

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 9, 2010 – For the Period November 27, 2010 through December 3, 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	3/8/10	{Redacted}	{Redacted}	Cotati	Household items affected by SM installation	Under Investigation	Open
10	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM installation	Under Investigation	Open
11	3/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
12	3/10/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
13	3/12/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
14	3/15/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
15	3/16/10	{Redacted}	{Redacted}	Angels Camp	Customer Denies Access	Under Investigation	Open
16	3/16/10	{Redacted}	{Redacted}	Sunnyvale	Customer Denies Access	Under Investigation	Open
17	4/5/10	{Redacted}	{Redacted}	Vacaville	Other	Under Investigation	Open
18	4/14/10	{Redacted}	{Redacted}	Kingsburg	Power Interruption	Under Investigation	Open
19	4/15/10	{Redacted}	{Redacted}	Madera	Other	Under Investigation	Open
20	4/16/10	{Redacted}	{Redacted}	San Jose	Scheduling Problems	Under Investigation	Open
21	4/19/10	{Redacted}	{Redacted}	Brentwood	Household items affected by SM installation	Under Investigation	Open
22	4/21/10	{Redacted}	{Redacted}	Madera	Household items affected by SM installation	Under Investigation	Open
23	4/27/10	{Redacted}	{Redacted}	Lemoore	Customer Denies Access	Under Investigation	Open
24	4/30/10	{Redacted}	{Redacted}	Richmond	Other	Under Investigation	Open
25	5/7/10	{Redacted}	{Redacted}	San Jose	Meter/Module	Under Investigation	Open
26	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
27	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
28	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
29	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
30	5/11/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Accuracy of Meter	Closed
31	5/11/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Accuracy of Meter	Closed
32	5/11/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
33	5/12/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
34	5/17/10	{Redacted}	{Redacted}	Alamo	Scheduling Problems	Under Investigation	Open
35	5/17/10	{Redacted}	{Redacted}	S. San Francisco	Other	Under Investigation	Open
36	5/17/10	{Redacted}	{Redacted}	Sunnyvale	Customer Denies Access	Under Investigation	Open
37	5/18/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	No reason provided	Closed
38	5/18/10	{Redacted}	{Redacted}	Yuba City	Power Interruption	Other	Closed
39	5/19/10	{Redacted}	{Redacted}	Chico	Customer Denies Access	Under Investigation	Open
40	5/19/10	{Redacted}	{Redacted}	San Jose	Potential Wellington Claim	Under Investigation	Open
41	5/20/10	{Redacted}	{Redacted}	Guerneville	Customer Denies Access	Under Investigation	Open
42	5/20/10	{Redacted}	{Redacted}	Tracy	Power Interruption	Under Investigation	Open

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

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	5/21/10			Browns Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
44	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
45	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
46	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
47	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
48	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
49	5/26/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Closed
50	5/27/10			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
51	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
52	5/30/10			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
53	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
54	6/8/10			Fresno	Power Interruption	Under Investigation	Open
55	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
56	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
57	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
58	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
59	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
60	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
61	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
62	6/17/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Closed
63	6/18/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Closed
64	6/20/10			Milpitas	Power Interruption	Hi/Low Voltage	Closed
65	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
66	6/21/10			San Jose	Power Interruption	Hi/Low Voltage	Closed
67	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
68	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
69	6/23/10			San Jose	Household items affected by SM installation	Damaged Refrigerator	Closed
70	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
71	6/28/10			San Jose	Household items affected by SM installatio	Other	Closed
72	6/28/10			San Jose	Household items affected by SM installatio	Other	Closed
73	6/28/10			Santa Clara	Household items affected by SM installatio	Other	Closed
74	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
75	6/30/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
76	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
77	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
78	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
79	7/2/10			San Jose	Household items affected by SM installatio	Other	Closed
80	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
81	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
82	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
83	7/8/10			Placerville	Household items affected by SM installatio	Under Investigation	Open
84	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open

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

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
86	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
87	7/12/10			Sunnyvale	Household items affected by SM installation	Other	Closed
88	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
89	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
90	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
91	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
92	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
93	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
94	7/17/10			Los Gatos	Household items affected by SM installatio	Other	Closed
95	7/19/10			San Francisco	Household items affected by SM installatio	Under Investigation	Open
96	7/19/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
97	7/20/10			San Carlos	Household items affected by SM installatio	Under Investigation	Open
98	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
99	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
100	7/23/10			Paradise	Household items affected by SM installatio	Under Investigation	Open
101	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
102	7/26/10			Groveland	Household items affected by SM installatio	Under Investigation	Open
103	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
104	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
105	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
106	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
107	7/29/10			San Jose	Household items affected by SM installatio	Other	Closed
108	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
109	7/30/10			Ben Lomond	Household items affected by SM installatio	Other	Closed
110	7/30/10			Dobbins	Wellington Installer	Under Investigation	Open
111	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
112	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
113	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
114	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
115	8/6/10			Saratoga	Customer Denies Access	Installer failed to knock	Closed
116	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
117	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
118	8/13/10			Placerville	Wellington Installer	Under Investigation	Open
119	8/16/10			Chico	Wellington Installer	Under Investigation	Open
120	8/16/10			Fremont	Household items affected by SM installatio	Under Investigation	Open
121	8/17/10			San Bruno	Household items affected by SM installatio	Under Investigation	Open
122	8/17/10			San Jose	Household items affected by SM installatio	Radio Frequency Concerns	Closed
123	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
124	8/19/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
125	8/19/10			Sonoma	Wellington Installer	Under Investigation	Open
126	8/20/10			Chico	Customer Denies Access	Under Investigation	Open

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	8/22/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
128	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
129	8/23/10			San Anselmo	Wellington Installer	Under Investigation	Open
130	8/23/10			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
131	8/25/10			Felton	Household items affected by SM installatio	Radio Frequency Concerns	Closed
132	8/25/10			Los Gatos	Household items affected by SM installatio	Radio Frequency Concerns	Closed
133	8/28/10			Burlingame	Wellington Installer	Under Investigation	Open
134	8/30/10			Alameda	Wellington Installer	Under Investigation	Open
135	8/30/10			San Jose	Wellington Installer	Under Investigation	Open
136	8/30/10			Smartville	Wellington Installer	Under Investigation	Open
137	8/31/10			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
138	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
139	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
140	9/1/10			San Jose	Wellington Installer	Under Investigation	Open
141	9/1/10			Saratoga	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
142	9/1/10			Saratoga	Wellington Installer	Under Investigation	Open
143	9/1/10			Smartville	Wellington Installer	Under Investigation	Open
144	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
145	9/2/10			Grass Valley	Wellington Installer	Under Investigation	Open
146	9/3/10			Oakland	Wellington Installer	Under Investigation	Open
147	9/7/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
148	9/7/10			Grass Valley	Potential Wellington Claim	Under Investigation	Open
149	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
150	9/7/10			Petaluma	Wellington Installer	Under Investigation	Open
151	9/7/10			Santa Clara	Customer Denies Access	Under Investigation	Open
152	9/7/10			Saratoga	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
153	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
154	9/8/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
155	9/9/10			Cupertino	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
156	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
157	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
158	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
159	9/9/10			Saratoga	Wellington Installer	Under Investigation	Open
160	9/10/10			Emeryville	Wellington Installer	Under Investigation	Open
161	9/10/10			San Francisco	Wellington Installer	Under Investigation	Open
162	9/11/10			El Dorado	Wellington Installer	Under Investigation	Open
163	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
164	9/12/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
165	9/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
166	9/13/10			Magalia	Wellington Installer	Under Investigation	Open
167	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
168	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed

