	Open
234	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
235	8/31/10			Saratoga	Inquiry Regarding Appliances Affected	Other	Closed
236	9/1/10			Alviso	Customer Denies Access	Medical Concerns	Closed
237	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
238	9/1/10			Los Altos	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
239	9/1/10			Los Gatos	Wellington Installer	Failed to identify self as PG&E contract	Closed
240	9/1/10			San Jose	Wellington Installer	Under Investigation	Open
241	9/1/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
242	9/1/10			Saratoga	Wellington Installer	Under Investigation	Open
243	9/1/10			Smartville	Wellington Installer	Under Investigation	Open
244	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
245	9/2/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
246	9/2/10			Grass Valley	Wellington Installer	Under Investigation	Open
247	9/2/10			Salinas	Customer Denies Access	RF/EMF Concerns	Closed
248	9/2/10			San Jose	Wellington Installer	Installer left gate open	Closed
249	9/2/10			Santa Rosa	Wellington Installer	installer rude to customer	Closed
250	9/2/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
251	9/3/10			Oakland	Wellington Installer	Under Investigation	Open
252	9/3/10			San Jose	Wellington Installer	Installer left gate open	Closed

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253	9/4/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
254	9/7/10			Campbell	Inquiry Regarding Appliances Affected	Flickering Lights	Closed
255	9/7/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
256	9/7/10			Grass Valley	Potential Wellington Claim	Under Investigation	Open
257	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
258	9/7/10			Oakland	Inquiry Regarding Appliances Affected	Meter blocking access to breaker box	Closed
259	9/7/10			Petaluma	Wellington Installer	Under Investigation	Open
260	9/7/10			Santa Clara	Customer Denies Access	Under Investigation	Open
261	9/7/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
262	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
263	9/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
264	9/8/10			Saratoga	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
265	9/9/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
266	9/9/10			Fairfax	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
267	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
268	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
269	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
270	9/9/10			Petaluma	Wellington Installer	Installer jumped fence, broke lock	Closed
271	9/9/10			Saratoga	Wellington Installer	Under Investigation	Open
272	9/10/10			Emeryville	Wellington Installer	Under Investigation	Open
273	9/10/10			Grass Valley	Wellington Installer	Damaged private property	Closed
274	9/10/10			San Francisco	Wellington Installer	Under Investigation	Open
275	9/10/10			Santa Rosa	Wellington Installer	Other	Closed
276	9/11/10			El Dorado	Wellington Installer	Under Investigation	Open
277	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
278	9/12/10			Los Gatos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
279	9/12/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
280	9/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
281	9/13/10			Healdsburg	Wellington Installer	No time given to power down equipment	Closed
282	9/13/10			Magalia	Wellington Installer	Under Investigation	Open
283	9/13/10			San Jose	Customer Denies Access	Unhappy with SM Program	Closed
284	9/13/10			San Jose	Customer Denies Access	Unhappy with SM Program	Closed
285	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
286	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
287	9/14/10			Gilroy	Customer Denies Access	Customer does not want a SmartMeter	Closed
288	9/14/10			Los Gatos	Customer Denies Access	Unhappy with SM Program	Closed
289	9/14/10			Milpitas	Wellington Installer	Damaged private property	Closed
290	9/14/10			Novato	Wellington Installer	Under Investigation	Open
291	9/14/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
292	9/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
293	9/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
294	9/14/10			San Jose	Customer Denies Access	Medical Concerns	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
295	9/14/10			San Jose	Customer Denies Access	Medical Concerns	Closed
296	9/14/10			San Jose	Customer Denies Access	Under Investigation	Open
297	9/14/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Closed
298	9/14/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
299	9/14/10			San Jose	Wellington Installer	Installer jumped fence, broke lock	Closed
300	9/14/10			San Rafael	Wellington Installer	Under Investigation	Open
301	9/14/10			Santa Rosa	Wellington Installer	Installer failed to knock	Closed
302	9/14/10			Santa Rosa	Wellington Installer	No time given to power down equipment	Closed
303	9/14/10			Scotts Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
304	9/14/10			Watsonville	Customer Denies Access	Customer does not want a SmartMeter	Closed
305	9/15/10			Aromas	Customer Denies Access	Customer does not want a SmartMeter	Closed
306	9/15/10			Ben Lomond	Customer Denies Access	Medical Concerns	Closed
307	9/15/10			Campbell	Wellington Installer	Under Investigation	Open
308	9/15/10			Muir Beach	Customer Denies Access	Under Investigation	Open
309	9/15/10			Oakland	Customer Denies Access	Unhappy with SM Program	Closed
310	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
311	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
312	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
313	9/15/10			Salinas	Wellington Installer	No time given to power down equipment	Closed
314	9/15/10			Salinas	Wellington Installer	Under Investigation	Open
315	9/15/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
316	9/15/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
317	9/15/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
318	9/15/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Closed
319	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
320	9/15/10			Santa Rosa	Wellington Installer	Installer left gate open	Closed
321	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
322	9/16/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
323	9/16/10			Campbell	Customer Denies Access	Customer does not want a SmartMeter	Closed
324	9/16/10			Coarsegold	Customer Denies Access	Under Investigation	Open
325	9/16/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Closed
326	9/16/10			Felton	Customer Denies Access	Customer does not want a SmartMeter	Closed
327	9/16/10			Gilroy	Customer Denies Access	Accuracy of Meter	Closed
328	9/16/10			Los Gatos	Customer Denies Access	Privacy Concerns	Closed
329	9/16/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
330	9/16/10			Salinas	Customer Denies Access	Accuracy of Meter	Closed
331	9/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
332	9/16/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
333	9/16/10			San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
334	9/16/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
335	9/16/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
336	9/17/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
337	9/17/10			San Rafael	Wellington Installer	Damaged private property	Closed
338	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
339	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
340	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
341	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
342	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
343	9/17/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
344	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
345	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
346	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
347	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
348	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
349	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
350	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
351	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
352	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
353	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
354	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
355	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
356	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
357	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
358	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
359	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
360	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
361	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
362	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
363	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
364	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
365	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
366	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
367	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
368	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
369	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
370	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
371	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
372	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
373	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
374	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
375	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
376	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
377	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
378	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed

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379	9/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
380	9/17/10			Walnut Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
381	9/18/10			Gilroy	Customer Denies Access	RF/EMF Concerns	Closed
382	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
383	9/18/10			Salinas	Wellington Installer	Installer jumped fence, broke lock	Closed
384	9/18/10			San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
385	9/18/10			Santa Rosa	Wellington Installer	Installer jumped fence, broke lock	Closed
386	9/18/10			Soquel	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
387	9/20/10			Grass Valley	Wellington Installer	Under Investigation	Open
388	9/20/10			Napa	Customer Denies Access	Customer Denies Wellington Access	Closed
389	9/20/10			Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
390	9/20/10			Salinas	Inquiry Regarding Appliances Affected	Other	Closed
391	9/20/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
392	9/20/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
393	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
394	9/21/10			Los Gatos	Customer Denies Access	Medical Concerns	Closed
395	9/21/10			Mill Valley	Customer Denies Access	Medical Concerns	Closed
396	9/21/10			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
397	9/21/10			Oakland	Wellington Installer	Under Investigation	Open
398	9/21/10			Salinas	Customer Denies Access	Medical Concerns	Closed
399	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
400	9/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
401	9/21/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
402	9/21/10			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
403	9/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
404	9/21/10			Sunnyvale	Customer Denies Access	RF/EMF Concerns	Closed
405	9/21/10			Vallejo	Customer Denies Access	Customer Denies Wellington Access	Closed
406	9/22/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
407	9/22/10			Gonzales	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
408	9/22/10			Guerneville	Customer Denies Access	Medical Concerns	Closed
409	9/22/10			Magalia	Wellington Installer	Under Investigation	Open
410	9/22/10			Oakland	Wellington Installer	Under Investigation	Open
411	9/22/10			San Anselmo	Wellington Installer	Under Investigation	Open
412	9/22/10			San Jose	Wellington Installer	Under Investigation	Open
413	9/22/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Closed
414	9/23/10			Campbell	Wellington Installer	Under Investigation	Open
415	9/23/10			Gilroy	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
416	9/23/10			Los Gatos	Inquiry Regarding Appliances Affected	Other	Closed
417	9/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
418	9/23/10			Los Gatos	Wellington Installer	Under Investigation	Open
419	9/23/10			Oakland	Wellington Installer	Under Investigation	Open
420	9/23/10			San Jose	SmartMeter Customer Communication	Concern doorhanger may trigger theft	Closed

