

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 16, 2010 -- For the Period December 4, 2010 through December 10, 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	Installer jumped fence, broke lock	Closed
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	Other	Closed
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	5/12/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
27	5/17/10	{Redacted}	{Redacted}	Alamo	Scheduling Problems	Under Investigation	Open
28	5/17/10	{Redacted}	{Redacted}	S. San Francisco	Other	Under Investigation	Open
29	5/17/10	{Redacted}	{Redacted}	Sunnyvale	Customer Denies Access	Under Investigation	Open
30	5/19/10	{Redacted}	{Redacted}	Chico	Customer Denies Access	Under Investigation	Open
31	5/19/10	{Redacted}	{Redacted}	San Jose	Potential Wellington Claim	Under Investigation	Open
32	5/20/10	{Redacted}	{Redacted}	Guerneville	Customer Denies Access	Under Investigation	Open
33	5/20/10	{Redacted}	{Redacted}	Tracy	Power Interruption	Partial Power Outage	Closed
34	5/21/10	{Redacted}	{Redacted}	Grass Valley	Customer Denies Access	Under Investigation	Open
35	5/21/10	{Redacted}	{Redacted}	Sunnyvale	Household items affected by SM installation	Under Investigation	Open
36	5/22/10	{Redacted}	{Redacted}	Vacaville	Meter/Module	Meter/Module clearance issues	Closed
37	5/24/10	{Redacted}	{Redacted}	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
38	5/25/10	{Redacted}	{Redacted}	Fairfield	Power Interruption	Partial Power Outage	Closed
39	5/30/10	{Redacted}	{Redacted}	Sacramento	Household items affected by SM installation	Under Investigation	Open
40	6/7/10	{Redacted}	{Redacted}	Arvin	Household items affected by SM installation	Under Investigation	Open
41	6/8/10	{Redacted}	{Redacted}	Fresno	Power Interruption	Other	Closed
42	6/10/10	{Redacted}	{Redacted}	Vallejo	Household items affected by SM installation	Under Investigation	Open

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
43	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
44	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
45	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
46	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
47	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
48	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
49	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
50	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
51	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
52	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
53	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
54	6/30/10			Tracy	Household items affected by SM installatio	Damaged Other Household Appliances	Closed
55	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
56	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
57	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
58	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
59	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
60	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
61	7/8/10			Placerville	Household items affected by SM installatio	Under Investigation	Open
62	7/8/10			San Francisco	SmartMeter Customer Communication	Other	Closed
63	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
64	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
65	7/13/10			Amador City	SmartMeter Customer Communication	Other	Closed
66	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
67	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
68	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
69	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
70	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
71	7/19/10			San Francisco	Household items affected by SM installatio	Radio Frequency Concerns	Closed
72	7/19/10			Tracy	Household items affected by SM installatio	Damaged Other Household Appliances	Closed
73	7/20/10			San Carlos	Household items affected by SM installatio	Under Investigation	Open
74	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
75	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
76	7/23/10			Paradise	Household items affected by SM installatio	Under Investigation	Open
77	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
78	7/26/10			Groveland	Household items affected by SM installatio	Other	Closed
79	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
80	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
81	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
82	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
83	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
84	7/30/10			Dobbins	Wellington Installer	Under Investigation	Open