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

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 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	9/14/10			Novato	Wellington Installer	Under Investigation	Open
170	9/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
171	9/14/10			San Rafael	Wellington Installer	Under Investigation	Open
172	9/15/10			Campbell	Wellington Installer	Under Investigation	Open
173	9/15/10			Muir Beach	Customer Denies Access	Customer does not want a SmartMeter	Closed
174	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
175	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
176	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
177	9/15/10			Salinas	Wellington Installer	Under Investigation	Open
178	9/15/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
179	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
180	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
181	9/16/10			Ben Lomond	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
182	9/16/10			Coarsegold	Customer Denies Access	Customer does not want a SmartMeter	Closed
183	9/16/10			Milpitas	SmartMeter Customer Communication	Other	Closed
184	9/16/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
185	9/17/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
186	9/17/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
187	9/17/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
188	9/17/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
189	9/17/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
190	9/17/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
191	9/17/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
192	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
193	9/20/10			Grass Valley	Wellington Installer	Installer rude to customer	Closed
194	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
195	9/21/10			Oakland	Wellington Installer	Door hanger not left or placed incorrectly	Closed
196	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
197	9/21/10			Santa Rosa	Wellington Installer	Intsaller left gate open	Closed
198	9/22/10			Fremont	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
199	9/22/10			Magalia	Wellington Installer	Installer rude to customer	Closed
200	9/22/10			Oakland	Wellington Installer	Under Investigation	Open
201	9/22/10			San Anselmo	Wellington Installer	Installer rude to customer	Closed
202	9/22/10			San Jose	Wellington Installer	installer failed to knock	Closed
203	9/23/10			Campbell	Wellington Installer	Installer jumped fence, broke lock	Closed
204	9/23/10			Los Gatos	Wellington Installer	Damaged private property	Closed
205	9/23/10			Los Gatos	Wellington Installer	Installer jumped fence, broke lock	Closed
206	9/23/10			Oakland	Wellington Installer	Safety concern	Closed
207	9/23/10			Windsor	Wellington Installer	Damaged private property	Closed
208	9/24/10			Oakland	Potential Wellington Claim	Hand off to Wellington	Closed
209	9/24/10			Richmond	Power Interruption	Under Investigation	Open
210	9/24/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
211	9/24/10			San Rafael	Wellington Installer	Under Investigation	Open
212	9/25/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
213	9/26/10			Newark	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
214	9/27/10			Gonzales	Wellington Installer	Installer failed to knock	Closed
215	9/27/10			Oakland	SmartMeter Customer Communication	Q on SM communication materials	Closed
216	9/27/10			Oakland	Wellington Installer	Installer rude to customer	Closed
217	9/27/10			Penn Valley	Wellington Installer	Under Investigation	Open
218	9/27/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
219	9/27/10			Santa Rosa	Wellington Installer	Other	Closed
220	9/27/10			Vallejo	Wellington Installer	Under Investigation	Open
221	9/27/10			Windsor	Inquiry Regarding Appliances Affected	Under Investigation	Open
222	9/28/10			Nevada City	Wellington Installer	Damaged private property	Closed
223	9/28/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
224	9/28/10			San Jose	Wellington Installer	Installer jumped fence, broke lock	Closed
225	9/28/10			San Jose	Wellington Installer	Installer rude to customer	Closed
226	9/28/10			San Jose	Wellington Installer	Other	Closed
227	9/28/10			Santa Rosa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
228	9/28/10			Saratoga	Wellington Installer	Installer failed to knock	Closed
229	9/28/10			Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
230	9/29/10			Gilroy	Wellington Installer	Installer jumped fence, broke lock	Closed
231	9/29/10			Grass Valley	Wellington Installer	Other	Closed
232	9/29/10			Mill Valley	Wellington Installer	No time given to answer door	Closed
233	9/29/10			San Jose	Wellington Installer	Damaged private property	Closed
234	9/29/10			San Jose	Wellington Installer	Installer failed to knock	Closed
235	9/29/10			San Jose	Wellington Installer	Installer rude to customer	Closed
236	9/29/10			San Jose	Wellington Installer	Intsaller left gate open	Closed
237	9/30/10			Oakland	Wellington Installer	Installer failed to knock	Closed
238	9/30/10			Oakland	Wellington Installer	Other	Closed
239	9/30/10			Petaluma	Wellington Installer	Other	Closed
240	9/30/10			Rough & Ready	Wellington Installer	Intsaller left gate open	Closed
241	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
242	10/1/10			Petaluma	Wellington Installer	Installer failed to knock	Closed
243	10/4/10			Gilroy	SmartMeter Customer Communication	No time given to power down equipmen	Closed
244	10/4/10			Livermore	Wellington Installer	Under Investigation	Open
245	10/4/10			Milpitas	Wellington Installer	Failed to identify self as PG&E contract	Closed
246	10/4/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
247	10/4/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
248	10/4/10			Oakland	Wellington Installer	Installer rude to customer	Closed
249	10/4/10			Penn Valley	Wellington Installer	Intsaller left gate open	Closed
250	10/4/10			San Francisco	Wellington Installer	Under Investigation	Open
251	10/4/10			San Jose	Wellington Installer	Damaged private property	Closed
252	10/4/10			San Jose	Wellington Installer	Other	Closed

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

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
253	10/5/10			Chico	Wellington Installer	Other	Closed
254	10/5/10			Grass Valley	Wellington Installer	Intsaller left gate open	Closed
255	10/5/10			Grass Valley	Wellington Installer	Intsaller left gate open	Closed
256	10/5/10			Oakland	Wellington Installer	Installer failed to knock	Closed
257	10/5/10			Salinas	Wellington Installer	Installer failed to knock	Closed
258	10/5/10			San Jose	Wellington Installer	Installer jumped fence, broke lock	Closed
259	10/5/10			Santa Rosa	Wellington Installer	Installer failed to knock	Closed
260	10/6/10			Grass Valley	Wellington Installer	installer failed to knock	Closed
261	10/6/10			Milpitas	Power Interruption	Under Investigation	Open
262	10/6/10			Novato	Wellington Installer	Installer rude to customer	Closed
263	10/6/10			Oakland	Wellington Installer	Installer failed to knock	Closed
264	10/6/10			San Jose	Wellington Installer	Installer failed to knock	Closed
265	10/7/10			Glen Ellen	Meter / Module Equipment (Mfg.)	Under Investigation	Open
266	10/7/10			Mill Valley	Wellington Installer	No time given to power down equipmen	Closed
267	10/7/10			San Jose	Wellington Installer	Installer rude to customer	Closed
268	10/7/10			San Jose	Wellington Installer	No time given to answer door	Closed
269	10/8/10			Grass Valley	Wellington Installer	Installer failed to knock	Closed
270	10/8/10			Mill Valley	SmartMeter Customer Communication	Other	Closed
271	10/8/10			San Jose	Wellington Installer	Door hanger not left or placed incorrect	Closed
272	10/9/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
273	10/11/10			Larkspur	Meter Clearance	Meter/Module clearance issues	Closed
274	10/11/10			Oakland	Wellington Installer	Under Investigation	Open
275	10/11/10			Pacifica	Wellington Installer	Damaged private property	Closed
276	10/11/10			Petaluma	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
277	10/11/10			San Anselmo	Customer Denies Access	Customer Denies Wellington Access	Closed
278	10/11/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
279	10/11/10			San Jose	Meter Clearance	Meter/Module clearance issues	Closed
280	10/11/10			San Jose	Wellington Installer	Under Investigation	Open
281	10/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
282	10/12/10			Oakland	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
283	10/12/10			Oakland	Wellington Installer	Installer jumped fence, broke lock	Closed
284	10/12/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
285	10/12/10			Santa Rosa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
286	10/12/10			Saratoga	Wellington Installer	Under Investigation	Open
287	10/13/10			Glen Ellen	Wellington Installer	Damaged private property	Closed
288	10/13/10			Milpitas	Wellington Installer	Safety concern	Closed
289	10/13/10			Rohnert Park	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
290	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
291	10/13/10			San Jose	Power Interruption	Partial Power Outage	Closed
292	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
293	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
294	10/14/10			Gilroy	Wellington Installer	Installer jumped fence, broke lock	Closed

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
295	10/14/10			Gilroy	Wellington Installer	Security concern	Closed
296	10/14/10			Glen Ellen	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
297	10/14/10			Los Gatos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
298	10/14/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
299	10/14/10			Occidental	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
300	10/14/10			Salinas	Wellington Installer	Installer failed to knock	Closed
301	10/14/10			San Jose	Wellington Installer	Under Investigation	Open
302	10/14/10			San Rafael	SmartMeter Customer Communication	Q on SM communication materials	Closed
303	10/15/10			Healdsburg	Customer Denies Access	Medical Concerns	Closed
304	10/15/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
305	10/15/10			Santa Rosa	SmartMeter Customer Communication	Unhappy with UTC/CGI notification	Closed
306	10/16/10			Oakland	Wellington Installer	Other	Closed
307	10/16/10			Petaluma	SmartMeter Customer Communication	RF/EMF Concerns	Closed
308	10/17/10			San Francisco	Power Interruption	Under Investigation	Open
309	10/18/10			Browns Valley	Wellington Installer	Meter/Module damaged in field	Closed
310	10/18/10			Gilroy	Wellington Installer	No time given to power down equipment	Closed
311	10/18/10			Gilroy	Wellington Installer	Security concern	Closed
312	10/18/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
313	10/18/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
314	10/18/10			Salinas	Wellington Installer	Under Investigation	Open
315	10/19/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
316	10/19/10			Campbell	Wellington Installer	Under Investigation	Open
317	10/19/10			Durham	Wellington Installer	Damaged private property	Closed
318	10/19/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
319	10/19/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
320	10/19/10			Rohnert Park	Wellington Installer	Installer rude to customer	Closed
321	10/19/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
322	10/19/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
323	10/20/10			Bodega Bay	Customer wants Smartmeter Removed	Under Investigation	Open
324	10/20/10			Kenwood	Wellington Installer	Installer failed to knock	Closed
325	10/20/10			San Jose	Wellington Installer	Under Investigation	Open
326	10/20/10			San Rafael	Inquiry Regarding Appliances Affected	Other	Closed
327	10/20/10			San Rafael	Wellington Installer	Intsaller left gate open	Closed
328	10/21/10			Cupertino	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
329	10/21/10			Daly City	Inquiry Regarding Appliances Affected	Under Investigation	Open
330	10/21/10			Hollister	Wellington Installer	Under Investigation	Open
331	10/21/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
332	10/21/10			Novato	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
333	10/21/10			Placerville	Wellington Installer	Door hanger not left or placed incorrectly	Closed
334	10/21/10			San Jose	Wellington Installer	Failed to identify self as PG&E contractor	Closed
335	10/21/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
336	10/21/10			San Rafael	Wellington Installer	No time given to power down equipment	Closed