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421	9/23/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
422	9/23/10			San Rafael	Customer Denies Access	Unhappy with SM Program	Closed
423	9/23/10			Santa Cruz	Customer Denies Access	Medical Concerns	Closed
424	9/23/10			Scotts Valley	Customer Denies Access	Privacy Concerns	Closed
425	9/23/10			Soquel	Customer Denies Access	Privacy Concerns	Closed
426	9/23/10			Windsor	Customer Denies Access	Customer does not want a SmartMeter	Closed
427	9/23/10			Windsor	Wellington Installer	Under Investigation	Open
428	9/24/10			Campbell	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
429	9/24/10			Marshall	Customer Denies Access	RF/EMF Concerns	Closed
430	9/24/10			Oakland	Potential Wellington Claim	Under Investigation	Open
431	9/24/10			Richmond	Power Interruption	Under Investigation	Open
432	9/24/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
433	9/24/10			San Jose	Customer Denies Access	Medical Concerns	Closed
434	9/24/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
435	9/24/10			San Rafael	Wellington Installer	Under Investigation	Open
436	9/24/10			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
437	9/24/10			Santa Rosa	SmartMeter Customer Communication	Q on SM communication materials	Closed
438	9/24/10			Saratoga	Customer Denies Access	RF/EMF Concerns	Closed
439	9/24/10			Watsonville	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
440	9/25/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
441	9/25/10			Santa Rosa	SmartMeter Customer Communication	Q on SM communication materials	Closed
442	9/26/10			Newark	Inquiry Regarding Appliances Affected	Under Investigation	Open
443	9/27/10			Gonzales	Wellington Installer	Under Investigation	Open
444	9/27/10			Mill Valley	Customer Denies Access	Customer Denies Wellington Access	Closed
445	9/27/10			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
446	9/27/10			Oakland	SmartMeter Customer Communication	Under Investigation	Open
447	9/27/10			Oakland	Wellington Installer	Under Investigation	Open
448	9/27/10			Penn Valley	Wellington Installer	Under Investigation	Open
449	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
450	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
451	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
452	9/27/10			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
453	9/27/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
454	9/27/10			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
455	9/27/10			Santa Rosa	Wellington Installer	Under Investigation	Open
456	9/27/10			Saratoga	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
457	9/27/10			Vallejo	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
458	9/27/10			Vallejo	Wellington Installer	Under Investigation	Open
459	9/27/10			Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
460	9/28/10			Mill Valley	Other	Other	Closed
461	9/28/10			Nevada City	Wellington Installer	Under Investigation	Open
462	9/28/10			Pebble Beach	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
463	9/28/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
464	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
465	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
466	9/28/10			San Jose	Wellington Installer	Under Investigation	Open
467	9/28/10			San Rafael	Customer wants Smartmeter Removed	Health Related Issues	Closed
468	9/28/10			Santa Rosa	Customer Denies Access	Customer Denies Wellington Access	Closed
469	9/28/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
470	9/28/10			Saratoga	Wellington Installer	Under Investigation	Open
471	9/28/10			Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
472	9/29/10			Gilroy	Wellington Installer	Under Investigation	Open
473	9/29/10			Grass Valley	Wellington Installer	Under Investigation	Open
474	9/29/10			Los Altos	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
475	9/29/10			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
476	9/29/10			Mill Valley	Wellington Installer	Under Investigation	Open
477	9/29/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
478	9/29/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
479	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
480	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
481	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
482	9/29/10			San Jose	Wellington Installer	Under Investigation	Open
483	9/30/10			Oakland	Wellington Installer	Under Investigation	Open
484	9/30/10			Oakland	Wellington Installer	Under Investigation	Open
485	9/30/10			Petaluma	Wellington Installer	Under Investigation	Open
486	9/30/10			Rough & Ready	Wellington Installer	Under Investigation	Open
487	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
488	10/1/10			Petaluma	Wellington Installer	Under Investigation	Open
489	10/1/10			San Rafael	Meter / Module Equipment (Mfg.)	Other	Closed
490	10/1/10			Twain Harte	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
491	10/2/10			Mill Valley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
492	10/4/10			Gilroy	SmartMeter Customer Communication	Under Investigation	Open
493	10/4/10			Livermore	Wellington Installer	Under Investigation	Open
494	10/4/10			Milpitas	Wellington Installer	Under Investigation	Open
495	10/4/10			Novato	Customer Denies Access	Under Investigation	Open
496	10/4/10			Novato	Customer Denies Access	Under Investigation	Open
497	10/4/10			Oakland	Wellington Installer	Under Investigation	Open
498	10/4/10			Penn Valley	Wellington Installer	Under Investigation	Open
499	10/4/10			San Francisco	Wellington Installer	Under Investigation	Open
500	10/4/10			San Jose	Wellington Installer	Under Investigation	Open
501	10/4/10			San Jose	Wellington Installer	Under Investigation	Open
502	10/4/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
503	10/5/10			Chico	Wellington Installer	Under Investigation	Open
504	10/5/10			Grass Valley	Wellington Installer	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
505	10/5/10			Grass Valley	Wellington Installer	Under Investigation	Open
506	10/5/10			Oakland	Wellington Installer	Under Investigation	Open
507	10/5/10			Richmond	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
508	10/5/10			Rohnert Park	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
509	10/5/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
510	10/5/10			Salinas	Wellington Installer	Under Investigation	Open
511	10/5/10			San Jose	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
512	10/5/10			San Jose	SmartMeter Customer Communication	Other	Closed
513	10/5/10			San Jose	Wellington Installer	Under Investigation	Open
514	10/5/10			Santa Rosa	Wellington Installer	Under Investigation	Open
515	10/6/10			Cupertino	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
516	10/6/10			Grass Valley	Wellington Installer	Under Investigation	Open
517	10/6/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
518	10/6/10			Milpitas	Power Interruption	Under Investigation	Open
519	10/6/10			Novato	Wellington Installer	Under Investigation	Open
520	10/6/10			Oakland	Wellington Installer	Under Investigation	Open
521	10/6/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
522	10/6/10			San Jose	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
523	10/6/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
524	10/6/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
525	10/6/10			San Jose	Wellington Installer	Under Investigation	Open
526	10/7/10			Glen Ellen	Meter / Module Equipment (Mfg.)	Under Investigation	Open
527	10/7/10			Mill Valley	Wellington Installer	Under Investigation	Open
528	10/7/10			San Jose	Wellington Installer	Under Investigation	Open
529	10/7/10			San Jose	Wellington Installer	Under Investigation	Open
530	10/8/10			Grass Valley	Wellington Installer	Under Investigation	Open
531	10/8/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
532	10/8/10			Rodeo	SmartMeter Customer Communication	Q on SM communication materials	Closed
533	10/8/10			San Jose	Wellington Installer	Under Investigation	Open
534	10/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
535	10/11/10			Larkspur	Meter Clearance	Under Investigation	Open
536	10/11/10			Oakland	Wellington Installer	Under Investigation	Open
537	10/11/10			Pacifica	Wellington Installer	Under Investigation	Open
538	10/11/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
539	10/11/10			San Anselmo	Customer Denies Access	Under Investigation	Open
540	10/11/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
541	10/11/10			San Jose	Meter Clearance	Under Investigation	Open
542	10/11/10			San Jose	Wellington Installer	Under Investigation	Open
543	10/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
544	10/12/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
545	10/12/10			Oakland	Wellington Installer	Under Investigation	Open
546	10/12/10			Salinas	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
547	10/12/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
548	10/12/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
549	10/12/10			Saratoga	Wellington Installer	Under Investigation	Open
550	10/13/10			Glen Ellen	Wellington Installer	Under Investigation	Open
551	10/13/10			Milpitas	Wellington Installer	Under Investigation	Open
552	10/13/10			Rohnert Park	Customer wants Smartmeter Removed	Under Investigation	Open
553	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
554	10/13/10			San Jose	Power Interruption	Under Investigation	Open
555	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
556	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
557	10/14/10			Gilroy	Wellington Installer	Under Investigation	Open
558	10/14/10			Gilroy	Wellington Installer	Under Investigation	Open
559	10/14/10			Glen Ellen	Customer wants Smartmeter Removed	Under Investigation	Open
560	10/14/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
561	10/14/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
562	10/14/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
563	10/14/10			Salinas	Wellington Installer	Under Investigation	Open
564	10/14/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Closed
565	10/14/10			San Jose	Wellington Installer	Under Investigation	Open
566	10/14/10			San Rafael	SmartMeter Customer Communication	Under Investigation	Open
567	10/15/10			Healdsburg	Customer Denies Access	Under Investigation	Open
568	10/15/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
569	10/15/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
570	10/15/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
571	10/15/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
572	10/16/10			Oakland	Wellington Installer	Under Investigation	Open
573	10/16/10			Petaluma	SmartMeter Customer Communication	Under Investigation	Open
574	10/17/10			San Francisco	Power Interruption	Under Investigation	Open
575	10/18/10			Browns Valley	Wellington Installer	Under Investigation	Open
576	10/18/10			El Cerrito	Inquiry Regarding Appliances Affected	Meter/Module clearance issues	Closed
577	10/18/10			Gilroy	Wellington Installer	Under Investigation	Open
578	10/18/10			Gilroy	Wellington Installer	Under Investigation	Open
579	10/18/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
580	10/18/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
581	10/18/10			Railroad Flat	Inquiry Regarding Appliances Affected	Other	Closed
582	10/18/10			Salinas	Wellington Installer	Under Investigation	Open
583	10/19/10			Aptos	Customer Denies Access	Under Investigation	Open
584	10/19/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
585	10/19/10			Campbell	Wellington Installer	Under Investigation	Open
586	10/19/10			Durham	Wellington Installer	Under Investigation	Open
587	10/19/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
588	10/19/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open

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589	10/19/10			Pleasant Hill	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
590	10/19/10			Rohnert Park	Wellington Installer	Under Investigation	Open
591	10/19/10			Salinas	Customer Denies Access	Under Investigation	Open
592	10/19/10			San Jose	Customer Denies Access	Under Investigation	Open
593	10/20/10			Berkeley	Power Interruption	Partial Power Outage	Closed
594	10/20/10			Bodega Bay	Customer wants Smartmeter Removed	Under Investigation	Open
595	10/20/10			Kenwood	Wellington Installer	Under Investigation	Open
596	10/20/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
597	10/20/10			San Jose	Wellington Installer	Under Investigation	Open
598	10/20/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
599	10/20/10			San Rafael	Wellington Installer	Under Investigation	Open
600	10/21/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
601	10/21/10			Daly City	Inquiry Regarding Appliances Affected	Under Investigation	Open
602	10/21/10			Felton	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
603	10/21/10			Hollister	Wellington Installer	Under Investigation	Open
604	10/21/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
605	10/21/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
606	10/21/10			Oakland	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
607	10/21/10			Placerville	Wellington Installer	Under Investigation	Open
608	10/21/10			San Jose	SmartMeter Customer Communication	Customer needs help to read meter	Closed
609	10/21/10			San Jose	Wellington Installer	Under Investigation	Open
610	10/21/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
611	10/21/10			San Rafael	Wellington Installer	Under Investigation	Open
612	10/21/10			Santa Rosa	Wellington Installer	Under Investigation	Open
613	10/21/10			Scotts Valley	Wellington Installer	Under Investigation	Open
614	10/21/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
615	10/21/10			Windsor	Inquiry Regarding Appliances Affected	Other	Closed
616	10/21/10			Yuba City	Wellington Installer	Under Investigation	Open
617	10/22/10			Los Altos Hills	Meter / Module Equipment (Mfg.)	Under Investigation	Open
618	10/22/10			Los Gatos	Wellington Installer	Under Investigation	Open
619	10/22/10			Marshall	Meter / Module Equipment (Mfg.)	RF/EMF Concerns	Closed
620	10/22/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
621	10/22/10			Millbrae	Inquiry Regarding Appliances Affected	Under Investigation	Open
622	10/22/10			Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
623	10/22/10			Oakland	Wellington Installer	Under Investigation	Open
624	10/22/10			Paradise	Wellington Installer	Under Investigation	Open
625	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
626	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
627	10/22/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
628	10/22/10			San Rafael	SmartMeter Customer Communication	Unhappy with SM Program	Closed
629	10/22/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
630	10/22/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open