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85	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
86	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
87	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
88	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
89	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
90	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
91	8/13/10			Placerville	Wellington Installer	Under Investigation	Open
92	8/16/10			Chico	Wellington Installer	Under Investigation	Open
93	8/16/10			Fremont	Household items affected by SM installatio	Radio Frequency Concerns	Closed
94	8/17/10			San Bruno	Household items affected by SM installatio	Under Investigation	Open
95	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
96	8/19/10			Sonoma	Wellington Installer	Under Investigation	Open
97	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
98	8/22/10			San Jose	Household items affected by SM installatio	Radio Frequency Concerns	Closed
99	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
100	8/23/10			San Anselmo	Wellington Installer	Under Investigation	Open
101	8/28/10			Burlingame	Wellington Installer	Under Investigation	Open
102	8/30/10			Alameda	Wellington Installer	Under Investigation	Open
103	8/30/10			San Jose	Wellington Installer	Under Investigation	Open
104	8/30/10			Smartville	Wellington Installer	Under Investigation	Open
105	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
106	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
107	9/1/10			San Jose	Wellington Installer	Under Investigation	Open
108	9/1/10			Saratoga	Wellington Installer	Under Investigation	Open
109	9/1/10			Smartville	Wellington Installer	Under Investigation	Open
110	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
111	9/2/10			Grass Valley	Wellington Installer	Under Investigation	Open
112	9/3/10			Oakland	Wellington Installer	Under Investigation	Open
113	9/7/10			Grass Valley	Potential Wellington Claim	Under Investigation	Open
114	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
115	9/7/10			Petaluma	Wellington Installer	Under Investigation	Open
116	9/7/10			Santa Clara	Customer Denies Access	Under Investigation	Open
117	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
118	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
119	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
120	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
121	9/9/10			Saratoga	Wellington Installer	Under Investigation	Open
122	9/10/10			Emeryville	Wellington Installer	Under Investigation	Open
123	9/10/10			San Francisco	Wellington Installer	Under Investigation	Open
124	9/11/10			El Dorado	Wellington Installer	Under Investigation	Open
125	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
126	9/12/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Other	Closed

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127	9/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
128	9/13/10			Magalia	Wellington Installer	Under Investigation	Open
129	9/14/10			Novato	Wellington Installer	Under Investigation	Open
130	9/14/10			San Rafael	Wellington Installer	Under Investigation	Open
131	9/15/10			Campbell	Wellington Installer	Under Investigation	Open
132	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
133	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
134	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
135	9/15/10			Salinas	Wellington Installer	Under Investigation	Open
136	9/15/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
137	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
138	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
139	9/16/10			Saratoga	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
140	9/17/10			Ben Lomond	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
141	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
142	9/20/10			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
143	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
144	9/22/10			Oakland	Wellington Installer	Under Investigation	Open
145	9/24/10			Richmond	Power Interruption	Partial Power Outage	Closed
146	9/24/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
147	9/24/10			San Rafael	Wellington Installer	Under Investigation	Open
148	9/25/10			Oakland	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
149	9/27/10			Penn Valley	Wellington Installer	Under Investigation	Open
150	9/27/10			Vallejo	Wellington Installer	Under Investigation	Open
151	9/27/10			Windsor	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
152	9/28/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Other	Closed
153	9/28/10			Tracy	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
154	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
155	10/4/10			Livermore	Wellington Installer	Under Investigation	Open
156	10/4/10			San Francisco	Wellington Installer	Under Investigation	Open
157	10/6/10			Milpitas	Power Interruption	Partial Power Outage	Closed
158	10/7/10			Glen Ellen	Meter / Module Equipment (Mfg.)	Other	Closed
159	10/11/10			Oakland	Wellington Installer	Under Investigation	Open
160	10/11/10			San Jose	Wellington Installer	Under Investigation	Open
161	10/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
162	10/12/10			Salinas	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
163	10/12/10			Saratoga	Wellington Installer	Under Investigation	Open
164	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
165	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
166	10/14/10			Novato	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
167	10/14/10			San Jose	Wellington Installer	Under Investigation	Open
168	10/15/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed

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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
169	10/17/10			San Francisco	Power Interruption	Complete Power Outage	Closed
170	10/18/10			Mill Valley	SmartMeter Customer Communication	Q on SM communication materials	Closed
171	10/18/10			Novato	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
172	10/18/10			Salinas	Wellington Installer	Under Investigation	Open
173	10/19/10			Campbell	Wellington Installer	Under Investigation	Open
174	10/19/10			Novato	Customer wants Smartmeter Removed	No reason provided	Closed
175	10/19/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
176	10/20/10			Bodega Bay	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
177	10/20/10			San Jose	Wellington Installer	Under Investigation	Open
178	10/21/10			Daly City	Inquiry Regarding Appliances Affected	Other	Closed
179	10/21/10			Hollister	Wellington Installer	Under Investigation	Open
180	10/21/10			Novato	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
181	10/21/10			San Rafael	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
182	10/21/10			Scotts Valley	Wellington Installer	Under Investigation	Open
183	10/21/10			Sonoma	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
184	10/22/10			Mill Valley	Customer wants Smartmeter Removed	No reason provided	Closed
185	10/22/10			Millbrae	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
186	10/22/10			Santa Rosa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
187	10/22/10			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
188	10/23/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
189	10/25/10			Novato	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
190	10/26/10			Alameda	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
191	10/26/10			Stinson Beach	Customer wants Smartmeter Removed	Under Investigation	Open
192	10/26/10			West Point	Power Interruption	Flickering Lights	Closed
193	10/27/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
194	10/27/10			Woodacre	Customer wants Smartmeter Removed	Under Investigation	Open
195	10/28/10			Oakland	Power Interruption	Partial Power Outage	Closed
196	10/29/10			Hercules	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
197	10/29/10			Merced	Inquiry Regarding Appliances Affected	Damaged Television	Closed
198	10/29/10			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
199	10/29/10			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
200	10/29/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
201	10/29/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
202	11/2/10			Cloverdale	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
203	11/2/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
204	11/2/10			Oakland	Power Interruption	Breaker keeps tripping	Closed
205	11/3/10			Campbell	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
206	11/3/10			Concord	Wellington Installer	Under Investigation	Open
207	11/3/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
208	11/3/10			Oakland	Power Interruption	Partial Power Outage	Closed
209	11/3/10			San Francisco	Wellington Installer	Under Investigation	Open
210	11/3/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open