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
337	10/21/10			Santa Rosa	Wellington Installer	Installer rude to customer	Closed
338	10/21/10			Scotts Valley	Wellington Installer	Under Investigation	Open
339	10/21/10			Sonoma	Customer wants Smartmeter Removed	Under Investigation	Open
340	10/21/10			Yuba City	Wellington Installer	No time given to power down equipment	Closed
341	10/22/10			Los Altos Hills	Meter / Module Equipment (Mfg.)	Other	Closed
342	10/22/10			Los Gatos	Wellington Installer	Installer jumped fence, broke lock	Closed
343	10/22/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
344	10/22/10			Millbrae	Inquiry Regarding Appliances Affected	Under Investigation	Open
345	10/22/10			Mountain View	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
346	10/22/10			Oakland	Wellington Installer	Installer jumped fence, broke lock	Closed
347	10/22/10			Paradise	Wellington Installer	Damaged private property	Closed
348	10/22/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
349	10/22/10			San Rafael	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
350	10/22/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
351	10/22/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
352	10/22/10			Sonoma	Wellington Installer	Installer jumped fence, broke lock	Closed
353	10/23/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
354	10/25/10			Cupertino	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
355	10/25/10			Novato	Inquiry Regarding Appliances Affected	Under Investigation	Open
356	10/26/10			Alameda	Inquiry Regarding Appliances Affected	Under Investigation	Open
357	10/26/10			Gilroy	Wellington Installer	No time given to power down equipment	Closed
358	10/26/10			Nevada City	Wellington Installer	Installer jumped fence, broke lock	Closed
359	10/26/10			Stinson Beach	Customer wants Smartmeter Removed	Under Investigation	Open
360	10/26/10			West Point	Power Interruption	Under Investigation	Open
361	10/27/10			Eureka	Wellington Installer	Other	Closed
362	10/27/10			Fairfax	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
363	10/27/10			Healdsburg	Wellington Installer	Installer failed to knock	Closed
364	10/27/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
365	10/27/10			Paradise	Wellington Installer	Intsaller left gate open	Closed
366	10/27/10			Paso Robles	Wellington Installer	Damaged private property	Closed
367	10/27/10			Petaluma	Wellington Installer	Damaged private property	Closed
368	10/27/10			San Jose	Wellington Installer	Installer jumped fence, broke lock	Closed
369	10/27/10			San Jose	Wellington Installer	Other	Closed
370	10/27/10			Woodacre	Customer wants Smartmeter Removed	Under Investigation	Open
371	10/28/10			Belvedere	Wellington Installer	No time given to power down equipment	Closed
372	10/28/10			Dixon	Inquiry Regarding Appliances Affected	Meter/Module clearance issues	Closed
373	10/28/10			Gilroy	Wellington Installer	No time given to power down equipment	Closed
374	10/28/10			Oakland	Power Interruption	Under Investigation	Open
375	10/28/10			Rohnert Park	SmartMeter Customer Communication	Other	Closed
376	10/28/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
377	10/28/10			San Rafael	Inquiry Regarding Appliances Affected	Other	Closed
378	10/28/10			Stinson Beach	Wellington Installer	Other	Closed

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
379	10/29/10			Aptos	Customer Denies Access	Customer does not want a SmartMeter	Closed
380	10/29/10			Forestville	Customer Denies Access	Other	Closed
381	10/29/10			Gilroy	Wellington Installer	Installer failed to knock	Closed
382	10/29/10			Hercules	Inquiry Regarding Appliances Affected	Under Investigation	Open
383	10/29/10			Marysville	Wellington Installer	Intsaller left gate open	Closed
384	10/29/10			Merced	Inquiry Regarding Appliances Affected	Under Investigation	Open
385	10/29/10			Mill Valley	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
386	10/29/10			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
387	10/29/10			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
388	10/29/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
389	10/29/10			Salinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
390	10/29/10			Salinas	Wellington Installer	Damaged private property	Closed
391	10/29/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
392	10/29/10			Yuba City	Wellington Installer	Installer jumped fence, broke lock	Closed
393	11/1/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
394	11/2/10			Cloverdale	Inquiry Regarding Appliances Affected	Under Investigation	Open
395	11/2/10			Mill Valley	Customer Denies Access	Under Investigation	Open
396	11/2/10			Oakland	Power Interruption	Under Investigation	Open
397	11/2/10			Santa Rosa	SmartMeter Customer Communication	Q on SM communication materials	Closed
398	11/3/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
399	11/3/10			Concord	Wellington Installer	Under Investigation	Open
400	11/3/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
401	11/3/10			Oakland	Power Interruption	Under Investigation	Open
402	11/3/10			Salinas	Power Interruption	Partial Power Outage	Closed
403	11/3/10			San Francisco	Wellington Installer	Under Investigation	Open
404	11/3/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
405	11/3/10			Santa Rosa	Wellington Installer	Under Investigation	Open
406	11/4/10			Bakersfield	SmartMeter Customer Communication	Under Investigation	Open
407	11/4/10			Campbell	Power Interruption	Flickering Lights	Closed
408	11/4/10			Colusa	Wellington Installer	Under Investigation	Open
409	11/4/10			Los Gatos	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
410	11/4/10			Salinas	Wellington Installer	Installer rude to customer	Closed
411	11/4/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
412	11/5/10			Corte Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
413	11/5/10			Rough & Ready	Wellington Installer	Under Investigation	Open
414	11/5/10			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
415	11/5/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
416	11/5/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
417	11/5/10			San Jose	Meter / Module Equipment (Mfg.)	Other	Closed
418	11/5/10			San Rafael	Wellington Installer	Under Investigation	Open
419	11/5/10			Santa Rosa	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
420	11/5/10			Tiburon	Inquiry Regarding Appliances Affected	Under Investigation	Open

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
421	11/5/10			Tracy	Meter / Module Equipment (Mfg.)	Under Investigation	Open
422	11/6/10			Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
423	11/6/10			Atascadero	Wellington Installer	Under Investigation	Open
424	11/6/10			Gilroy	Wellington Installer	Under Investigation	Open
425	11/6/10			Kentfield	Wellington Installer	Under Investigation	Open
426	11/6/10			Los Gatos	Wellington Installer	Under Investigation	Open
427	11/6/10			Novato	Wellington Installer	Under Investigation	Open
428	11/6/10			Pleasanton	Wellington Installer	Under Investigation	Open
429	11/7/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
430	11/8/10			Chico	Wellington Installer	Under Investigation	Open
431	11/8/10			Corte Madera	Power Interruption	Breaker keeps tripping	Closed
432	11/8/10			Gilroy	Meter Clearance	Under Investigation	Open
433	11/8/10			Morgan Hill	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
434	11/8/10			Paso Robles	Wellington Installer	Under Investigation	Open
435	11/8/10			Salinas	Wellington Installer	Under Investigation	Open
436	11/9/10			Chico	Wellington Installer	Under Investigation	Open
437	11/9/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
438	11/9/10			Larkspur	Customer Denies Access	RF/EMF Concerns	Closed
439	11/9/10			Live Oak	Wellington Installer	Under Investigation	Open
440	11/9/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
441	11/9/10			Mckinleyville	SmartMeter Customer Communication	Under Investigation	Open
442	11/9/10			Napa	Customer Denies Access	Under Investigation	Open
443	11/9/10			Novato	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
444	11/9/10			Novato	Wellington Installer	Under Investigation	Open
445	11/9/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
446	11/9/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
447	11/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
448	11/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
449	11/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
450	11/9/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
451	11/9/10			San Jose	Wellington Installer	Other	Closed
452	11/9/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
453	11/9/10			Santa Margarita	Wellington Installer	Under Investigation	Open
454	11/9/10			Tracy	Inquiry Regarding Appliances Affected	Under Investigation	Open
455	11/10/10			Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
456	11/10/10			Cameron Park	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
457	11/10/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
458	11/10/10			Castroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
459	11/10/10			Felton	Inquiry Regarding Appliances Affected	Under Investigation	Open
460	11/10/10			Gonzales	Inquiry Regarding Appliances Affected	Under Investigation	Open
461	11/10/10			Mckinleyville	Wellington Installer	Under Investigation	Open
462	11/10/10			Mill Valley	Meter Clearance	Meter/Module clearance issues	Closed