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631	10/22/10			Sonoma	Wellington Installer	Under Investigation	Open
632	10/22/10			Yuba City	Inquiry Regarding Appliances Affected	Other	Closed
633	10/23/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
634	10/25/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
635	10/25/10			Gilroy	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
636	10/25/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
637	10/26/10			Alameda	Inquiry Regarding Appliances Affected	Under Investigation	Open
638	10/26/10			Concord	Meter / Module Equipment (Mfg.)	Other	Closed
639	10/26/10			Gilroy	Customer wants Smartmeter Removed	No reason provided	Closed
640	10/26/10			Gilroy	Inquiry Regarding Appliances Affected	Other	Closed
641	10/26/10			Gilroy	Inquiry Regarding Appliances Affected	Other	Closed
642	10/26/10			Gilroy	Power Interruption	Partial Power Outage	Closed
643	10/26/10			Gilroy	Wellington Installer	Under Investigation	Open
644	10/26/10			Nevada City	Wellington Installer	Under Investigation	Open
645	10/26/10			Oakland	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
646	10/26/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
647	10/26/10			Stinson Beach	Customer wants Smartmeter Removed	Under Investigation	Open
648	10/26/10			West Point	Power Interruption	Under Investigation	Open
649	10/27/10			Boulder Creek	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
650	10/27/10			Eureka	Wellington Installer	Under Investigation	Open
651	10/27/10			Fairfax	Customer wants Smartmeter Removed	Under Investigation	Open
652	10/27/10			Gilroy	Customer Denies Access	Medical Concerns	Closed
653	10/27/10			Gilroy	Inquiry Regarding Appliances Affected	Other	Closed
654	10/27/10			Healdsburg	Wellington Installer	Under Investigation	Open
655	10/27/10			Mill Valley	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
656	10/27/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
657	10/27/10			Paradise	Wellington Installer	Under Investigation	Open
658	10/27/10			Paso Robles	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
659	10/27/10			Paso Robles	Wellington Installer	Under Investigation	Open
660	10/27/10			Petaluma	Wellington Installer	Under Investigation	Open
661	10/27/10			Salinas	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
662	10/27/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
663	10/27/10			San Jose	Wellington Installer	Under Investigation	Open
664	10/27/10			San Jose	Wellington Installer	Under Investigation	Open
665	10/27/10			Woodacre	Customer wants Smartmeter Removed	Under Investigation	Open
666	10/28/10			Belvedere	Wellington Installer	Under Investigation	Open
667	10/28/10			Dixon	Inquiry Regarding Appliances Affected	Under Investigation	Open
668	10/28/10			Gilroy	Wellington Installer	Under Investigation	Open
669	10/28/10			Los Altos	SmartMeter Customer Communication	Other	Closed
670	10/28/10			Oakland	Power Interruption	Under Investigation	Open
671	10/28/10			Rohnert Park	SmartMeter Customer Communication	Under Investigation	Open
672	10/28/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open

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673	10/28/10			San Rafael	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
674	10/28/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
675	10/28/10			Stinson Beach	Wellington Installer	Under Investigation	Open
676	10/29/10			Aptos	Customer Denies Access	Under Investigation	Open
677	10/29/10			Forestville	Customer Denies Access	Under Investigation	Open
678	10/29/10			Fremont	Power Interruption	Flickering Lights	Closed
679	10/29/10			Gilroy	Wellington Installer	Under Investigation	Open
680	10/29/10			Hercules	Inquiry Regarding Appliances Affected	Under Investigation	Open
681	10/29/10			Marysville	Wellington Installer	Under Investigation	Open
682	10/29/10			Merced	Inquiry Regarding Appliances Affected	Under Investigation	Open
683	10/29/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
684	10/29/10			Oakland	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
685	10/29/10			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
686	10/29/10			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
687	10/29/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
688	10/29/10			Salinas	Customer Denies Access	Under Investigation	Open
689	10/29/10			Salinas	Wellington Installer	Under Investigation	Open
690	10/29/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
691	10/29/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
692	10/29/10			Yuba City	Wellington Installer	Under Investigation	Open
693	10/30/10			Morgan Hill	Customer Denies Access	Medical Concerns	Closed
694	11/1/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
695	11/1/10			San Pablo	Inquiry Regarding Appliances Affected	Damaged Television	Closed
696	11/2/10			Cloverdale	Inquiry Regarding Appliances Affected	Under Investigation	Open
697	11/2/10			Mill Valley	Customer Denies Access	Under Investigation	Open
698	11/2/10			Oakland	Power Interruption	Under Investigation	Open
699	11/2/10			Santa Rosa	SmartMeter Customer Communication	Under Investigation	Open
700	11/2/10			Snelling	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
701	11/2/10			Soquel	Customer Denies Access	Customer does not want a SmartMeter	Closed
702	11/2/10			Stockton	Customer wants Smartmeter Removed	No reason provided	Closed
703	11/3/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
704	11/3/10			Concord	Wellington Installer	Under Investigation	Open
705	11/3/10			Cupertino	SmartMeter Customer Communication	Other	Closed
706	11/3/10			El Sobrante	Other	Other	Closed
707	11/3/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
708	11/3/10			Morgan Hill	Inquiry Regarding Appliances Affected	Other	Closed
709	11/3/10			Oakland	Power Interruption	Under Investigation	Open
710	11/3/10			Salinas	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
711	11/3/10			Salinas	Power Interruption	Under Investigation	Open
712	11/3/10			San Francisco	Wellington Installer	Under Investigation	Open
713	11/3/10			San Jose	Customer wants Smartmeter Removed	No reason provided	Closed
714	11/3/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open

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715	11/3/10			Santa Rosa	Wellington Installer	Under Investigation	Open
716	11/3/10			Soledad	Customer Denies Access	Accuracy of Meter	Closed
717	11/4/10			Bakersfield	SmartMeter Customer Communication	Under Investigation	Open
718	11/4/10			Campbell	Power Interruption	Under Investigation	Open
719	11/4/10			Colusa	Wellington Installer	Under Investigation	Open
720	11/4/10			Gilroy	Inquiry Regarding Appliances Affected	Damaged Television	Closed
721	11/4/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
722	11/4/10			Paso Robles	Inquiry Regarding Appliances Affected	Other	Closed
723	11/4/10			Salinas	Wellington Installer	Under Investigation	Open
724	11/4/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
725	11/4/10			San Rafael	Customer Denies Access	Under Investigation	Open
726	11/4/10			Santa Rosa	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
727	11/5/10			Corte Madera	Customer Denies Access	Under Investigation	Open
728	11/5/10			Rough & Ready	Wellington Installer	Under Investigation	Open
729	11/5/10			San Anselmo	Customer Denies Access	Under Investigation	Open
730	11/5/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
731	11/5/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
732	11/5/10			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
733	11/5/10			San Rafael	Wellington Installer	Under Investigation	Open
734	11/5/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
735	11/5/10			Saratoga	Power Interruption	Hi/Low Voltage	Closed
736	11/5/10			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open
737	11/5/10			Tracy	Meter / Module Equipment (Mfg.)	Under Investigation	Open
738	11/6/10			Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
739	11/6/10			Atascadero	Wellington Installer	Under Investigation	Open
740	11/6/10			Gilroy	Wellington Installer	Under Investigation	Open
741	11/6/10			Kentfield	Wellington Installer	Under Investigation	Open
742	11/6/10			Los Gatos	Wellington Installer	Under Investigation	Open
743	11/6/10			Milpitas	Power Interruption	Other	Closed
744	11/6/10			Novato	Wellington Installer	Under Investigation	Open
745	11/6/10			Pleasanton	Wellington Installer	Under Investigation	Open
746	11/6/10			Salinas	Inquiry Regarding Appliances Affected	Damaged Television	Closed
747	11/6/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
748	11/6/10			San Mateo	Power Interruption	Flickering Lights	Closed
749	11/7/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
750	11/8/10			Campbell	Inquiry Regarding Appliances Affected	Other	Closed
751	11/8/10			Chico	Wellington Installer	Under Investigation	Open
752	11/8/10			Corte Madera	Power Interruption	Under Investigation	Open
753	11/8/10			Gilroy	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
754	11/8/10			Gilroy	Meter Clearance	Under Investigation	Open
755	11/8/10			Grass Valley	Inquiry Regarding Appliances Affected	Damaged Television	Closed
756	11/8/10			Milpitas	Customer wants Smartmeter Removed	Accuracy of Meter	Closed

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

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757	11/8/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
758	11/8/10			Oakland	Wellington Installer	Accuracy of Meter	Closed
759	11/8/10			Paso Robles	Inquiry Regarding Appliances Affected	Other	Closed
760	11/8/10			Paso Robles	Wellington Installer	Under Investigation	Open
761	11/8/10			Salinas	Wellington Installer	Under Investigation	Open
762	11/8/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
763	11/8/10			Watsonville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
764	11/9/10			Alameda	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
765	11/9/10			Atascadero	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
766	11/9/10			Chico	Wellington Installer	Under Investigation	Open
767	11/9/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
768	11/9/10			Felton	Customer Denies Access	RF/EMF Concerns	Closed
769	11/9/10			Larkspur	Customer Denies Access	Under Investigation	Open
770	11/9/10			Live Oak	Wellington Installer	Under Investigation	Open
771	11/9/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
772	11/9/10			Mckinleyville	SmartMeter Customer Communication	Under Investigation	Open
773	11/9/10			Napa	Customer Denies Access	Under Investigation	Open
774	11/9/10			Novato	Customer wants Smartmeter Removed	Customer does not want a SmartMeter	Closed
775	11/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
776	11/9/10			Novato	Meter Clearance	Meter/Module creating a hazard	Closed
777	11/9/10			Novato	Power Interruption	Partial Power Outage	Closed
778	11/9/10			Novato	Wellington Installer	Under Investigation	Open
779	11/9/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
780	11/9/10			Salinas	Power Interruption	Flickering Lights	Closed
781	11/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
782	11/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
783	11/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
784	11/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
785	11/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
786	11/9/10			San Jose	Meter / Module Equipment (Mfg.)	Radio Frequency Concerns	Closed
787	11/9/10			San Jose	Wellington Installer	Under Investigation	Open
788	11/9/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
789	11/9/10			San Rafael	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
790	11/9/10			San Rafael	Meter Clearance	Meter/Module clearance issues	Closed
791	11/9/10			San Ramon	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
792	11/9/10			Santa Margarita	Wellington Installer	Under Investigation	Open
793	11/9/10			Santa Rosa	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
794	11/9/10			Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
795	11/9/10			Walnut Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
796	11/10/10			Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
797	11/10/10			Boulder Creek	SmartMeter Customer Communication	Other	Closed
798	11/10/10			Cameron Park	Inquiry Regarding Appliances Affected	Under Investigation	Open