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211	11/3/10			Santa Rosa	Wellington Installer	Under Investigation	Open
212	11/4/10			Bakersfield	SmartMeter Customer Communication	Under Investigation	Open
213	11/4/10			Colusa	Wellington Installer	Under Investigation	Open
214	11/5/10			Rough & Ready	Wellington Installer	Under Investigation	Open
215	11/5/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
216	11/5/10			San Rafael	Wellington Installer	Under Investigation	Open
217	11/5/10			Tiburon	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
218	11/5/10			Tracy	Meter / Module Equipment (Mfg.)	Other	Closed
219	11/6/10			Antelope	Customer wants Smartmeter Removed	Under Investigation	Open
220	11/6/10			Atascadero	Wellington Installer	Under Investigation	Open
221	11/6/10			Gilroy	Wellington Installer	Under Investigation	Open
222	11/6/10			Kentfield	Wellington Installer	Under Investigation	Open
223	11/6/10			Los Gatos	Wellington Installer	Under Investigation	Open
224	11/6/10			Novato	Wellington Installer	Under Investigation	Open
225	11/6/10			Pleasanton	Wellington Installer	Under Investigation	Open
226	11/7/10			Santa Rosa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
227	11/8/10			Chico	Wellington Installer	Under Investigation	Open
228	11/8/10			Gilroy	Meter Clearance	Meter/Module clearance issues	Closed
229	11/8/10			Paso Robles	Wellington Installer	Under Investigation	Open
230	11/8/10			Salinas	Wellington Installer	Under Investigation	Open
231	11/9/10			Chico	Wellington Installer	Under Investigation	Open
232	11/9/10			Cupertino	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
233	11/9/10			Live Oak	Wellington Installer	Under Investigation	Open
234	11/9/10			Los Gatos	Inquiry Regarding Appliances Affected	Other	Closed
235	11/9/10			Mckinleyville	SmartMeter Customer Communication	RF/EMF Concerns	Closed
236	11/9/10			Napa	Customer Denies Access	Under Investigation	Open
237	11/9/10			Novato	Wellington Installer	Under Investigation	Open
238	11/9/10			Salinas	Inquiry Regarding Appliances Affected	Other	Closed
239	11/9/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
240	11/9/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Television	Closed
241	11/9/10			San Jose	Inquiry Regarding Appliances Affected	Damaged Television	Closed
242	11/9/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
243	11/9/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
244	11/9/10			Santa Margarita	Wellington Installer	Under Investigation	Open
245	11/9/10			Tracy	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
246	11/10/10			Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
247	11/10/10			Campbell	SmartMeter Customer Communication	Under Investigation	Open
248	11/10/10			Castroville	Inquiry Regarding Appliances Affected	Under Investigation	Open
249	11/10/10			Felton	Inquiry Regarding Appliances Affected	Under Investigation	Open
250	11/10/10			Gonzales	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
251	11/10/10			Mckinleyville	Wellington Installer	Under Investigation	Open
252	11/10/10			Morgan Hill	Inquiry Regarding Appliances Affected	Other	Closed