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
463	11/10/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
464	11/10/10			Novato	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
465	11/10/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
466	11/10/10			Williams	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
467	11/11/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
468	11/11/10			Paso Robles	Wellington Installer	Under Investigation	Open
469	11/11/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
470	11/11/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
471	11/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
472	11/12/10			Arcata	Wellington Installer	Under Investigation	Open
473	11/12/10			Corte Madera	Wellington Installer	Under Investigation	Open
474	11/12/10			Felton	Inquiry Regarding Appliances Affected	Under Investigation	Open
475	11/12/10			Fremont	Meter / Module Equipment (Mfg.)	Other	Closed
476	11/12/10			Gilroy	Wellington Installer	Under Investigation	Open
477	11/12/10			Healdsburg	Customer Denies Access	Under Investigation	Open
478	11/12/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
479	11/12/10			San Jose	Inquiry Regarding Appliances Affected	RF/EMF Concerns	Closed
480	11/12/10			San Jose	Inquiry Regarding Appliances Affected	RF/EMF Concerns	Closed
481	11/12/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
482	11/12/10			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
483	11/13/10			Atascadero	Wellington Installer	Under Investigation	Open
484	11/13/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
485	11/13/10			Morgan Hill	Wellington Installer	Under Investigation	Open
486	11/13/10			Morgan Hill	Wellington Installer	Under Investigation	Open
487	11/13/10			Morgan Hill	Wellington Installer	Under Investigation	Open
488	11/13/10			Salinas	Meter Clearance	Under Investigation	Open
489	11/13/10			San Miguel	Customer Denies Access	Under Investigation	Open
490	11/14/10			Gridley	Wellington Installer	Under Investigation	Open
491	11/14/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
492	11/14/10			San Pablo	Inquiry Regarding Appliances Affected	Under Investigation	Open
493	11/15/10			Belvedere	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
494	11/15/10			Kentfield	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
495	11/15/10			Live Oak	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
496	11/15/10			Mendocino	Customer Denies Access	Under Investigation	Open
497	11/15/10			Menlo Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
498	11/15/10			Merced	Meter Clearance	Under Investigation	Open
499	11/15/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
500	11/15/10			Saratoga	Meter / Module Equipment (Mfg.)	Under Investigation	Open
501	11/15/10			Sunnyvale	Meter Clearance	Under Investigation	Open
502	11/15/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
503	11/16/10			Daly City	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
504	11/16/10			Eureka	Customer Denies Access	Under Investigation	Open

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
505	11/16/10			Fortuna	Customer Denies Access	Under Investigation	Open
506	11/16/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
507	11/16/10			Mill Valley	Customer Denies Access	Under Investigation	Open
508	11/16/10			Novato	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
509	11/16/10			Paradise	Wellington Installer	Under Investigation	Open
510	11/16/10			San Jose	Inquiry Regarding Appliances Affected	Other	Closed
511	11/16/10			San Jose	Wellington Installer	Under Investigation	Open
512	11/16/10			San Rafael	Wellington Installer	Under Investigation	Open
513	11/16/10			Vallejo	Power Interruption	Breaker keeps tripping	Closed
514	11/17/10			Atascadero	Wellington Installer	Under Investigation	Open
515	11/17/10			Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
516	11/17/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
517	11/17/10			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
518	11/17/10			Morgan Hill	Potential Wellington Claim	Under Investigation	Open
519	11/17/10			Morgan Hill	Wellington Installer	Under Investigation	Open
520	11/17/10			Novato	Customer Denies Access	Under Investigation	Open
521	11/17/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
522	11/17/10			San Francisco	Meter / Module Equipment (Mfg.)	Other	Closed
523	11/17/10			Trinidad	Wellington Installer	Under Investigation	Open
524	11/17/10			Vacaville	Customer Denies Access	Under Investigation	Open
525	11/18/10			Arbuckle	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
526	11/18/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
527	11/18/10			Cotati	Wellington Installer	Under Investigation	Open
528	11/18/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
529	11/18/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
530	11/18/10			Morgan Hill	Wellington Installer	Under Investigation	Open
531	11/18/10			San Carlos	Inquiry Regarding Appliances Affected	Other	Closed
532	11/18/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
533	11/18/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
534	11/18/10			San Rafael	Wellington Installer	Under Investigation	Open
535	11/18/10			Santa Clara	Wellington Installer	Under Investigation	Open
536	11/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
537	11/19/10			Benicia	Inquiry Regarding Appliances Affected	Under Investigation	Open
538	11/19/10			Berkeley	Inquiry Regarding Appliances Affected	Under Investigation	Open
539	11/19/10			Cazadero	Inquiry Regarding Appliances Affected	Other	Closed
540	11/19/10			Novato	Wellington Installer	Under Investigation	Open
541	11/19/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
542	11/19/10			Oakland	Wellington Installer	Under Investigation	Open
543	11/19/10			Paso Robles	Potential Wellington Claim	Under Investigation	Open
544	11/19/10			San Rafael	Customer Denies Access	Under Investigation	Open
545	11/19/10			San Rafael	Customer Denies Access	Under Investigation	Open
546	11/19/10			San Rafael	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
547	11/19/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
548	11/19/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
549	11/19/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
550	11/20/10			Chico	Wellington Installer	Under Investigation	Open
551	11/20/10			Morgan Hill	Wellington Installer	Under Investigation	Open
552	11/20/10			Oakland	Power Interruption	Under Investigation	Open
553	11/20/10			Paso Robles	SmartMeter Customer Communication	Under Investigation	Open
554	11/20/10			San Mateo	Meter / Module Equipment (Mfg.)	Other	Closed
555	11/20/10			San Rafael	Customer wants Smartmeter Removed	RF/EMF Concerns	Closed
556	11/21/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
557	11/21/10			San Jose	Power Interruption	Under Investigation	Open
558	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
559	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
560	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
561	11/22/10			Cameron Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
562	11/22/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
563	11/22/10			Chico	Wellington Installer	Under Investigation	Open
564	11/22/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
565	11/22/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
566	11/22/10			Guerneville	Wellington Installer	Under Investigation	Open
567	11/22/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
568	11/22/10			Larkspur	Customer wants Smartmeter Removed	Under Investigation	Open
569	11/22/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
570	11/22/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
571	11/22/10			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
572	11/22/10			Novato	Scheduling Problems	Under Investigation	Open
573	11/22/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
574	11/22/10			Oakland	Power Interruption	Under Investigation	Open
575	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
576	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
577	11/22/10			Salinas	Customer wants Smartmeter Removed	No reason provided	Closed
578	11/22/10			San Carlos	Inquiry Regarding Appliances Affected	Other	Closed
579	11/22/10			San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
580	11/22/10			San Francisco	Inquiry Regarding Appliances Affected	Other	Closed
581	11/22/10			San Francisco	Meter Clearance	Under Investigation	Open
582	11/22/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
583	11/22/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
584	11/22/10			Santa Rosa	Wellington Installer	Under Investigation	Open
585	11/22/10			Sonoma	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
586	11/23/10			Arcata	Customer wants Smartmeter Removed	Under Investigation	Open
587	11/23/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
588	11/23/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open

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

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
589	11/23/10			Bangor	Wellington Installer	Under Investigation	Open
590	11/23/10			Belvedere	Wellington Installer	Under Investigation	Open
591	11/23/10			Chico	Wellington Installer	Customer does not want a SmartMeter	Closed
592	11/23/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
593	11/23/10			Eureka	Inquiry Regarding Appliances Affected	Other	Closed
594	11/23/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
595	11/23/10			Gilroy	Power Interruption	Under Investigation	Open
596	11/23/10			Kelseyville	Wellington Installer	Under Investigation	Open
597	11/23/10			Kentfield	Customer Denies Access	Under Investigation	Open
598	11/23/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
599	11/23/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
600	11/23/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
601	11/23/10			Morgan Hill	Wellington Installer	Under Investigation	Open
602	11/23/10			Mountain View	Inquiry Regarding Appliances Affected	Other	Closed
603	11/23/10			Paradise	Wellington Installer	Unhappy with SM program	Closed
604	11/23/10			Paso Robles	Wellington Installer	Under Investigation	Open
605	11/23/10			Petaluma	Scheduling Problems	Under Investigation	Open
606	11/23/10			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
607	11/23/10			San Jose	Meter Clearance	Under Investigation	Open
608	11/23/10			San Jose	Power Interruption	Under Investigation	Open
609	11/23/10			San Jose	Power Interruption	Under Investigation	Open
610	11/23/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
611	11/23/10			Santa Rosa	Wellington Installer	Under Investigation	Open
612	11/24/10			Fremont	Network Equipment	Under Investigation	Open
613	11/24/10			Kentfield	Customer Denies Access	Under Investigation	Open
614	11/24/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
615	11/24/10			Mill Valley	Potential Wellington Claim	Under Investigation	Open
616	11/24/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
617	11/24/10			Morgan Hill	SmartMeter Customer Communication	Other	Closed
618	11/24/10			Morgan Hill	Wellington Installer	Under Investigation	Open
619	11/24/10			Morgan Hill	Wellington Installer	Under Investigation	Open
620	11/24/10			Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open
621	11/24/10			Oakland	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
622	11/24/10			Salinas	SmartMeter Customer Communication	Other	Closed
623	11/24/10			San Jose	Wellington Installer	Under Investigation	Open
624	11/24/10			San Rafael	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
625	11/24/10			Santa Rosa	Meter Clearance	Meter/Module clearance issues	Closed
626	11/24/10			Templeton	Customer wants Smartmeter Removed	Under Investigation	Open
627	11/25/10			Eureka	Power Interruption	Breaker keeps tripping	Closed
628	11/25/10			Rohnert Park	Inquiry Regarding Appliances Affected	Under Investigation	Open
629	11/26/10			Corte Madera	SmartMeter Customer Communication	Under Investigation	Open
630	11/26/10			Elverta	Power Interruption	Breaker keeps tripping	Closed