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799	11/10/10			Campbell	SmartMeter Customer Communication	Q on SM communication materials	Closed
800	11/10/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
801	11/10/10			Castroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
802	11/10/10			Felton	Inquiry Regarding Appliances Affected	Under Investigation	Open
803	11/10/10			Gilroy	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
804	11/10/10			Gonzales	Inquiry Regarding Appliances Affected	Under Investigation	Open
805	11/10/10			Los Gatos	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
806	11/10/10			Mckinleyville	Wellington Installer	Under Investigation	Open
807	11/10/10			Mill Valley	Meter Clearance	Under Investigation	Open
808	11/10/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
809	11/10/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
810	11/10/10			Salinas	Meter Clearance	Meter blocking access to breaker box	Closed
811	11/10/10			San Francisco	SmartMeter Customer Communication	Q on SM communication materials	Closed
812	11/10/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
813	11/10/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
814	11/10/10			Santa Rosa	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
815	11/10/10			Williams	Inquiry Regarding Appliances Affected	Under Investigation	Open
816	11/11/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
817	11/11/10			Novato	Wellington Installer	RF/EMF Concerns	Closed
818	11/11/10			Paso Robles	Wellington Installer	Under Investigation	Open
819	11/11/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
820	11/11/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
821	11/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
822	11/11/10			Soquel	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
823	11/12/10			Arcata	Wellington Installer	Under Investigation	Open
824	11/12/10			Belmont	Other	Other	Closed
825	11/12/10			Concord	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
826	11/12/10			Corte Madera	Meter Clearance	Meter/Module clearance issues	Closed
827	11/12/10			Corte Madera	Wellington Installer	Under Investigation	Open
828	11/12/10			Cotati	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
829	11/12/10			Eureka	Scheduling Problems	Installer missed appointment	Closed
830	11/12/10			Felton	Inquiry Regarding Appliances Affected	Under Investigation	Open
831	11/12/10			Fremont	Meter / Module Equipment (Mfg.)	Under Investigation	Open
832	11/12/10			Gilroy	Wellington Installer	Under Investigation	Open
833	11/12/10			Glen Ellen	Customer Denies Access	Customer Denies Wellington Access	Closed
834	11/12/10			Grass Valley	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
835	11/12/10			Healdsburg	Customer Denies Access	Under Investigation	Open
836	11/12/10			Larkspur	Inquiry Regarding Appliances Affected	Other	Closed
837	11/12/10			Mckinleyville	Inquiry Regarding Appliances Affected	Other	Closed
838	11/12/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
839	11/12/10			Morgan Hill	SmartMeter Customer Communication	Other	Closed
840	11/12/10			Morgan Hill	SmartMeter Customer Communication	Q on SM communication materials	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
841	11/12/10			Novato	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
842	11/12/10			Novato	Meter Clearance	Meter/Module clearance issues	Closed
843	11/12/10			Salinas	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
844	11/12/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
845	11/12/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
846	11/12/10			Santa Cruz	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
847	11/12/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
848	11/12/10			Templeton	Customer Denies Access	Medical Concerns	Closed
849	11/12/10			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
850	11/13/10			Atascadero	Wellington Installer	Under Investigation	Open
851	11/13/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
852	11/13/10			Chualar	Customer Denies Access	Medical Concerns	Closed
853	11/13/10			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
854	11/13/10			Kentfield	Customer Denies Access	RF/EMF Concerns	Closed
855	11/13/10			Morgan Hill	Customer Denies Access	Customer does not want a SmartMeter	Closed
856	11/13/10			Morgan Hill	Wellington Installer	Installer rude to customer	Closed
857	11/13/10			Morgan Hill	Wellington Installer	Under Investigation	Open
858	11/13/10			Morgan Hill	Wellington Installer	Under Investigation	Open
859	11/13/10			Morgan Hill	Wellington Installer	Under Investigation	Open
860	11/13/10			Novato	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
861	11/13/10			Rohnert Park	Inquiry Regarding Appliances Affected	Other	Closed
862	11/13/10			Salinas	Meter / Module Equipment (Mfg.)	Other	Closed
863	11/13/10			Salinas	Meter Clearance	Under Investigation	Open
864	11/13/10			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
865	11/13/10			San Miguel	Customer Denies Access	Under Investigation	Open
866	11/13/10			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
867	11/13/10			Watsonville	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
868	11/14/10			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
869	11/14/10			Gridley	Wellington Installer	Under Investigation	Open
870	11/14/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
871	11/14/10			San Luis Obispo	Customer Denies Access	Privacy Concerns	Closed
872	11/14/10			San Pablo	Inquiry Regarding Appliances Affected	Under Investigation	Open
873	11/15/10			Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed
874	11/15/10			Auburn	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
875	11/15/10			Belvedere	Inquiry Regarding Appliances Affected	Under Investigation	Open
876	11/15/10			Bolinas	Customer Denies Access	RF/EMF Concerns	Closed
877	11/15/10			Campbell	Customer Denies Access	Accuracy of Meter	Closed
878	11/15/10			Corte Madera	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
879	11/15/10			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
880	11/15/10			Eureka	Customer Denies Access	Customer does not want a SmartMeter	Closed
881	11/15/10			Eureka	SmartMeter Customer Communication	Other	Closed
882	11/15/10			Fairfax	Meter Clearance	Meter/Module clearance issues	Closed

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

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883	11/15/10			Fortuna	Customer Denies Access	Unhappy with SM Program	Closed
884	11/15/10			Fresno	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
885	11/15/10			Fresno	Meter Clearance	Other	Closed
886	11/15/10			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
887	11/15/10			Lafayette	Customer Denies Access	Customer does not want a SmartMeter	Closed
888	11/15/10			Live Oak	Inquiry Regarding Appliances Affected	Under Investigation	Open
889	11/15/10			Los Altos	Customer Denies Access	Customer does not want a SmartMeter	Closed
890	11/15/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
891	11/15/10			Martinez	SmartMeter Customer Communication	Other	Closed
892	11/15/10			Mckinleyville	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
893	11/15/10			Mendocino	Customer Denies Access	Under Investigation	Open
894	11/15/10			Menlo Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
895	11/15/10			Merced	Meter Clearance	Under Investigation	Open
896	11/15/10			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
897	11/15/10			Milpitas	Customer Denies Access	Accuracy of Meter	Closed
898	11/15/10			Morgan Hill	SmartMeter Customer Communication	Q on SM communication materials	Closed
899	11/15/10			Novato	Customer Denies Access	RF/EMF Concerns	Closed
900	11/15/10			Oakland	Other	Other	Closed
901	11/15/10			Paradise	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
902	11/15/10			Paso Robles	SmartMeter Customer Communication	Other	Closed
903	11/15/10			Pittsburg	Meter Clearance	Meter blocking access to breaker box	Closed
904	11/15/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
905	11/15/10			San Carlos	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
906	11/15/10			San Francisco	SmartMeter Customer Communication	Other	Closed
907	11/15/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
908	11/15/10			San Jose	SmartMeter Customer Communication	Other	Closed
909	11/15/10			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
910	11/15/10			San Miguel	Customer Denies Access	Accuracy of Meter	Closed
911	11/15/10			San Miguel	Customer Denies Access	Accuracy of Meter	Closed
912	11/15/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
913	11/15/10			San Rafael	SmartMeter Customer Communication	Other	Closed
914	11/15/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
915	11/15/10			Santa Rosa	Customer Denies Access	Privacy Concerns	Closed
916	11/15/10			Santa Rosa	SmartMeter Customer Communication	Other	Closed
917	11/15/10			Saratoga	Meter / Module Equipment (Mfg.)	Under Investigation	Open
918	11/15/10			Sunnyvale	Meter Clearance	Under Investigation	Open
919	11/15/10			Tracy	Customer Denies Access	Privacy Concerns	Closed
920	11/15/10			Walnut Creek	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
921	11/15/10			Walnut Creek	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
922	11/15/10			Walnut Creek	SmartMeter Customer Communication	Other	Closed
923	11/15/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
924	11/16/10			Arcata	Customer Denies Access	Customer does not want a SmartMeter	Closed

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925	11/16/10			Arcata	Customer Denies Access	Medical Concerns	Closed
926	11/16/10			Arcata	Customer Denies Access	RF/EMF Concerns	Closed
927	11/16/10			Atascadero	Inquiry Regarding Appliances Affected	Other	Closed
928	11/16/10			Bolinas	Customer Denies Access	RF/EMF Concerns	Closed
929	11/16/10			Chico	Customer Denies Access	RF/EMF Concerns	Closed
930	11/16/10			Daly City	Inquiry Regarding Appliances Affected	Under Investigation	Open
931	11/16/10			Eureka	Customer Denies Access	Under Investigation	Open
932	11/16/10			Fortuna	Customer Denies Access	Under Investigation	Open
933	11/16/10			Gilroy	Customer Denies Access	Accuracy of Meter	Closed
934	11/16/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
935	11/16/10			Kelsey	Customer Denies Access	Customer does not want a SmartMeter	Closed
936	11/16/10			Larkspur	Power Interruption	Breaker keeps tripping	Closed
937	11/16/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
938	11/16/10			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
939	11/16/10			Mill Valley	Customer Denies Access	Under Investigation	Open
940	11/16/10			Milpitas	Customer Denies Access	Accuracy of Meter	Closed
941	11/16/10			Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
942	11/16/10			Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
943	11/16/10			Novato	Customer Denies Access	RF/EMF Concerns	Closed
944	11/16/10			Novato	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
945	11/16/10			Novato	Inquiry Regarding Appliances Affected	Other	Closed
946	11/16/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
947	11/16/10			Novato	Meter Clearance	Meter/Module clearance issues	Closed
948	11/16/10			Paradise	Wellington Installer	Under Investigation	Open
949	11/16/10			Penngrove	Customer Denies Access	RF/EMF Concerns	Closed
950	11/16/10			Petaluma	Customer Denies Access	Accuracy of Meter	Closed
951	11/16/10			Saint Helena	Customer Denies Access	RF/EMF Concerns	Closed
952	11/16/10			Salinas	Customer Denies Access	RF/EMF Concerns	Closed
953	11/16/10			Salinas	Meter Clearance	Meter/Module clearance issues	Closed
954	11/16/10			Salinas	Meter Clearance	Meter/Module clearance issues	Closed
955	11/16/10			San Francisco	Meter Clearance	Other	Closed
956	11/16/10			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
957	11/16/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
958	11/16/10			San Jose	Wellington Installer	Under Investigation	Open
959	11/16/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
960	11/16/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
961	11/16/10			San Rafael	Customer Denies Access	Privacy Concerns	Closed
962	11/16/10			San Rafael	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
963	11/16/10			San Rafael	Wellington Installer	Under Investigation	Open
964	11/16/10			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
965	11/16/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
966	11/16/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed