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253	11/11/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
254	11/11/10			Paso Robles	Wellington Installer	Under Investigation	Open
255	11/11/10			San Jose	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
256	11/11/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
257	11/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
258	11/12/10		{Redacted}	Arcata	Wellington Installer	Under Investigation	Open
259	11/12/10			Corte Madera	Wellington Installer	Under Investigation	Open
260	11/12/10			Felton	Inquiry Regarding Appliances Affected	Under Investigation	Open
261	11/12/10			Gilroy	Wellington Installer	Under Investigation	Open
262	11/12/10			Healdsburg	Customer Denies Access	Under Investigation	Open
263	11/12/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
264	11/12/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
265	11/12/10			Vallejo	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
266	11/13/10			Atascadero	Wellington Installer	Under Investigation	Open
267	11/13/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
268	11/13/10			Morgan Hill	Wellington Installer	Under Investigation	Open
269	11/13/10			Morgan Hill	Wellington Installer	Under Investigation	Open
270	11/13/10			Morgan Hill	Wellington Installer	Under Investigation	Open
271	11/13/10			Salinas	Meter Clearance	Meter/Module clearance issues	Closed
272	11/13/10			San Miguel	Customer Denies Access	Under Investigation	Open
273	11/14/10			Gridley	Wellington Installer	Under Investigation	Open
274	11/14/10			Salinas	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
275	11/14/10			San Pablo	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
276	11/15/10			Mendocino	Customer Denies Access	Under Investigation	Open
277	11/15/10			Menlo Park	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
278	11/15/10			Merced	Meter Clearance	Meter blocking access to breaker box	Closed
279	11/15/10			San Jose	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
280	11/15/10			Saratoga	Meter / Module Equipment (Mfg.)	Meter/Module Equipment	Closed
281	11/15/10			Sunnyvale	Meter Clearance	Under Investigation	Open
282	11/15/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
283	11/16/10			Eureka	Customer Denies Access	Under Investigation	Open
284	11/16/10			Fortuna	Customer Denies Access	Under Investigation	Open
285	11/16/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
286	11/16/10			Mill Valley	Customer Denies Access	Under Investigation	Open
287	11/16/10			Paradise	Wellington Installer	Under Investigation	Open
288	11/16/10			San Jose	Wellington Installer	Under Investigation	Open
289	11/16/10			San Rafael	Wellington Installer	Under Investigation	Open
290	11/17/10			Atascadero	Wellington Installer	Under Investigation	Open
291	11/17/10			Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
292	11/17/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
293	11/17/10			Kentfield	Inquiry Regarding Appliances Affected	Under Investigation	Open
294	11/17/10			Morgan Hill	Potential Wellington Claim	Under Investigation	Open

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

December 16, 2010 -- For the Period December 4, 2010 through December 10, 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	11/17/10			Morgan Hill	Wellington Installer	Under Investigation	Open
296	11/17/10			Novato	Customer Denies Access	Under Investigation	Open
297	11/17/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
298	11/17/10			Trinidad	Wellington Installer	Under Investigation	Open
299	11/17/10			Vacaville	Customer Denies Access	Customer does not want a SmartMeter	Closed
300	11/18/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
301	11/18/10			Cotati	Wellington Installer	Under Investigation	Open
302	11/18/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
303	11/18/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
304	11/18/10			Morgan Hill	Wellington Installer	Under Investigation	Open
305	11/18/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
306	11/18/10			San Rafael	Wellington Installer	Under Investigation	Open
307	11/18/10			Santa Clara	Wellington Installer	Under Investigation	Open
308	11/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
309	11/19/10			Benicia	Inquiry Regarding Appliances Affected	Under Investigation	Open
310	11/19/10		{Redacted}	Berkeley	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
311	11/19/10			Novato	Wellington Installer	Under Investigation	Open
312	11/19/10			Oakland	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
313	11/19/10			Oakland	Wellington Installer	Under Investigation	Open
314	11/19/10			Paso Robles	Potential Wellington Claim	Under Investigation	Open
315	11/19/10			San Rafael	Customer Denies Access	Under Investigation	Open
316	11/19/10			San Rafael	Customer Denies Access	Under Investigation	Open
317	11/19/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
318	11/19/10			San Rafael	Customer wants Smartmeter Removed	Under Investigation	Open
319	11/19/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
320	11/20/10			Chico	Wellington Installer	Under Investigation	Open
321	11/20/10			Morgan Hill	Wellington Installer	Under Investigation	Open
322	11/20/10			Oakland	Power Interruption	Breaker keeps tripping	Closed
323	11/20/10			Paso Robles	SmartMeter Customer Communication	Under Investigation	Open
324	11/21/10			Oakland	Inquiry Regarding Appliances Affected	Gas Appliance Not Working	Closed
325	11/21/10			San Jose	Power Interruption	Under Investigation	Open
326	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
327	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
328	11/22/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
329	11/22/10			Cameron Park	Inquiry Regarding Appliances Affected	Damaged Refrigerator	Closed
330	11/22/10			Campbell	Inquiry Regarding Appliances Affected	Under Investigation	Open
331	11/22/10			Chico	Wellington Installer	Under Investigation	Open
332	11/22/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
333	11/22/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
334	11/22/10			Guerneville	Wellington Installer	Under Investigation	Open
335	11/22/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
336	11/22/10			Larkspur	Customer wants Smartmeter Removed	Under Investigation	Open