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
631	11/26/10			Grass Valley	Customer Denies Access	RF/EMF Concerns	Closed
632	11/26/10			Novato	Customer Denies Access	Under Investigation	Open
633	11/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
634	11/26/10			San Martin	Meter / Module Equipment (Mfg.)	Under Investigation	Open
635	11/26/10			San Mateo	Meter Clearance	Under Investigation	Open
636	11/26/10			Sutter	Customer wants Smartmeter Removed	No reason provided	Closed
637	11/26/10			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
638	11/27/10			Antioch	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
639	11/27/10			Cotati	Customer Denies Access	Customer does not want a SmartMeter	Closed
640	11/27/10			Kentfield	Customer Denies Access	Medical Concerns	Closed
641	11/27/10			Kentfield	Customer Denies Access	RF/EMF Concerns	Closed
642	11/27/10			Kentfield	Customer Denies Access	RF/EMF Concerns	Closed
643	11/27/10			San Francisco	Customer wants Smartmeter Removed	Unhappy with SM program	Closed
644	11/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
645	11/27/10			San Juan Bautista	Customer Denies Access	Customer does not want a SmartMeter	Closed
646	11/27/10			Santa Maria	Customer Denies Access	Medical Concerns	Closed
647	11/27/10			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
648	11/27/10			Sonoma	Customer Denies Access	Medical Concerns	Closed
649	11/27/10			Tiburon	Customer Denies Access	Customer does not want a SmartMeter	Closed
650	11/27/10			Tiburon	Customer Denies Access	Medical Concerns	Closed
651	11/28/10			Bolinas	Customer Denies Access	RF/EMF Concerns	Closed
652	11/28/10			Mill Valley	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
653	11/28/10			Novato	Customer Denies Access	Privacy Concerns	Closed
654	11/28/10			Paradise	Power Interruption	Partial Power Outage	Closed
655	11/28/10			San Jose	Customer Denies Access	Unhappy with SM program	Closed
656	11/28/10			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
657	11/28/10			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
658	11/29/10			Aptos	Customer Denies Access	Medical Concerns	Closed
659	11/29/10			Atascadero	Inquiry Regarding Appliances Affected	Other	Closed
660	11/29/10			Belvedere	Customer Denies Access	Medical Concerns	Closed
661	11/29/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
662	11/29/10			Cedar Ridge	SmartMeter Customer Communication	Q on SM communication materials	Closed
663	11/29/10			Chico	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
664	11/29/10			Colusa	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
665	11/29/10			Corte Madera	Customer Denies Access	Accuracy of Meter	Closed
666	11/29/10			Corte Madera	Customer Denies Access	Privacy Concerns	Closed
667	11/29/10			Corte Madera	Customer Denies Access	RF/EMF Concerns	Closed
668	11/29/10			Corte Madera	Customer Denies Access	RF/EMF Concerns	Closed
669	11/29/10			Cotati	Customer Denies Access	Accuracy of Meter	Closed
670	11/29/10			El Dorado	Wellington Installer	Under Investigation	Open
671	11/29/10			Eureka	Customer Denies Access	Medical Concerns	Closed
672	11/29/10			Forest Knolls	Customer Denies Access	Customer does not want a SmartMeter	Closed

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
673	11/29/10			Fremont	Customer Denies Access	Unhappy with SM program	Closed
674	11/29/10			Fremont	Scheduling Problems	Wellington missed appointment	Closed
675	11/29/10			Glen Ellen	Customer Denies Access	RF/EMF Concerns	Closed
676	11/29/10			Hollister	Customer Denies Access	Accuracy of Meter	Closed
677	11/29/10			Hollister	Customer Denies Access	Customer does not want a SmartMeter	Closed
678	11/29/10			Hollister	Customer Denies Access	Customer does not want a SmartMeter	Closed
679	11/29/10			Hollister	Customer Denies Access	Customer does not want a SmartMeter	Closed
680	11/29/10			Hollister	Customer Denies Access	RF/EMF Concerns	Closed
681	11/29/10			Kentfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
682	11/29/10			Kentfield	Customer Denies Access	Unhappy with SM program	Closed
683	11/29/10			Kentfield	Meter Clearance	Under Investigation	Open
684	11/29/10			Lucerne	Customer Denies Access	RF/EMF Concerns	Closed
685	11/29/10			Mckinleyville	Customer Denies Access	Medical Concerns	Closed
686	11/29/10			Mill Valley	Customer Denies Access	Medical Concerns	Closed
687	11/29/10			Morgan Hill	Customer Denies Access	Unhappy with SM program	Closed
688	11/29/10			Morgan Hill	Power Interruption	Under Investigation	Open
689	11/29/10			Novato	Customer Denies Access	Medical Concerns	Closed
690	11/29/10			Novato	Customer Denies Access	RF/EMF Concerns	Closed
691	11/29/10			Novato	Customer Denies Access	Under Investigation	Open
692	11/29/10			Novato	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
693	11/29/10			Novato	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
694	11/29/10			Novato	Scheduling Problems	Under Investigation	Open
695	11/29/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
696	11/29/10			Paso Robles	Scheduling Problems	Under Investigation	Open
697	11/29/10			Petaluma	Customer Denies Access	Unhappy with SM program	Closed
698	11/29/10			Philo	Network Equipment	Under Investigation	Open
699	11/29/10			Pioneer	Inquiry Regarding Appliances Affected	Under Investigation	Open
700	11/29/10			Placerville	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
701	11/29/10			Rohnert Park	Customer Denies Access	Privacy Concerns	Closed
702	11/29/10			Rohnert Park	Customer Denies Access	RF/EMF Concerns	Closed
703	11/29/10			Rohnert Park	Customer Denies Access	Unhappy with SM program	Closed
704	11/29/10			Salinas	Customer Denies Access	Medical Concerns	Closed
705	11/29/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
706	11/29/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
707	11/29/10			Salinas	Meter / Module Equipment (Mfg.)	Other	Closed
708	11/29/10			San Bruno	Customer Denies Access	Privacy Concerns	Closed
709	11/29/10			San Rafael	Customer Denies Access	Medical Concerns	Closed
710	11/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
711	11/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
712	11/29/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
713	11/29/10			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
714	11/29/10			Santa Rosa	Customer Denies Access	Medical Concerns	Closed

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
715	11/29/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
716	11/29/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
717	11/29/10			Santa Rosa	Meter Clearance	Meter/Module clearance issues	Closed
718	11/29/10			Santa Rosa	Meter Clearance	Under Investigation	Open
719	11/29/10			Sonoma	Customer Denies Access	Accuracy of Meter	Closed
720	11/29/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
721	11/29/10			Woodacre	Customer Denies Access	Customer does not want a SmartMeter	Closed
722	11/30/10			Atascadero	Customer Denies Access	RF/EMF Concerns	Closed
723	11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open
724	11/30/10			Bayside	Customer Denies Access	RF/EMF Concerns	Closed
725	11/30/10			Bolinas	Customer Denies Access	Customer Opts for Solar Power	Closed
726	11/30/10			Bolinas	Customer Denies Access	Medical Concerns	Closed
727	11/30/10			Bolinas	Customer Denies Access	RF/EMF Concerns	Closed
728	11/30/10			Capitola	Customer Denies Access	Privacy Concerns	Closed
729	11/30/10			Corte Madera	Customer Denies Access	Accuracy of Meter	Closed
730	11/30/10			Corte Madera	Inquiry Regarding Appliances Affected	Under Investigation	Open
731	11/30/10			Eureka	Customer Denies Access	Accuracy of Meter	Closed
732	11/30/10			Eureka	Customer Denies Access	Medical Concerns	Closed
733	11/30/10			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
734	11/30/10			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
735	11/30/10			Forestville	Customer Denies Access	Accuracy of Meter	Closed
736	11/30/10			Fort Bragg	Customer Denies Access	Unhappy with SM program	Closed
737	11/30/10			Glen Ellen	Customer Denies Access	Privacy Concerns	Closed
738	11/30/10			Kentfield	Customer Denies Access	Medical Concerns	Closed
739	11/30/10			Kentfield	Customer Denies Access	Unhappy with SM program	Closed
740	11/30/10			Larkspur	Customer Denies Access	Unhappy with SM program	Closed
741	11/30/10			Mill Valley	Power Interruption	Other	Closed
742	11/30/10			Morgan Hill	Customer Denies Access	Medical Concerns	Closed
743	11/30/10			Morgan Hill	Customer Denies Access	Privacy Concerns	Closed
744	11/30/10			Morgan Hill	Customer Denies Access	Unhappy with SM program	Closed
745	11/30/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
746	11/30/10			Novato	SmartMeter Customer Communication	Q on SM communication materials	Closed
747	11/30/10			Paradise	Customer Denies Access	Unhappy with SM program	Closed
748	11/30/10			Paradise	SmartMeter Customer Communication	Customer unaware of 5 minute outage	Closed
749	11/30/10			Paso Robles	Inquiry Regarding Appliances Affected	Other	Closed
750	11/30/10			Paso Robles	Power Interruption	Other	Closed
751	11/30/10			Petaluma	Customer Denies Access	Accuracy of Meter	Closed
752	11/30/10			Pleasanton	Meter / Module Equipment (Mfg.)	Other	Closed
753	11/30/10			Rio Nido	Customer wants Smartmeter Removed	Under Investigation	Open
754	11/30/10			Salinas	Customer Denies Access	Customer Denies Wellington Access	Closed
755	11/30/10			San Jose	Customer Denies Access	Privacy Concerns	Closed
756	11/30/10			San Jose	Customer Denies Access	Unhappy with SM program	Closed