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967	11/16/10			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
968	11/16/10			Squaw Valley	Customer Denies Access	Accuracy of Meter	Closed
969	11/16/10			Vallejo	Power Interruption	Under Investigation	Open
970	11/16/10			Willows	Customer Denies Access	RF/EMF Concerns	Closed
971	11/16/10			Woodacre	Customer Denies Access	Customer does not want a SmartMeter	Closed
972	11/17/10			Atascadero	Customer Denies Access	RF/EMF Concerns	Closed
973	11/17/10			Atascadero	Customer Denies Access	RF/EMF Concerns	Closed
974	11/17/10			Atascadero	Customer wants Smartmeter Removed	No reason provided	Closed
975	11/17/10			Atascadero	Power Interruption	Partial Power Outage	Closed
976	11/17/10			Atascadero	Wellington Installer	Under Investigation	Open
977	11/17/10			Belvedere	Customer Denies Access	Unhappy with SM Program	Closed
978	11/17/10			Berkeley	Customer Denies Access	Medical Concerns	Closed
979	11/17/10			Berkeley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
980	11/17/10			Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
981	11/17/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
982	11/17/10			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
983	11/17/10			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
984	11/17/10			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
985	11/17/10			Eureka	Inquiry Regarding Appliances Affected	Other	Closed
986	11/17/10			Fremont	Customer Denies Access	Accuracy of Meter	Closed
987	11/17/10			Glen Ellen	Customer Denies Access	Customer does not want a SmartMeter	Closed
988	11/17/10			Hollister	Customer Denies Access	Medical Concerns	Closed
989	11/17/10			Hollister	Customer Denies Access	RF/EMF Concerns	Closed
990	11/17/10			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
991	11/17/10			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
992	11/17/10			Los Banos	Meter Clearance	Other	Closed
993	11/17/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
994	11/17/10			Middletown	Customer Denies Access	Customer does not want a SmartMeter	Closed
995	11/17/10			Morgan Hill	Potential Wellington Claim	Under Investigation	Open
996	11/17/10			Morgan Hill	Wellington Installer	Under Investigation	Open
997	11/17/10			Nevada City	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
998	11/17/10			Novato	Customer Denies Access	Under Investigation	Open
999	11/17/10			Novato	Customer Denies Access	Unhappy with SM Program	Closed
1000	11/17/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
1001	11/17/10			Novato	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1002	11/17/10			Novato	Meter Clearance	Meter/Module clearance issues	Closed
1003	11/17/10			Oroville	Customer Denies Access	RF/EMF Concerns	Closed
1004	11/17/10			Paso Robles	Customer Denies Access	RF/EMF Concerns	Closed
1005	11/17/10			Paso Robles	Customer Denies Access	Unhappy with SM Program	Closed
1006	11/17/10			Paso Robles	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1007	11/17/10			Petaluma	Customer Denies Access	Accuracy of Meter	Closed
1008	11/17/10			Petaluma	Customer Denies Access	Accuracy of Meter	Closed

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1009	11/17/10			Piedmont	Customer Denies Access	RF/EMF Concerns	Closed
1010	11/17/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
1011	11/17/10			Salinas	Customer Denies Access	Unhappy with SM Program	Closed
1012	11/17/10			Salinas	Meter / Module Equipment (Mfg.)	Other	Closed
1013	11/17/10			San Francisco	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1014	11/17/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
1015	11/17/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1016	11/17/10			San Martin	Customer Denies Access	RF/EMF Concerns	Closed
1017	11/17/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
1018	11/17/10			San Rafael	Customer Denies Access	Medical Concerns	Closed
1019	11/17/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
1020	11/17/10			San Rafael	Meter Clearance	Meter/Module clearance issues	Closed
1021	11/17/10			Santa Cruz	Customer Denies Access	Unhappy with SM Program	Closed
1022	11/17/10			Sonoma	Power Interruption	Complete Power Outage	Closed
1023	11/17/10			Tracy	Customer Denies Access	Unhappy with SM Program	Closed
1024	11/17/10			Trinidad	Wellington Installer	Under Investigation	Open
1025	11/17/10			Vacaville	Customer Denies Access	Under Investigation	Open
1026	11/17/10			Windsor	Meter Clearance	Meter/Module clearance issues	Closed
1027	11/18/10			Albany	Customer Denies Access	Accuracy of Meter	Closed
1028	11/18/10			Arbuckle	Inquiry Regarding Appliances Affected	Under Investigation	Open
1029	11/18/10			Atascadero	Customer Denies Access	Medical Concerns	Closed
1030	11/18/10			Atascadero	Customer Denies Access	RF/EMF Concerns	Closed
1031	11/18/10			Atascadero	Customer Denies Access	RF/EMF Concerns	Closed
1032	11/18/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
1033	11/18/10			Atascadero	Inquiry Regarding Appliances Affected	Other	Closed
1034	11/18/10			Bolinas	Customer Denies Access	Accuracy of Meter	Closed
1035	11/18/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1036	11/18/10			Bolinas	Customer Denies Access	Medical Concerns	Closed
1037	11/18/10			Cotati	Wellington Installer	Under Investigation	Open
1038	11/18/10			El Dorado Hills	Customer Denies Access	RF/EMF Concerns	Closed
1039	11/18/10			Fair Oaks	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1040	11/18/10			Fortuna	Customer Denies Access	RF/EMF Concerns	Closed
1041	11/18/10			Fresno	Inquiry Regarding Appliances Affected	Other	Closed
1042	11/18/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1043	11/18/10			Kettleman City	Customer Denies Access	Customer does not want a SmartMeter	Closed
1044	11/18/10			Lafayette	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1045	11/18/10			Morgan Hill	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
1046	11/18/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
1047	11/18/10			Morgan Hill	Wellington Installer	Under Investigation	Open
1048	11/18/10			Nevada City	Meter / Module Equipment (Mfg.)	Other	Closed
1049	11/18/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
1050	11/18/10			Novato	Customer Denies Access	RF/EMF Concerns	Closed

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1051	11/18/10			Oakland	Customer Denies Access	Medical Concerns	Closed
1052	11/18/10			Oregon House	Customer Denies Access	RF/EMF Concerns	Closed
1053	11/18/10			Pismo Beach	Customer Denies Access	Medical Concerns	Closed
1054	11/18/10			Rocklin	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1055	11/18/10			San Carlos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1056	11/18/10			San Francisco	Customer Denies Access	Medical Concerns	Closed
1057	11/18/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1058	11/18/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
1059	11/18/10			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
1060	11/18/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
1061	11/18/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
1062	11/18/10			San Rafael	Inquiry Regarding Appliances Affected	Other	Closed
1063	11/18/10			San Rafael	Wellington Installer	Under Investigation	Open
1064	11/18/10			Santa Clara	Wellington Installer	Under Investigation	Open
1065	11/18/10			Santa Margarita	Customer Denies Access	RF/EMF Concerns	Closed
1066	11/18/10			Santa Margarita	Customer Denies Access	RF/EMF Concerns	Closed
1067	11/18/10			Santa Margarita	Customer Denies Access	RF/EMF Concerns	Closed
1068	11/18/10			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
1069	11/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1070	11/18/10			Selma	Customer Denies Access	Accuracy of Meter	Closed
1071	11/18/10			Sonoma	Customer Denies Access	RF/EMF Concerns	Closed
1072	11/18/10			Sunnyvale	Customer Denies Access	Accuracy of Meter	Closed
1073	11/18/10			Templeton	Inquiry Regarding Appliances Affected	Other	Closed
1074	11/18/10			Woodacre	Customer Denies Access	RF/EMF Concerns	Closed
1075	11/19/10			Arcata	Customer Denies Access	RF/EMF Concerns	Closed
1076	11/19/10			Arroyo Grande	Customer Denies Access	RF/EMF Concerns	Closed
1077	11/19/10			Atascadero	Customer Denies Access	RF/EMF Concerns	Closed
1078	11/19/10			Benicia	Customer Denies Access	Accuracy of Meter	Closed
1079	11/19/10			Benicia	Inquiry Regarding Appliances Affected	Under Investigation	Open
1080	11/19/10			Berkeley	Customer Denies Access	Accuracy of Meter	Closed
1081	11/19/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1082	11/19/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1083	11/19/10			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
1084	11/19/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1085	11/19/10			Bolinas	Customer Denies Access	Medical Concerns	Closed
1086	11/19/10			Bolinas	Customer Denies Access	Medical Concerns	Closed
1087	11/19/10			Bolinas	Customer Denies Access	RF/EMF Concerns	Closed
1088	11/19/10			Camp Meeker	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1089	11/19/10			Cazadero	Inquiry Regarding Appliances Affected	Under Investigation	Open
1090	11/19/10			Clayton	Customer Denies Access	RF/EMF Concerns	Closed
1091	11/19/10			Concord	Inquiry Regarding Appliances Affected	Other	Closed
1092	11/19/10			Cupertino	Customer Denies Access	Accuracy of Meter	Closed

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1093	11/19/10			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
1094	11/19/10			Marysville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1095	11/19/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
1096	11/19/10			Morgan Hill	Customer Denies Access	RF/EMF Concerns	Closed
1097	11/19/10			Morgan Hill	Customer Denies Access	RF/EMF Concerns	Closed
1098	11/19/10			Morgan Hill	Customer Denies Access	RF/EMF Concerns	Closed
1099	11/19/10			Morgan Hill	Customer Denies Access	Unhappy with SM Program	Closed
1100	11/19/10			Morgan Hill	Other	Other	Closed
1101	11/19/10			Morgan Hill	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Closed
1102	11/19/10			Novato	Power Interruption	Partial Power Outage	Closed
1103	11/19/10			Novato	Wellington Installer	Under Investigation	Open
1104	11/19/10			Oakland	Customer Denies Access	RF/EMF Concerns	Closed
1105	11/19/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1106	11/19/10			Oakland	Wellington Installer	Under Investigation	Open
1107	11/19/10			Oroville	Meter / Module Equipment (Mfg.)	Other	Closed
1108	11/19/10			Paso Robles	Potential Wellington Claim	Under Investigation	Open
1109	11/19/10			Salinas	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1110	11/19/10			San Luis Obispo	Customer Denies Access	Accuracy of Meter	Closed
1111	11/19/10			San Luis Obispo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1112	11/19/10			San Pablo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1113	11/19/10			San Rafael	Customer Denies Access	Accuracy of Meter	Closed
1114	11/19/10			San Rafael	Customer Denies Access	Under Investigation	Open
1115	11/19/10			San Rafael	Customer Denies Access	Under Investigation	Open
1116	11/19/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1117	11/19/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1118	11/19/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1119	11/19/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1120	11/19/10			San Rafael	Power Interruption	Partial Power Outage	Closed
1121	11/19/10			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
1122	11/19/10			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
1123	11/19/10			Santa Rosa	Customer Denies Access	Unhappy with SM Program	Closed
1124	11/19/10			Tiburon	Customer Denies Access	Privacy Concerns	Closed
1125	11/19/10			Tiburon	Customer Denies Access	Unhappy with SM Program	Closed
1126	11/19/10			Vallejo	Customer Denies Access	Accuracy of Meter	Closed
1127	11/19/10			Vallejo	Customer Denies Access	Customer does not want a SmartMeter	Closed
1128	11/19/10			Watsonville	Customer Denies Access	RF/EMF Concerns	Closed
1129	11/20/10			Atascadero	Customer Denies Access	Customer Denies Wellington Access	Closed
1130	11/20/10			Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
1131	11/20/10			Atascadero	Customer Denies Access	Medical Concerns	Closed
1132	11/20/10			Chico	Wellington Installer	Under Investigation	Open
1133	11/20/10			Colusa	Inquiry Regarding Appliances Affected	Other	Closed
1134	11/20/10			Corte Madera	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
1135	11/20/10			Eureka	Customer Denies Access	Medical Concerns	Closed
1136	11/20/10			Fortuna	Customer Denies Access	Privacy Concerns	Closed
1137	11/20/10			Los Osos	Customer Denies Access	RF/EMF Concerns	Closed
1138	11/20/10			Morgan Hill	Wellington Installer	Under Investigation	Open
1139	11/20/10			Oakland	Power Interruption	Under Investigation	Open
1140	11/20/10			Paso Robles	SmartMeter Customer Communication	Under Investigation	Open
1141	11/20/10			Penn Valley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1142	11/20/10			San Mateo	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1143	11/20/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
1144	11/20/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
1145	11/20/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1146	11/20/10			Saratoga	Customer wants Smartmeter Removed	No reason provided	Closed
1147	11/20/10			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
1148	11/20/10			Tiburon	Customer Denies Access	RF/EMF Concerns	Closed
1149	11/21/10			Corte Madera	Customer Denies Access	Accuracy of Meter	Closed
1150	11/21/10			Cotati	Customer Denies Access	RF/EMF Concerns	Closed
1151	11/21/10			Morgan Hill	Customer Denies Access	Customer does not want a SmartMeter	Closed
1152	11/21/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1153	11/21/10			Paradise	Power Interruption	Breaker keeps tripping	Closed
1154	11/21/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
1155	11/21/10			San Jose	Power Interruption	Under Investigation	Open
1156	11/21/10			San Rafael	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
1157	11/21/10			Templeton	Customer Denies Access	Unhappy with SM Program	Closed
1158	11/22/10			Antioch	Power Interruption	Other	Closed
1159	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
1160	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
1161	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
1162	11/22/10			Bayside	Customer Denies Access	RF/EMF Concerns	Closed
1163	11/22/10			Berkeley	Customer Denies Access	Unhappy with SM Program	Closed
1164	11/22/10			Bolinas	Customer Denies Access	Medical Concerns	Closed
1165	11/22/10			Bolinas	Customer Denies Access	Medical Concerns	Closed
1166	11/22/10			Bolinas	Customer Denies Access	RF/EMF Concerns	Closed
1167	11/22/10			Bolinas	Customer Denies Access	RF/EMF Concerns	Closed
1168	11/22/10			Bolinas	Customer Denies Access	RF/EMF Concerns	Closed
1169	11/22/10			Bolinas	Customer Denies Access	Unhappy with SM Program	Closed
1170	11/22/10			Boulder Creek	Customer Denies Access	RF/EMF Concerns	Closed
1171	11/22/10			Byron	Meter Clearance	Meter/Module clearance issues	Closed
1172	11/22/10			Cameron Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
1173	11/22/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
1174	11/22/10			Carmel	Customer Denies Access	Privacy Concerns	Closed
1175	11/22/10			Chico	Wellington Installer	Under Investigation	Open
1176	11/22/10			Corte Madera	Customer Denies Access	Medical Concerns	Closed