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

December 16, 2010 -- For the Period December 4, 2010 through December 10, 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	11/22/10			Los Altos	Inquiry Regarding Appliances Affected	Under Investigation	Open
338	11/22/10			Menlo Park	Customer wants Smartmeter Removed	Under Investigation	Open
339	11/22/10			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
340	11/22/10			Novato	Scheduling Problems	Under Investigation	Open
341	11/22/10			Oakland	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
342	11/22/10			Oakland	Power Interruption	Partial Power Outage	Closed
343	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
344	11/22/10			Petaluma	Wellington Installer	Under Investigation	Open
345	11/22/10			San Francisco	Meter Clearance	Meter/Module clearance issues	Closed
346	11/22/10			San Rafael	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
347	11/22/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
348	11/22/10			Santa Rosa	Wellington Installer	Under Investigation	Open
349	11/23/10			Arcata	Customer wants Smartmeter Removed	Under Investigation	Open
350	11/23/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
351	11/23/10			Atascadero	Customer wants Smartmeter Removed	Under Investigation	Open
352	11/23/10			Bangor	Wellington Installer	Under Investigation	Open
353	11/23/10			Belvedere	Wellington Installer	Under Investigation	Open
354	11/23/10			Cupertino	Inquiry Regarding Appliances Affected	Under Investigation	Open
355	11/23/10			Gilroy	Inquiry Regarding Appliances Affected	Under Investigation	Open
356	11/23/10			Gilroy	Power Interruption	Under Investigation	Open
357	11/23/10			Kelseyville	Wellington Installer	Under Investigation	Open
358	11/23/10			Kentfield	Customer Denies Access	Under Investigation	Open
359	11/23/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
360	11/23/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
361	11/23/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
362	11/23/10			Morgan Hill	Wellington Installer	Under Investigation	Open
363	11/23/10			Paso Robles	Wellington Installer	Under Investigation	Open
364	11/23/10			Petaluma	Scheduling Problems	Under Investigation	Open
365	11/23/10			San Jose	Meter / Module Equipment (Mfg.)	Under Investigation	Open
366	11/23/10			San Jose	Meter Clearance	Under Investigation	Open
367	11/23/10			San Jose	Power Interruption	Under Investigation	Open
368	11/23/10			San Jose	Power Interruption	Under Investigation	Open
369	11/23/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
370	11/23/10			Santa Rosa	Wellington Installer	Under Investigation	Open
371	11/24/10			Fremont	Network Equipment	Network equipment	Closed
372	11/24/10			Kentfield	Customer Denies Access	RF/EMF Concerns	Closed
373	11/24/10			Mill Valley	Customer wants Smartmeter Removed	No reason provided	Closed
374	11/24/10			Mill Valley	Potential Wellington Claim	Under Investigation	Open
375	11/24/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
376	11/24/10			Morgan Hill	Wellington Installer	Under Investigation	Open
377	11/24/10			Morgan Hill	Wellington Installer	Under Investigation	Open
378	11/24/10			Mountain View	Inquiry Regarding Appliances Affected	Under Investigation	Open