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
757	11/30/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
758	11/30/10			San Juan Bautista	Customer Denies Access	Medical Concerns	Closed
759	11/30/10			San Juan Bautista	Customer Denies Access	Unhappy with SM program	Closed
760	11/30/10			San Luis Obispo	Customer Denies Access	Customer does not want a SmartMeter	Closed
761	11/30/10			Santa Clara	Meter Clearance	Under Investigation	Open
762	11/30/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
763	11/30/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
764	11/30/10			Sonoma	Customer Denies Access	Customer Denies Wellington Access	Closed
765	11/30/10			Stockton	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
766	11/30/10			Tiburon	Meter Clearance	Meter/Module clearance issues	Closed
767	12/1/10			Bolinas	Customer Denies Access	Customer does not want a SmartMeter	Closed
768	12/1/10			Bolinas	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
769	12/1/10			Brentwood	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
770	12/1/10			Brisbane	Customer Denies Access	Customer does not want a SmartMeter	Closed
771	12/1/10			Casmalia	Customer Denies Access	Customer Opts for Solar Power	Closed
772	12/1/10			Chico	Wellington Installer	Under Investigation	Open
773	12/1/10			Clearlake	Customer Denies Access	Unhappy with SM program	Closed
774	12/1/10			Corte Madera	Customer Denies Access	RF/EMF Concerns	Closed
775	12/1/10			Corte Madera	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
776	12/1/10			Cotati	Customer Denies Access	Medical Concerns	Closed
777	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
778	12/1/10			Eureka	Customer Denies Access	Unhappy with SM program	Closed
779	12/1/10			Eureka	Meter Clearance	Under Investigation	Open
780	12/1/10			Fairfield	Wellington Installer	Under Investigation	Open
781	12/1/10			Fremont	SmartMeter Customer Communication	Q on SM communication materials	Closed
782	12/1/10			Hollister	Customer Denies Access	Under Investigation	Open
783	12/1/10			Inverness	Customer Denies Access	Customer does not want a SmartMeter	Closed
784	12/1/10			Mckinleyville	Customer Denies Access	Privacy Concerns	Closed
785	12/1/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
786	12/1/10			Nipomo	Customer Denies Access	Customer Opts for Solar Power	Closed
787	12/1/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
788	12/1/10			Oakland	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
789	12/1/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
790	12/1/10			Oroville	Power Interruption	Partial Power Outage	Closed
791	12/1/10			Oroville	Power Interruption	Partial Power Outage	Closed
792	12/1/10			Paradise	Power Interruption	Breaker keeps tripping	Closed
793	12/1/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
794	12/1/10			Rohnert Park	Customer Denies Access	Accuracy of Meter	Closed
795	12/1/10			Rohnert Park	Power Interruption	Partial Power Outage	Closed
796	12/1/10			Salinas	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
797	12/1/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
798	12/1/10			San Jose	Power Interruption	Under Investigation	Open

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
799	12/1/10			San Luis Obispo	Customer Denies Access	RF/EMF Concerns	Closed
800	12/1/10			Santa Margarita	Power Interruption	Under Investigation	Open
801	12/1/10			Santa Maria	Customer Denies Access	Customer Opts for Solar Power	Closed
802	12/1/10			Santa Rosa	Power Interruption	Partial Power Outage	Closed
803	12/1/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
804	12/1/10			Soledad	Customer Denies Access	Privacy Concerns	Closed
805	12/1/10			Sonoma	Customer Denies Access	Accuracy of Meter	Closed
806	12/1/10			Stinson Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
807	12/1/10			Tiburon	Customer Denies Access	Unhappy with SM program	Closed
808	12/1/10			Weott	Network Equipment Installation	Under Investigation	Open
809	12/2/10			Arcata	Customer Denies Access	RF/EMF Concerns	Closed
810	12/2/10			Arcata	Customer Denies Access	RF/EMF Concerns	Closed
811	12/2/10			Atascadero	Customer Denies Access	Medical Concerns	Closed
812	12/2/10			Brentwood	Meter / Module Equipment (Mfg.)	Other	Closed
813	12/2/10			Corte Madera	Customer Denies Access	Medical Concerns	Closed
814	12/2/10			Cotati	Customer Denies Access	Customer does not want a SmartMeter	Closed
815	12/2/10			Eureka	Customer Denies Access	Accuracy of Meter	Closed
816	12/2/10			Forest Knolls	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
817	12/2/10			Fortuna	Customer Denies Access	RF/EMF Concerns	Closed
818	12/2/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
819	12/2/10			Hollister	Wellington Installer	Under Investigation	Open
820	12/2/10			Kentfield	Customer Denies Access	Privacy Concerns	Closed
821	12/2/10			Mckinleyville	Customer Denies Access	Customer does not want a SmartMeter	Closed
822	12/2/10			Mill Valley	Customer Denies Access	RF/EMF Concerns	Closed
823	12/2/10			Morgan Hill	Customer Denies Access	Customer does not want a SmartMeter	Closed
824	12/2/10			Novato	Customer Denies Access	RF/EMF Concerns	Closed
825	12/2/10			Oakhurst	Customer wants Smartmeter Removed	Under Investigation	Open
826	12/2/10			Oakland	Meter Clearance	Under Investigation	Open
827	12/2/10			Pacifica	Inquiry Regarding Appliances Affected	Under Investigation	Open
828	12/2/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
829	12/2/10			Petaluma	Customer Denies Access	RF/EMF Concerns	Closed
830	12/2/10			Sacramento	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
831	12/2/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
832	12/2/10			San Anselmo	Customer Denies Access	Under Investigation	Open
833	12/2/10			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
834	12/2/10			San Francisco	Customer Denies Access	RF/EMF Concerns	Closed
835	12/2/10			San Jose	Customer Denies Access	Privacy Concerns	Closed
836	12/2/10			San Jose	Other	Under Investigation	Open
837	12/2/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
838	12/2/10			Santa Maria	Customer Denies Access	Customer Opts for Solar Power	Closed
839	12/2/10			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
840	12/2/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
841	12/2/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
842	12/2/10			Saratoga	SmartMeter Customer Communication	Q on SM communication materials	Closed
843	12/2/10			Sonoma	Customer Denies Access	Unhappy with SM program	Closed
844	12/2/10			Sonoma	Inquiry Regarding Appliances Affected	Under Investigation	Open
845	12/2/10			Stockton	Inquiry Regarding Appliances Affected	Under Investigation	Open
846	12/2/10			Williams	Meter Clearance	Meter/Module clearance issues	Closed
847	12/3/10			Atascadero	Customer Denies Access	Accuracy of Meter	Closed
848	12/3/10			Atascadero	Customer Denies Access	RF/EMF Concerns	Closed
849	12/3/10			Bolinas	Customer Denies Access	Accuracy of Meter	Closed
850	12/3/10			Castro Valley	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
851	12/3/10			Cloverdale	Meter Clearance	Under Investigation	Open
852	12/3/10			Cloverdale	Meter Clearance	Under Investigation	Open
853	12/3/10			Corte Madera	Customer Denies Access	Accuracy of Meter	Closed
854	12/3/10			Corte Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
855	12/3/10			Corte Madera	Customer Denies Access	Medical Concerns	Closed
856	12/3/10			Corte Madera	Network Equipment Installation	Concerns with equipment/pole location	Closed
857	12/3/10			Forest Knolls	Customer Denies Access	Customer does not want a SmartMeter	Closed
858	12/3/10			Gilroy	Customer Denies Access	Unhappy with SM program	Closed
859	12/3/10			Jenner	Customer Denies Access	Medical Concerns	Closed
860	12/3/10			Kentfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
861	12/3/10			Larkspur	Customer Denies Access	RF/EMF Concerns	Closed
862	12/3/10			Morgan Hill	Customer Denies Access	Accuracy of Meter	Closed
863	12/3/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
864	12/3/10			Paso Robles	Wellington Installer	Under Investigation	Open
865	12/3/10			Petaluma	Customer Denies Access	Customer does not want a SmartMeter	Closed
866	12/3/10			Piedmont	Customer Denies Access	RF/EMF Concerns	Closed
867	12/3/10			Pinole	Power Interruption	Under Investigation	Open
868	12/3/10			Redwood City	Inquiry Regarding Appliances Affected	Under Investigation	Open
869	12/3/10			Salinas	Customer wants Smartmeter Removed	Under Investigation	Open
870	12/3/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
871	12/3/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
872	12/3/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Closed
873	12/3/10			San Jose	Wellington Installer	Under Investigation	Open
874	12/3/10			San Jose	Wellington Installer	Under Investigation	Open
875	12/3/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
876	12/3/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
877	12/3/10			Santa Margarita	Customer Denies Access	Customer does not want a SmartMeter	Closed
878	12/3/10			Santa Rosa	Customer Denies Access	Privacy Concerns	Closed
879	12/3/10			Santa Rosa	Customer Denies Access	RF/EMF Concerns	Closed
880	12/3/10			Santa Rosa	Customer Denies Access	Unhappy with SM program	Closed
881	12/3/10			Tiburon	Customer Denies Access	RF/EMF Concerns	Closed
882	12/3/10			Tiburon	Wellington Installer	Under Investigation	Open