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1177	11/22/10			Corte Madera	Customer Denies Access	RF/EMF Concerns	Closed
1178	11/22/10			Corte Madera	Customer Denies Access	RF/EMF Concerns	Closed
1179	11/22/10			Corte Madera	Customer Denies Access	RF/EMF Concerns	Closed
1180	11/22/10			Cotati	Customer Denies Access	Accuracy of Meter	Closed
1181	11/22/10			Cotati	Customer Denies Access	Medical Concerns	Closed
1182	11/22/10			Cotati	Customer Denies Access	RF/EMF Concerns	Closed
1183	11/22/10			Eureka	Customer Denies Access	Medical Concerns	Closed
1184	11/22/10			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
1185	11/22/10			Fairfield	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1186	11/22/10			Garden Valley	Customer Denies Access	RF/EMF Concerns	Closed
1187	11/22/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1188	11/22/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1189	11/22/10			Grass Valley	CAB Originated Inquiry	Hand off to Customer Impact Team	Closed
1190	11/22/10			Guerneville	Wellington Installer	Under Investigation	Open
1191	11/22/10			Inverness	Customer Denies Access	Medical Concerns	Closed
1192	11/22/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
1193	11/22/10			Larkspur	Customer wants Smartmeter Removed	Under Investigation	Open
1194	11/22/10			Livermore	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1195	11/22/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1196	11/22/10			Martinez	Inquiry Regarding Appliances Affected	Other	Closed
1197	11/22/10			Mckinleyville	Customer Denies Access	Accuracy of Meter	Closed
1198	11/22/10			Mckinleyville	Customer Denies Access	Privacy Concerns	Closed
1199	11/22/10			Mckinleyville	Customer Denies Access	Unhappy with SM Program	Closed
1200	11/22/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
1201	11/22/10			Mill Valley	Customer Denies Access	Medical Concerns	Closed
1202	11/22/10			Mill Valley	Customer Denies Access	Unhappy with SM Program	Closed
1203	11/22/10			Mill Valley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1204	11/22/10			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
1205	11/22/10			Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
1206	11/22/10			Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
1207	11/22/10			Morgan Hill	Customer Denies Access	Privacy Concerns	Closed
1208	11/22/10			Morgan Hill	Customer Denies Access	Privacy Concerns	Closed
1209	11/22/10			Morgan Hill	Customer Denies Access	RF/EMF Concerns	Closed
1210	11/22/10			Morgan Hill	Customer Denies Access	RF/EMF Concerns	Closed
1211	11/22/10			Morgan Hill	Customer Denies Access	RF/EMF Concerns	Closed
1212	11/22/10			Morgan Hill	Customer Denies Access	Unhappy with SM Program	Closed
1213	11/22/10			Novato	Customer Denies Access	RF/EMF Concerns	Closed
1214	11/22/10			Novato	Scheduling Problems	Under Investigation	Open
1215	11/22/10			Oakland	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1216	11/22/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
1217	11/22/10			Oakland	Power Interruption	Under Investigation	Open
1218	11/22/10			Oroville	SmartMeter Customer Communication	Q on SM communication materials	Closed

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1219	11/22/10			Petaluma	Customer Denies Access	RF/EMF Concerns	Closed
1220	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
1221	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
1222	11/22/10			Richmond	Customer Denies Access	RF/EMF Concerns	Closed
1223	11/22/10			Rohnert Park	Customer Denies Access	Accuracy of Meter	Closed
1224	11/22/10			Roseville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1225	11/22/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
1226	11/22/10			San Carlos	Inquiry Regarding Appliances Affected	Under Investigation	Open
1227	11/22/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
1228	11/22/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
1229	11/22/10			San Francisco	Meter Clearance	Under Investigation	Open
1230	11/22/10			San Miguel	Customer Denies Access	Accuracy of Meter	Closed
1231	11/22/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
1232	11/22/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1233	11/22/10			Santa Margarita	Customer Denies Access	Medical Concerns	Closed
1234	11/22/10			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
1235	11/22/10			Santa Rosa	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1236	11/22/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1237	11/22/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
1238	11/22/10			Vallejo	Customer Denies Access	Accuracy of Meter	Closed
1239	11/22/10			Vallejo	Inquiry Regarding Appliances Affected	Other	Closed
1240	11/22/10			Woodside	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1241	11/23/10			Arcata	Customer wants Smartmeter Removed	Under Investigation	Open
1242	11/23/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
1243	11/23/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
1244	11/23/10			Atascadero	Power Interruption	Partial Power Outage	Closed
1245	11/23/10			Bangor	Wellington Installer	Under Investigation	Open
1246	11/23/10			Belvedere	Wellington Installer	Under Investigation	Open
1247	11/23/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
1248	11/23/10			Bolinas	Customer Denies Access	Medical Concerns	Closed
1249	11/23/10			Bolinas	Customer Denies Access	RF/EMF Concerns	Closed
1250	11/23/10			Bolinas	Customer Denies Access	RF/EMF Concerns	Closed
1251	11/23/10			Bradley	Customer Denies Access	Privacy Concerns	Closed
1252	11/23/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
1253	11/23/10			Chico	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1254	11/23/10			Chico	Meter Clearance	Meter/Module clearance issues	Closed
1255	11/23/10			Chico	Wellington Installer	Under Investigation	Open
1256	11/23/10			Corte Madera	Customer Denies Access	Privacy Concerns	Closed
1257	11/23/10			Corte Madera	Customer Denies Access	RF/EMF Concerns	Closed
1258	11/23/10			Cotati	Customer Denies Access	Customer does not want a SmartMeter	Closed
1259	11/23/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
1260	11/23/10			El Dorado Hills	Inquiry Regarding Appliances Affected	Other	Closed

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1261	11/23/10			Eureka	Inquiry Regarding Appliances Affected	Under Investigation	Open
1262	11/23/10			Fish Camp	Inquiry Regarding Appliances Affected	Other	Closed
1263	11/23/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
1264	11/23/10			Gilroy	Power Interruption	Under Investigation	Open
1265	11/23/10			Kelseyville	Wellington Installer	Under Investigation	Open
1266	11/23/10			Kentfield	Customer Denies Access	Privacy Concerns	Closed
1267	11/23/10			Kentfield	Customer Denies Access	Under Investigation	Open
1268	11/23/10			Larkspur	Customer Denies Access	Privacy Concerns	Closed
1269	11/23/10			Larkspur	Customer Denies Access	Unhappy with SM Program	Closed
1270	11/23/10			Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
1271	11/23/10			Madera	SmartMeter Customer Communication	Other	Closed
1272	11/23/10			Marysville	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
1273	11/23/10			Mckinleyville	Customer Denies Access	Medical Concerns	Closed
1274	11/23/10			Mill Valley	Customer Denies Access	Medical Concerns	Closed
1275	11/23/10			Mill Valley	Customer Denies Access	Privacy Concerns	Closed
1276	11/23/10			Mill Valley	Customer Denies Access	Privacy Concerns	Closed
1277	11/23/10			Mill Valley	Customer Denies Access	Privacy Concerns	Closed
1278	11/23/10			Mill Valley	Customer Denies Access	Privacy Concerns	Closed
1279	11/23/10			Mill Valley	Customer Denies Access	Privacy Concerns	Closed
1280	11/23/10			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
1281	11/23/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1282	11/23/10			Mill Valley	Meter / Module Equipment (Mfg.)	Other	Closed
1283	11/23/10			Morgan Hill	Customer Denies Access	Privacy Concerns	Closed
1284	11/23/10			Morgan Hill	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1285	11/23/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
1286	11/23/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
1287	11/23/10			Morgan Hill	Wellington Installer	Under Investigation	Open
1288	11/23/10			Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
1289	11/23/10			Napa	Customer Denies Access	Accuracy of Meter	Closed
1290	11/23/10			Novato	Customer Denies Access	Accuracy of Meter	Closed
1291	11/23/10			Novato	Customer Denies Access	Medical Concerns	Closed
1292	11/23/10			Novato	Customer Denies Access	Medical Concerns	Closed
1293	11/23/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1294	11/23/10			Oroville	Customer Denies Access	RF/EMF Concerns	Closed
1295	11/23/10			Paradise	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Closed
1296	11/23/10			Paradise	Wellington Installer	Under Investigation	Open
1297	11/23/10			Paso Robles	Customer Denies Access	Customer does not want a SmartMeter	Closed
1298	11/23/10			Paso Robles	Wellington Installer	Under Investigation	Open
1299	11/23/10			Petaluma	Customer Denies Access	Unhappy with SM Program	Closed
1300	11/23/10			Petaluma	Scheduling Problems	Under Investigation	Open
1301	11/23/10			Pittsburg	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1302	11/23/10			San Anselmo	Customer Denies Access	Medical Concerns	Closed