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

December 16, 2010 -- For the Period December 4, 2010 through December 10, 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	11/24/10			San Jose	Wellington Installer	Under Investigation	Open
380	11/24/10			Templeton	Customer wants Smartmeter Removed	Under Investigation	Open
381	11/25/10			Rohnert Park	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
382	11/26/10			Corte Madera	SmartMeter Customer Communication	Under Investigation	Open
383	11/26/10			Novato	Customer Denies Access	Under Investigation	Open
384	11/26/10			Rohnert Park	Customer Denies Access	Under Investigation	Open
385	11/26/10			San Martin	Meter / Module Equipment (Mfg.)	Under Investigation	Open
386	11/26/10			San Mateo	Meter Clearance	Meter/Module clearance issues	Closed
387	11/26/10			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
388	11/27/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
389	11/29/10			Campbell	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
390	11/29/10			El Dorado	Wellington Installer	Under Investigation	Open
391	11/29/10			Kentfield	Meter Clearance	Under Investigation	Open
392	11/29/10			Morgan Hill	Power Interruption	Under Investigation	Open
393	11/29/10			Novato	Customer Denies Access	Privacy Concerns	Closed
394	11/29/10			Novato	Scheduling Problems	Under Investigation	Open
395	11/29/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
396	11/29/10			Paso Robles	Scheduling Problems	Under Investigation	Open
397	11/29/10			Philo	Network Equipment	Under Investigation	Open
398	11/29/10			Pioneer	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
399	11/29/10			Salinas	Customer wants Smartmeter Removed	No reason provided	Closed
400	11/29/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
401	11/29/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
402	11/29/10			Santa Rosa	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
403	11/29/10			Santa Rosa	Meter Clearance	Meter/Module clearance issues	Closed
404	11/30/10			Bakersfield	Customer Denies Access	Under Investigation	Open
405	11/30/10			Corte Madera	Inquiry Regarding Appliances Affected	Under Investigation	Open
406	11/30/10			Rio Nido	Customer wants Smartmeter Removed	Under Investigation	Open
407	11/30/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
408	11/30/10			Santa Clara	Meter Clearance	Under Investigation	Open
409	11/30/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
410	11/30/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
411	12/1/10			Chico	Wellington Installer	Under Investigation	Open
412	12/1/10			Daly City	Meter Clearance	Under Investigation	Open
413	12/1/10			Eureka	Meter Clearance	Other	Closed
414	12/1/10			Fairfield	Wellington Installer	Under Investigation	Open
415	12/1/10			Hollister	Customer Denies Access	Customer does not want a SmartMeter	Closed
416	12/1/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
417	12/1/10			Oakland	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
418	12/1/10			Petaluma	Customer wants Smartmeter Removed	Under Investigation	Open
419	12/1/10			San Jose	Power Interruption	Under Investigation	Open
420	12/1/10			Santa Margarita	Power Interruption	Partial Power Outage	Closed

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

December 16, 2010 -- For the Period December 4, 2010 through December 10, 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	12/1/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
422	12/1/10			Stinson Beach	Meter / Module Equipment (Mfg.)	Under Investigation	Open
423	12/1/10			Weott	Network Equipment Installation	Under Investigation	Open
424	12/2/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
425	12/2/10			Hollister	Wellington Installer	Under Investigation	Open
426	12/2/10			Oakhurst	Customer wants Smartmeter Removed	Under Investigation	Open
427	12/2/10			Oakland	Meter Clearance	Under Investigation	Open
428	12/2/10			Pacifica	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
429	12/2/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
430	12/2/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
431	12/2/10			San Anselmo	Customer Denies Access	Under Investigation	Open
432	12/2/10			San Jose	Other	Under Investigation	Open
433	12/2/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
434	12/2/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
435	12/2/10			Sonoma	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
436	12/2/10			Stockton	Inquiry Regarding Appliances Affected	Other	Closed
437	12/3/10			Cloverdale	Meter Clearance	Meter/Module clearance issues	Closed
438	12/3/10			Cloverdale	Meter Clearance	Meter/Module clearance issues	Closed
439	12/3/10			Paso Robles	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
440	12/3/10			Paso Robles	Wellington Installer	Under Investigation	Open
441	12/3/10			Pinole	Power Interruption	Other	Closed
442	12/3/10			Redwood City	Inquiry Regarding Appliances Affected	Under Investigation	Open
443	12/3/10			Salinas	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
444	12/3/10			San Jose	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
445	12/3/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
446	12/3/10			San Jose	Wellington Installer	Under Investigation	Open
447	12/3/10			San Jose	Wellington Installer	Under Investigation	Open
448	12/3/10			Tiburon	Wellington Installer	Unhappy with SM Program	Closed
449	12/3/10			Windsor	Meter Clearance	Under Investigation	Open
450	12/4/10			Eureka	Customer Denies Access	RF/EMF Concerns	Closed
451	12/4/10			Forest Knolls	Customer Denies Access	RF/EMF Concerns	Closed
452	12/4/10			Hollister	Wellington Installer	Under Investigation	Open
453	12/4/10			Larkspur	Customer wants Smartmeter Removed	Accuracy of Meter	Closed
454	12/4/10			Morgan Hill	Customer Denies Access	RF/EMF Concerns	Closed
455	12/4/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
456	12/4/10			Novato	SmartMeter Customer Communication	Under Investigation	Open
457	12/4/10			Oroville	Customer Denies Access	Privacy Concerns	Closed
458	12/4/10			Petaluma	Wellington Installer	Under Investigation	Open
459	12/4/10			Santa Rosa	Wellington Installer	Under Investigation	Open
460	12/4/10			Santa Rosa	Wellington Installer	Under Investigation	Open
461	12/4/10			Tres Pinos	Customer Denies Access	Customer Opts for Solar Power	Closed
462	12/5/10			Fremont	Power Interruption	Complete Power Outage	Closed