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

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
883	12/3/10			Windsor	Meter Clearance	Under Investigation	Open

637 Open Issues on Last Report
250 Open Issues Closed Since the Last Report
246 New Issues Since the Last Report
184 New Issues Closed Since the Last Report
62 New Issues Open

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

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 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	3/8/10	{Redacted}	{Redacted}	Cotati	Household items affected by SM installation	Under Investigation	Open
10	3/8/10	{Redacted}	{Redacted}	San Ramon	Household items affected by SM installation	Under Investigation	Open
11	3/10/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
12	3/10/10	{Redacted}	{Redacted}	Vallejo	Customer Denies Access	Under Investigation	Open
13	3/12/10	{Redacted}	{Redacted}	Vallejo	Wellington Installer	Under Investigation	Open
14	3/15/10	{Redacted}	{Redacted}	Pleasanton	Wellington Installer	Under Investigation	Open
15	3/16/10	{Redacted}	{Redacted}	Angels Camp	Customer Denies Access	Under Investigation	Open
16	3/16/10	{Redacted}	{Redacted}	Sunnyvale	Customer Denies Access	Under Investigation	Open
17	4/5/10	{Redacted}	{Redacted}	Vacaville	Other	Under Investigation	Open
18	4/14/10	{Redacted}	{Redacted}	Kingsburg	Power Interruption	Under Investigation	Open
19	4/15/10	{Redacted}	{Redacted}	Madera	Other	Under Investigation	Open
20	4/16/10	{Redacted}	{Redacted}	San Jose	Scheduling Problems	Under Investigation	Open
21	4/19/10	{Redacted}	{Redacted}	Brentwood	Household items affected by SM installation	Under Investigation	Open
22	4/21/10	{Redacted}	{Redacted}	Madera	Household items affected by SM installation	Under Investigation	Open
23	4/27/10	{Redacted}	{Redacted}	Lemoore	Customer Denies Access	Under Investigation	Open
24	4/30/10	{Redacted}	{Redacted}	Richmond	Other	Under Investigation	Open
25	5/7/10	{Redacted}	{Redacted}	San Jose	Meter/Module	Under Investigation	Open
26	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
27	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
28	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
29	5/10/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
30	5/11/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Accuracy of Meter	Closed
31	5/11/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Accuracy of Meter	Closed
32	5/11/10	{Redacted}	{Redacted}	San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
33	5/12/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
34	5/17/10	{Redacted}	{Redacted}	Alamo	Scheduling Problems	Under Investigation	Open
35	5/17/10	{Redacted}	{Redacted}	S. San Francisco	Other	Under Investigation	Open
36	5/17/10	{Redacted}	{Redacted}	Sunnyvale	Customer Denies Access	Under Investigation	Open
37	5/18/10	{Redacted}	{Redacted}	San Jose	Customer wants Smartmeter Removed	No reason provided	Closed
38	5/18/10	{Redacted}	{Redacted}	Yuba City	Power Interruption	Other	Closed
39	5/19/10	{Redacted}	{Redacted}	Chico	Customer Denies Access	Under Investigation	Open
40	5/19/10	{Redacted}	{Redacted}	San Jose	Potential Wellington Claim	Under Investigation	Open
41	5/20/10	{Redacted}	{Redacted}	Guerneville	Customer Denies Access	Under Investigation	Open
42	5/20/10	{Redacted}	{Redacted}	Tracy	Power Interruption	Under Investigation	Open

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	5/21/10			Browns Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
44	5/21/10			Grass Valley	Customer Denies Access	Under Investigation	Open
45	5/21/10			Sunnyvale	Household items affected by SM installation	Under Investigation	Open
46	5/22/10			Vacaville	Meter/Module	Under Investigation	Open
47	5/24/10			Milpitas	SmartMeter Customer Communication	Under Investigation	Open
48	5/25/10			Fairfield	Power Interruption	Under Investigation	Open
49	5/26/10			San Jose	SmartMeter Customer Communication	Q on SM communication materials	Closed
50	5/27/10			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
51	5/30/10			Sacramento	Household items affected by SM installation	Under Investigation	Open
52	5/30/10			Santa Cruz	Customer Denies Access	RF/EMF Concerns	Closed
53	6/7/10			Arvin	Household items affected by SM installation	Under Investigation	Open
54	6/8/10			Fresno	Power Interruption	Under Investigation	Open
55	6/10/10			Vallejo	Household items affected by SM installation	Under Investigation	Open
56	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
57	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
58	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
59	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
60	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
61	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
62	6/17/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Closed
63	6/18/10			San Jose	Household items affected by SM installation	Damaged Other Household Appliances	Closed
64	6/20/10			Milpitas	Power Interruption	Hi/Low Voltage	Closed
65	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
66	6/21/10			San Jose	Power Interruption	Hi/Low Voltage	Closed
67	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
68	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
69	6/23/10			San Jose	Household items affected by SM installation	Damaged Refrigerator	Closed
70	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
71	6/28/10			San Jose	Household items affected by SM installatio	Other	Closed
72	6/28/10			San Jose	Household items affected by SM installatio	Other	Closed
73	6/28/10			Santa Clara	Household items affected by SM installatio	Other	Closed
74	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
75	6/30/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
76	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
77	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
78	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
79	7/2/10			San Jose	Household items affected by SM installatio	Other	Closed
80	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
81	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
82	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
83	7/8/10			Placerville	Household items affected by SM installatio	Under Investigation	Open
84	7/8/10			San Francisco	SmartMeter Customer Communication	Under Investigation	Open

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

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
85	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
86	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
87	7/12/10			Sunnyvale	Household items affected by SM installation	Other	Closed
88	7/13/10			Amador City	SmartMeter Customer Communication	Under Investigation	Open
89	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
90	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
91	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
92	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
93	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
94	7/17/10			Los Gatos	Household items affected by SM installatio	Other	Closed
95	7/19/10			San Francisco	Household items affected by SM installatio	Under Investigation	Open
96	7/19/10			Tracy	Household items affected by SM installatio	Under Investigation	Open
97	7/20/10			San Carlos	Household items affected by SM installatio	Under Investigation	Open
98	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
99	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
100	7/23/10			Paradise	Household items affected by SM installatio	Under Investigation	Open
101	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
102	7/26/10			Groveland	Household items affected by SM installatio	Under Investigation	Open
103	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
104	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
105	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
106	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
107	7/29/10			San Jose	Household items affected by SM installatio	Other	Closed
108	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
109	7/30/10			Ben Lomond	Household items affected by SM installatio	Other	Closed
110	7/30/10			Dobbins	Wellington Installer	Under Investigation	Open
111	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
112	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
113	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
114	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
115	8/6/10			Saratoga	Customer Denies Access	Installer failed to knock	Closed
116	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
117	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
118	8/13/10			Placerville	Wellington Installer	Under Investigation	Open
119	8/16/10			Chico	Wellington Installer	Under Investigation	Open
120	8/16/10			Fremont	Household items affected by SM installatio	Under Investigation	Open
121	8/17/10			San Bruno	Household items affected by SM installatio	Under Investigation	Open
122	8/17/10			San Jose	Household items affected by SM installatio	Radio Frequency Concerns	Closed
123	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
124	8/19/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
125	8/19/10			Sonoma	Wellington Installer	Under Investigation	Open
126	8/20/10			Chico	Customer Denies Access	Under Investigation	Open