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1303	11/23/10			San Anselmo	Customer Denies Access	Medical Concerns	Closed
1304	11/23/10			San Anselmo	Customer Denies Access	Privacy Concerns	Closed
1305	11/23/10			San Anselmo	Customer Denies Access	Privacy Concerns	Closed
1306	11/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1307	11/23/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
1308	11/23/10			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1309	11/23/10			San Jose	Meter Clearance	Under Investigation	Open
1310	11/23/10			San Jose	Power Interruption	Under Investigation	Open
1311	11/23/10			San Jose	Power Interruption	Under Investigation	Open
1312	11/23/10			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
1313	11/23/10			San Rafael	Customer Denies Access	Medical Concerns	Closed
1314	11/23/10			San Rafael	Customer Denies Access	Privacy Concerns	Closed
1315	11/23/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
1316	11/23/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
1317	11/23/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
1318	11/23/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1319	11/23/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1320	11/23/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
1321	11/23/10			Santa Rosa	Wellington Installer	Under Investigation	Open
1322	11/24/10			Atascadero	Customer Denies Access	Medical Concerns	Closed
1323	11/24/10			Atascadero	Power Interruption	Other	Closed
1324	11/24/10			Berkeley	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1325	11/24/10			Bolinas	Customer Denies Access	RF/EMF Concerns	Closed
1326	11/24/10			Carlotta	Inquiry Regarding Appliances Affected	Other	Closed
1327	11/24/10			Clearlake	Customer Denies Access	RF/EMF Concerns	Closed
1328	11/24/10			Corte Madera	Customer Denies Access	RF/EMF Concerns	Closed
1329	11/24/10			Corte Madera	Customer Denies Access	RF/EMF Concerns	Closed
1330	11/24/10			Corte Madera	Customer Denies Access	RF/EMF Concerns	Closed
1331	11/24/10			Danville	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
1332	11/24/10			Fremont	Network Equipment	Under Investigation	Open
1333	11/24/10			Kentfield	Customer Denies Access	Under Investigation	Open
1334	11/24/10			Mckinleyville	Customer Denies Access	Medical Concerns	Closed
1335	11/24/10			Mckinleyville	Customer Denies Access	RF/EMF Concerns	Closed
1336	11/24/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
1337	11/24/10			Mill Valley	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
1338	11/24/10			Mill Valley	Potential Wellington Claim	Under Investigation	Open
1339	11/24/10			Morgan Hill	Customer Denies Access	RF/EMF Concerns	Closed
1340	11/24/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
1341	11/24/10			Morgan Hill	SmartMeter Customer Communication	Under Investigation	Open
1342	11/24/10			Morgan Hill	Wellington Installer	Under Investigation	Open
1343	11/24/10			Morgan Hill	Wellington Installer	Under Investigation	Open
1344	11/24/10			Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open

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1345	11/24/10			Oakland	Customer Denies Access	Customer does not want a SmartMeter	Closed
1346	11/24/10			Oakland	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
1347	11/24/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
1348	11/24/10			Oakland	Power Interruption	Complete Power Outage	Closed
1349	11/24/10			Paso Robles	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1350	11/24/10			Paso Robles	Power Interruption	Other	Closed
1351	11/24/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
1352	11/24/10			San Jose	Wellington Installer	Under Investigation	Open
1353	11/24/10			San Miguel	Customer Denies Access	RF/EMF Concerns	Closed
1354	11/24/10			San Rafael	Customer Denies Access	Accuracy of Meter	Closed
1355	11/24/10			San Rafael	Customer Denies Access	Medical Concerns	Closed
1356	11/24/10			San Rafael	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1357	11/24/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
1358	11/24/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1359	11/24/10			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
1360	11/24/10			Santa Rosa	Meter Clearance	Under Investigation	Open
1361	11/24/10			Templeton	Customer wants Smartmeter Removed	Under Investigation	Open
1362	11/25/10			Arbuckle	Power Interruption	Breaker keeps tripping	Closed
1363	11/25/10			Eureka	Power Interruption	Under Investigation	Open
1364	11/25/10			Rohnert Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
1365	11/25/10			San Francisco	Customer Denies Access	Unhappy with SM Program	Closed
1366	11/26/10			Corte Madera	SmartMeter Customer Communication	Under Investigation	Open
1367	11/26/10			Elverta	Power Interruption	Under Investigation	Open
1368	11/26/10			Grass Valley	Customer Denies Access	Under Investigation	Open
1369	11/26/10			Kelseyville	Customer Denies Access	RF/EMF Concerns	Closed
1370	11/26/10			Mckinleyville	Customer Denies Access	Accuracy of Meter	Closed
1371	11/26/10			Mckinleyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1372	11/26/10			Mckinleyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
1373	11/26/10			Novato	Customer Denies Access	Under Investigation	Open
1374	11/26/10			Novato	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
1375	11/26/10			Oakland	Scheduling Problems	Other	Closed
1376	11/26/10			Paso Robles	Customer Denies Access	Accuracy of Meter	Closed
1377	11/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
1378	11/26/10			San Anselmo	Customer Denies Access	Unhappy with SM Program	Closed
1379	11/26/10			San Martin	Meter / Module Equipment (Mfg.)	Under Investigation	Open
1380	11/26/10			San Mateo	Meter Clearance	Under Investigation	Open
1381	11/26/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
1382	11/26/10			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
1383	11/26/10			Sonoma	Customer Denies Access	Customer Opts for Solar Power	Closed
1384	11/26/10			Sutter	Customer wants Smartmeter Removed	Under Investigation	Open
1385	11/26/10			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open

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SmartMeter™ Issues and Complaints Report
SmartMeter™ Installation Issues Report**

December 2, 2010 – For the Period November 13, 2010 through November 26, 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
				849	Open Issues on Last Report		
				367	Open Issues Closed Since the Last Report		
				536	New Issues Since the Last Report		
				381	New Issues Closed Since the Last Report		
				155	New Issues Open		

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

December 2, 2010 -- For the Period November 13, 2010 through November 26, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
1	1/15/10	{Redacted}	{Redacted}	Napa	Scheduling Problems	Under Investigation	Open
2	2/10/10	{Redacted}	{Redacted}	Carmel	Network Equipment Installation	Under Investigation	Open
3	2/10/10	{Redacted}	{Redacted}	Cupertino	Scheduling Problems	Under Investigation	Open
4	2/17/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
5	2/22/10	{Redacted}	{Redacted}	Vallejo	Network Equipment Installation	Under Investigation	Open
6	3/1/10	{Redacted}	{Redacted}	Fresno	Wellington Installer	Under Investigation	Open
7	3/1/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
8	3/3/10	{Redacted}	{Redacted}	Glen Ellen	Scheduling Problems	Under Investigation	Open
9	3/7/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
10	3/7/10	{Redacted}	{Redacted}	Sebastopol	Customer Denies Access	Accuracy of Meter	Closed
11	3/7/10	{Redacted}	{Redacted}	Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
12	3/8/10	{Redacted}	{Redacted}	Cotati	Household items affected by SM installation	Under Investigation	Open
13	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM installation	Under Investigation	Open
14	3/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
15	3/10/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
16	3/12/10	{Redacted}	{Redacted}	Union City	Meter/Module	Other	Closed
17	3/12/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
18	3/15/10	{Redacted}	{Redacted}	Placerville	Customer Denies Access	Medical Concerns	Closed
19	3/15/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
20	3/16/10	{Redacted}	{Redacted}	Angels Camp	Customer Denies Access	Under Investigation	Open
21	3/16/10	{Redacted}	{Redacted}	Sunnyvale	Customer Denies Access	Under Investigation	Open
22	3/17/10	{Redacted}	{Redacted}	Napa	Customer Denies Access	Accuracy of Meter	Closed
23	3/19/10	{Redacted}	{Redacted}	American Canyon	Customer Denies Access	Unhappy with SM Program	Closed
24	3/19/10	{Redacted}	{Redacted}	Santa Rosa	Customer Denies Access	Unhappy with SM Program	Closed
25	3/22/10	{Redacted}	{Redacted}	San Jose	Scheduling Problems	Installer can't get in	Closed
26	4/5/10	{Redacted}	{Redacted}	Vacaville	Other	Under Investigation	Open
27	4/14/10	{Redacted}	{Redacted}	Kingsburg	Power Interruption	Under Investigation	Open
28	4/15/10	{Redacted}	{Redacted}	Madera	Other	Under Investigation	Open
29	4/16/10	{Redacted}	{Redacted}	San Jose	Scheduling Problems	Under Investigation	Open
30	4/19/10	{Redacted}	{Redacted}	Brentwood	Household items affected by SM installation	Under Investigation	Open
31	4/21/10	{Redacted}	{Redacted}	Madera	Household items affected by SM installation	Under Investigation	Open
32	4/27/10	{Redacted}	{Redacted}	Lemoore	Customer Denies Access	Under Investigation	Open
33	4/30/10	{Redacted}	{Redacted}	Richmond	Other	Under Investigation	Open
34	5/7/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Unhappy with SM Program	Closed
35	5/7/10	{Redacted}	{Redacted}	San Jose	Meter/Module	Under Investigation	Open
36	5/10/10	{Redacted}	{Redacted}	Los Gatos	Customer Denies Access	RF/EMF Concerns	Closed
37	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
38	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
39	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
40	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
41	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Under Investigation	Open
42	5/10/10	{Redacted}	{Redacted}	San Jose	Other	Other	Closed