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 2010

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

No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	8/22/10			San Jose	Household items affected by SM installatio	Under Investigation	Open
128	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
129	8/23/10			San Anselmo	Wellington Installer	Under Investigation	Open
130	8/23/10			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
131	8/25/10			Felton	Household items affected by SM installatio	Radio Frequency Concerns	Closed
132	8/25/10			Los Gatos	Household items affected by SM installatio	Radio Frequency Concerns	Closed
133	8/28/10			Burlingame	Wellington Installer	Under Investigation	Open
134	8/30/10			Alameda	Wellington Installer	Under Investigation	Open
135	8/30/10			San Jose	Wellington Installer	Under Investigation	Open
136	8/30/10			Smartville	Wellington Installer	Under Investigation	Open
137	8/31/10			Aptos	Customer Denies Access	RF/EMF Concerns	Closed
138	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
139	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
140	9/1/10			San Jose	Wellington Installer	Under Investigation	Open
141	9/1/10			Saratoga	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
142	9/1/10			Saratoga	Wellington Installer	Under Investigation	Open
143	9/1/10			Smartville	Wellington Installer	Under Investigation	Open
144	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
145	9/2/10			Grass Valley	Wellington Installer	Under Investigation	Open
146	9/3/10			Oakland	Wellington Installer	Under Investigation	Open
147	9/7/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
148	9/7/10			Grass Valley	Potential Wellington Claim	Under Investigation	Open
149	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
150	9/7/10			Petaluma	Wellington Installer	Under Investigation	Open
151	9/7/10			Santa Clara	Customer Denies Access	Under Investigation	Open
152	9/7/10			Saratoga	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
153	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
154	9/8/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
155	9/9/10			Cupertino	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
156	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
157	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
158	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
159	9/9/10			Saratoga	Wellington Installer	Under Investigation	Open
160	9/10/10			Emeryville	Wellington Installer	Under Investigation	Open
161	9/10/10			San Francisco	Wellington Installer	Under Investigation	Open
162	9/11/10			El Dorado	Wellington Installer	Under Investigation	Open
163	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
164	9/12/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
165	9/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
166	9/13/10			Magalia	Wellington Installer	Under Investigation	Open
167	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
168	9/13/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed

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

December 9, 2010 – For the Period November 27, 2010 through December 3, 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	9/14/10			Novato	Wellington Installer	Under Investigation	Open
170	9/14/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
171	9/14/10			San Rafael	Wellington Installer	Under Investigation	Open
172	9/15/10			Campbell	Wellington Installer	Under Investigation	Open
173	9/15/10			Muir Beach	Customer Denies Access	Customer does not want a SmartMeter	Closed
174	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
175	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
176	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
177	9/15/10			Salinas	Wellington Installer	Under Investigation	Open
178	9/15/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
179	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
180	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
181	9/16/10			Ben Lomond	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
182	9/16/10			Coarsegold	Customer Denies Access	Customer does not want a SmartMeter	Closed
183	9/16/10			Milpitas	SmartMeter Customer Communication	Other	Closed
184	9/16/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
185	9/17/10			Ben Lomond	Customer wants Smartmeter Removed	Under Investigation	Open
186	9/17/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
187	9/17/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
188	9/17/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
189	9/17/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
190	9/17/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
191	9/17/10			Santa Cruz	Customer Denies Access	Customer does not want a SmartMeter	Closed
192	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
193	9/20/10			Grass Valley	Wellington Installer	Installer rude to customer	Closed
194	9/20/10			San Jose	Customer Denies Access	Under Investigation	Open
195	9/21/10			Oakland	Wellington Installer	Door hanger not left or placed incorrectl	Closed
196	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
197	9/21/10			Santa Rosa	Wellington Installer	Intsaller left gate open	Closed
198	9/22/10			Fremont	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
199	9/22/10			Magalia	Wellington Installer	Installer rude to customer	Closed
200	9/22/10			Oakland	Wellington Installer	Under Investigation	Open
201	9/22/10			San Anselmo	Wellington Installer	Installer rude to customer	Closed
202	9/22/10			San Jose	Wellington Installer	installer failed to knock	Closed
203	9/23/10			Campbell	Wellington Installer	Installer jumped fence, broke lock	Closed
204	9/23/10			Los Gatos	Wellington Installer	Damaged private property	Closed
205	9/23/10			Los Gatos	Wellington Installer	Installer jumped fence, broke lock	Closed
206	9/23/10			Oakland	Wellington Installer	Safety concern	Closed
207	9/23/10			Windsor	Wellington Installer	Damaged private property	Closed
208	9/24/10			Oakland	Potential Wellington Claim	Hand off to Wellington	Closed
209	9/24/10			Richmond	Power Interruption	Under Investigation	Open
210	9/24/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 December 9, 2010 -- For the Period November 27, 2010 through December 3, 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	11/23/10	{Redacted}	{Redacted}	FAIRFIELD	Closed	Bills is Accurate. Customer's service initiated on 9/15/97. Electric SmartMeter installed on 8/6/09. Customer is disputing billing periods 8/20/10-9/21/10 and 9/21/10-10/20/10 and thinks meter may not be working properly. ADU for the first billing period (8/20/10-9/21/10) was 45.84 kWh. The variation in comparison to same periods in 2009, 2008, and 2007 was -17%, -18%, and -2%, respectively. ADU for the second billing period (9/21/10-10/20/10) was 45.66 kWh. The variation in comparison to same periods in 2009, 2008, and 2007 was 16%, 20% and 68%. ADU for the subsequent billing period (10/20/10-11/19/10) was 26.6 kWh. The variation in comparison to same time in 2009, 2008, and 2007 was -2%, -9%, and 0%. Customer stated during the disputing billing periods she left her heater and AC on during the day when nobody was home. She was advised of PG&E's tiered rate structure and of online resources such as Energy Analyzer. PG&E offered a meter test, but the customer indicated it was not necessary and she was satisfied that the billing was correct.
2	11/23/10	{Redacted}	{Redacted}	CAMERON PARK	Closed	Bill is Accurate. Customer initiated service 12/8/00. Electric SmartMeter installed 2/08/10. Customer states bills have increased since SmartMeter installation. Usage investigation shows ADU increased 2 billing periods prior to SmartMeter installation. ADU for billing period 11/18/09-12/17/09 was 71.86kWh and for 12/17/09- 1/19/10 was 75.73kWh. Billing period 1/19/10-2/19/10 (when SmartMeter installation occurred) reflected ADU of 74.13kWh. The following billing period, ADU decreased 5%. Subsequent bill for period 3/23/10-4/22/10 reflected an 18% decrease in ADU compared to prior billing period 2/19/10-3/23/10. Customer was dropped from CARE and certified for FERA on 11/6/09, causing a decrease in monthly discounts. Additionally, customer stated he was using portable electric space heating. On 8/12/10, customer qualified for CARE and has remained on the program since then. On 11/19/10, customer requested removal from the Balanced Payment Program and was set up on payment plan for balance owing. On 11/30/10, PG&E called the customer and explained the cause for increase in bills and discussed energy conservation.
3	11/23/10	{Redacted}	{Redacted}	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.

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

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 December 9, 2010 -- For the Period November 27, 2010 through December 3, 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	11/23/10	{Redacted}	{Redacted}	FAIRFIELD	Closed	Bills is Accurate. Customer's service initiated on 9/15/97. Electric SmartMeter installed on 8/6/09. Customer is disputing billing periods 8/20/10-9/21/10 and 9/21/10-10/20/10 and thinks meter may not be working properly. ADU for the first billing period (8/20/10-9/21/10) was 45.84 kWh. The variation in comparison to same periods in 2009, 2008, and 2007 was -17%, -18%, and -2%, respectively. ADU for the second billing period (9/21/10-10/20/10) was 45.66 kWh. The variation in comparison to same periods in 2009, 2008, and 2007 was 16%, 20% and 68%. ADU for the subsequent billing period (10/20/10-11/19/10) was 26.6 kWh. The variation in comparison to same time in 2009, 2008, and 2007 was -2%, -9%, and 0%. Customer stated during the disputing billing periods she left her heater and AC on during the day when nobody was home. She was advised of PG&E's tiered rate structure and of online resources such as Energy Analyzer. PG&E offered a meter test, but the customer indicated it was not necessary and she was satisfied that the billing was correct.
2	11/23/10	{Redacted}	{Redacted}	CAMERON PARK	Closed	Bill is Accurate. Customer initiated service 12/8/00. Electric SmartMeter installed 2/08/10. Customer states bills have increased since SmartMeter installation. Usage investigation shows ADU increased 2 billing periods prior to SmartMeter installation. ADU for billing period 11/18/09-12/17/09 was 71.86kWh and for 12/17/09- 1/19/10 was 75.73kWh. Billing period 1/19/10-2/19/10 (when SmartMeter installation occurred) reflected ADU of 74.13kWh. The following billing period, ADU decreased 5%. Subsequent bill for period 3/23/10-4/22/10 reflected an 18% decrease in ADU compared to prior billing period 2/19/10-3/23/10. Customer was dropped from CARE and certified for FERA on 11/6/09, causing a decrease in monthly discounts. Additionally, customer stated he was using portable electric space heating. On 8/12/10, customer qualified for CARE and has remained on the program since then. On 11/19/10, customer requested removal from the Balanced Payment Program and was set up on payment plan for balance owing. On 11/30/10, PG&E called the customer and explained the cause for increase in bills and discussed energy conservation.
3	11/23/10	{Redacted}	{Redacted}	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.

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