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

December 2, 2010 -- For the Period November 13, 2010 through November 26, 2010

Color Key	
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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	RF/EMF Concerns	Closed
44	5/11/10			Chico	Household items affected by SM installation	Damaged Refrigerator	Closed
45	5/11/10			San Jose	Customer Denies Access	Privacy Concerns	Closed
46	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
47	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
48	5/11/10			San Jose	Customer Denies Access	Under Investigation	Open
49	5/12/10			San Jose	Customer Denies Access	Unhappy with SM Program	Closed
50	5/12/10			San Jose	Wellington Installer	Under Investigation	Open
51	5/14/10			San Jose	Meter/Module	Installer can't get in	Closed
52	5/15/10			Chico	Customer Denies Access	Customer does not want a SmartMeter	Closed
53	5/17/10			Alamo	Scheduling Problems	Under Investigation	Open
54	5/17/10			S. San Francisco	Other	Under Investigation	Open
55	5/17/10			Sunnyvale	Customer Denies Access	Under Investigation	Open
56	5/18/10			Placerville	Customer Denies Access	Accuracy of Meter	Closed
57	5/18/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
58	5/18/10			Yuba City	Power Interruption	Under Investigation	Open
59	5/19/10			Chico	Customer Denies Access	Under Investigation	Open
60	5/19/10			San Jose	Potential Wellington Claim	Under Investigation	Open
61	5/20/10			Guerneville	Customer Denies Access	Under Investigation	Open
62	5/20/10			Tracy	Power Interruption	Under Investigation	Open
63	5/21/10			Browns Valley	Customer Denies Access	Under Investigation	Open
64	5/21/10			Browns Valley	Customer Denies Access	Unhappy with SM Program	Closed
65	5/21/10			Browns Valley	Customer Denies Access	Unhappy with SM Program	Closed
66	5/21/10			El Dorado Hills	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
67	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
68	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
69	5/22/10			Grass Valley	Customer Denies Access	Privacy Concerns	Closed
70	5/22/10			Grass Valley	Customer Denies Access	Unhappy with SM Program	Closed
71	5/22/10			Nevada City	Customer Denies Access	Accuracy of Meter	Closed
72	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
73	5/24/10			Grass Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
74	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
75	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
76	5/26/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
77	5/27/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
78	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
79	5/30/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
80	6/4/10			San Jose	Household items affected by SM installation	Radio Frequency Concerns	Closed
81	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
82	6/7/10			San Jose	Household items affected by SM installation	Radio Frequency Concerns	Closed
83	6/8/10			Fresno	Power Interruption	Under Investigation	Open
84	6/8/10			Milpitas	Household items affected by SM installation	Radio Frequency Concerns	Closed

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Color Key	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	6/9/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Closed
86	6/9/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Closed
87	6/10/10			San Jose	Meter/Module Equipment	Other	Closed
88	6/10/10			San Jose	Meter/Module Equipment	Other	Closed
89	6/10/10			Sunnyvale	Meter/Module Equipment	Other	Closed
90	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
91	6/11/10			Saratoga	Household items affected by SM installation	Radio Frequency Concerns	Closed
92	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
93	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
94	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
95	6/15/10			San Jose	Household items affected by SM installation	Other	Closed
96	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
97	6/16/10			San Jose	Household items affected by SM installation	Radio Frequency Concerns	Closed
98	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
99	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
100	6/17/10			San Jose	Household items affected by SM installation	Radio Frequency Concerns	Closed
101	6/17/10			San Jose	Household items affected by SM installation	Under Investigation	Open
102	6/18/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Closed
103	6/18/10			San Jose	Household items affected by SM installation	Under Investigation	Open
104	6/20/10			Milpitas	Power Interruption	Under Investigation	Open
105	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
106	6/21/10			San Jose	Power Interruption	Under Investigation	Open
107	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
108	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
109	6/23/10			San Jose	Household items affected by SM installation	Under Investigation	Open
110	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
111	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
112	6/28/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
113	6/28/10			Santa Clara	Household items affected by SM installatio	Under Investigation	Open
114	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
115	6/30/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
116	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
117	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
118	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
119	7/2/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
120	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
121	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
122	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
123	7/8/10			Placerville	Household items affected by SM installatio	Under Investigation	Open
124	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open
125	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
126	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	7/12/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
128	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
129	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
130	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
131	7/15/10			Berkeley	Household items affected by SM installation	Other	Closed
132	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
133	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
134	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
135	7/17/10			Los Gatos	Household items affected by SM installation	Under Investigation	Open
136	7/19/10			San Francisco	Household items affected by SM installation	Under Investigation	Open
137	7/19/10			Tracy	Household items affected by SM installation	Under Investigation	Open
138	7/20/10			San Carlos	Household items affected by SM installation	Under Investigation	Open
139	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
140	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
141	7/23/10			Paradise	Household items affected by SM installation	Under Investigation	Open
142	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
143	7/26/10			Groveland	Household items affected by SM installation	Under Investigation	Open
144	7/26/10			San Jose	Household items affected by SM installation	Radio Frequency Concerns	Closed
145	7/28/10			San Jose	Network Equipment Installation	Other	Closed
146	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
147	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
148	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
149	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
150	7/29/10			San Jose	Household items affected by SM installation	Under Investigation	Open
151	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
152	7/30/10			Ben Lomond	Household items affected by SM installation	Under Investigation	Open
153	7/30/10			Dobbins	Wellington Installer	Under Investigation	Open
154	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
155	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
156	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
157	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
158	8/6/10			Oakland	Customer Denies Access	Unhappy with SM Program	Closed
159	8/6/10			Saratoga	Customer Denies Access	Under Investigation	Open
160	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
161	8/9/10			Saratoga	Wellington Installer	Other	Closed
162	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
163	8/10/10			Pope Valley	Wellington Installer	Other	Closed
164	8/10/10			Tiburon	Wellington Installer	Installer left gate open	Closed
165	8/11/10			Antioch	Customer wants Smartmeter Removed	No reason provided	Closed
166	8/11/10			Boulder Creek	Customer Denies Access	Security concern	Closed
167	8/12/10			Los Gatos	Wellington Installer	Other	Closed
168	8/12/10			Windsor	Wellington Installer	Security concern	Closed

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SmartMeter™ Issues and Complaints Report
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December 2, 2010 – For the Period November 13, 2010 through November 26, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	8/13/10			Grass Valley	Wellington Installer	Security concern	Closed
170	8/13/10			Placerville	Wellington Installer	Under Investigation	Open
171	8/16/10			Ben Lomond	Power Interruption	Partial Power Outage	Closed
172	8/16/10			Chico	Wellington Installer	Under Investigation	Open
173	8/16/10			Fremont	Household items affected by SM installatio	Under Investigation	Open
174	8/16/10			Los Gatos	Wellington Installer	Unhappy with SM Program	Closed
175	8/16/10			Oakland	Wellington Installer	Installer failed to knock	Closed
176	8/16/10			San Jose	Wellington Installer	Installer failed to knock	Closed
177	8/17/10			Cloverdale	Wellington Installer	Installer failed to knock	Closed
178	8/17/10			Nevada City	Wellington Installer	Installer rude to customer	Closed
179	8/17/10			Petaluma	Wellington Installer	Installer upset animals	Closed
180	8/17/10			San Bruno	Household items affected by SM installatio	Under Investigation	Open
181	8/17/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
182	8/17/10			San Jose	Wellington Installer	Door hanger not left or placed incorrectly	Closed
183	8/17/10			Sonoma	Wellington Installer	Damaged private property	Closed
184	8/18/10			Oakland	Wellington Installer	Damaged private property	Closed
185	8/18/10			San Jose	Household items affected by SM installatio	Radio Frequency Concerns	Closed
186	8/18/10			Santa Rosa	Wellington Installer	Damaged private property	Closed
187	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
188	8/18/10			Sonoma	Wellington Installer	Other	Closed
189	8/19/10			Los Gatos	Customer Denies Access	Customer does not want a SmartMeter	Closed
190	8/19/10			Penngrove	Wellington Installer	Security concern	Closed
191	8/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
192	8/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
193	8/19/10			San Jose	Household items affected by SM installatio	Damaged Other Household Appliances	Closed
194	8/19/10			San Jose	Wellington Installer	Installer failed to knock	Closed
195	8/19/10			San Jose	Wellington Installer	Installer rude to customer	Closed
196	8/19/10			San Jose	Wellington Installer	Other	Closed
197	8/19/10			Santa Cruz	Customer Denies Access	Under Investigation	Open
198	8/19/10			Sonoma	Wellington Installer	Under Investigation	Open
199	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
200	8/21/10			Los Altos Hills	Household items affected by SM installatio	Radio Frequency Concerns	Closed
201	8/22/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
202	8/23/10			Grass Valley	Household items affected by SM installatio	Damaged private property	Closed
203	8/23/10			Los Altos	Household items affected by SM installatio	Other	Closed
204	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
205	8/23/10			Oakland	Wellington Installer	Installer rude to customer	Closed
206	8/23/10			Richmond	Customer wants Smartmeter Removed	Meter blocking access to breaker box	Closed
207	8/23/10			San Anselmo	Wellington Installer	Under Investigation	Open
208	8/23/10			San Jose	Customer Denies Access	Under Investigation	Open
209	8/24/10			Los Gatos	Household items affected by SM installatio	Radio Frequency Concerns	Closed
210	8/24/10			Morgan Hill	Household items affected by SM installatio	Radio Frequency Concerns	Closed

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 December 2, 2010 -- For the Period November 13, 2010 through November 26, 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}	0659503106	SAN FRANCISCO	Closed	Delayed Charges Due to Estimated Meter Reads. Customer's service was initiated on 6/6/08. Electric SmartMeter installed on 11/12/09. Customer disputes electric usage for billing periods from Dec 2009 – July 2010. After SmartMeter installation, meter readers were unable to read the display located in garage because it was not angled properly. Meter reads on 3/25/10, 4/23/10, 5/25/10, and 6/23/10 were estimated. On a bill dated 6/28/10, customer received delayed electric charges for period 3/25/10 – 6/23/10. On 8/13/10, a PG&E field technician angled the electric SmartMeter 90 degrees so that meter readers would be able to properly obtain reads. While the customer has SmartMeter technology, he is currently being billed through a meter reader. There have been no further estimated reads effective 7/22/10. PG&E issued a customer satisfaction adjustment of \$215.57 on 11/18/10, which is for all electric charges billed from 12/9/09 – 7/22/10.
2	11/23/10	{Redacted}	5329014204	FAIRFIELD	Open	Under Investigation
3	11/23/10	{Redacted}	0217078123	CAMERON PARK	Open	Under Investigation
4	11/23/10	{Redacted}	0249031866	CUPERTINO	Open	Under Investigation

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

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 December 2, 2010 -- For the Period November 13, 2010 through November 26, 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}	0659503106	SAN FRANCISCO	Closed	Delayed Charges Due to Estimated Meter Reads. Customer's service was initiated on 6/6/08. Electric SmartMeter installed on 11/12/09. Customer disputes electric usage for billing periods from Dec 2009 – July 2010. After SmartMeter installation, meter readers were unable to read the display located in garage because it was not angled properly. Meter reads on 3/25/10, 4/23/10, 5/25/10, and 6/23/10 were estimated. On a bill dated 6/28/10, customer received delayed electric charges for period 3/25/10 – 6/23/10. On 8/13/10, a PG&E field technician angled the electric SmartMeter 90 degrees so that meter readers would be able to properly obtain reads. While the customer has SmartMeter technology, he is currently being billed through a meter reader. There have been no further estimated reads effective 7/22/10. PG&E issued a customer satisfaction adjustment of \$215.57 on 11/18/10, which is for all electric charges billed from 12/9/09 – 7/22/10.
2	11/23/10	{Redacted}	5329014204	FAIRFIELD	Open	Under Investigation
3	11/23/10	{Redacted}	0217078123	CAMERON PARK	Open	Under Investigation
4	11/23/10	{Redacted}	0249031866	CUPERTINO	Open	Under Investigation

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

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