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

December 16, 2010 -- For the Period December 4, 2010 through December 10, 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	12/5/10			Milpitas	Inquiry Regarding Appliances Affected	Under Investigation	Open
464	12/5/10			Oroville	Customer Denies Access	RF/EMF Concerns	Closed
465	12/5/10			Oroville	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
466	12/6/10			Atascadero	Customer Denies Access	Customer does not want a SmartMeter	Closed
467	12/6/10			Bakersfield	Power Interruption	Other	Closed
468	12/6/10			Ben Lomond	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
469	12/6/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
470	12/6/10			Bolinas	Customer Denies Access	RF/EMF Concerns	Closed
471	12/6/10			Boulder Creek	Inquiry Regarding Appliances Affected	Under Investigation	Open
472	12/6/10			Cazadero	Customer Denies Access	RF/EMF Concerns	Closed
473	12/6/10			Corte Madera	Customer Denies Access	Customer does not want a SmartMeter	Closed
474	12/6/10			Corte Madera	Customer Denies Access	RF/EMF Concerns	Closed
475	12/6/10			Ferndale	Customer Denies Access	Unhappy with SM Program	Closed
476	12/6/10			Ferndale	Customer Denies Access	Unhappy with SM Program	Closed
477	12/6/10			Forest Knolls	Customer Denies Access	Medical Concerns	Closed
478	12/6/10			Forest Knolls	Customer Denies Access	Medical Concerns	Closed
479	12/6/10			Fort Bragg	Network Equipment Installation	Under Investigation	Open
480	12/6/10			Fortuna	Customer Denies Access	RF/EMF Concerns	Closed
481	12/6/10			Fortuna	Customer Denies Access	RF/EMF Concerns	Closed
482	12/6/10			Gilroy	Wellington Installer	Under Investigation	Open
483	12/6/10			Hollister	Customer Denies Access	Customer Denies Wellington Access	Closed
484	12/6/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
485	12/6/10			Kentfield	Meter Clearance	Under Investigation	Open
486	12/6/10			Lagunitas	Scheduling Problems	Under Investigation	Open
487	12/6/10			Larkspur	Customer Denies Access	Customer does not want a SmartMeter	Closed
488	12/6/10			Livermore	SmartMeter Customer Communication	Other	Closed
489	12/6/10			Mckinleyville	Customer Denies Access	RF/EMF Concerns	Closed
490	12/6/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
491	12/6/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
492	12/6/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
493	12/6/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
494	12/6/10			Mill Valley	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
495	12/6/10			Mill Valley	Power Interruption	Under Investigation	Open
496	12/6/10			Novato	Customer Denies Access	Under Investigation	Open
497	12/6/10			Oakland	Meter Clearance	Meter/Module clearance issues	Closed
498	12/6/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
499	12/6/10			Oroville	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
500	12/6/10			Oroville	Wellington Installer	Under Investigation	Open
501	12/6/10			Paradise	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
502	12/6/10			Paso Robles	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
503	12/6/10			Paso Robles	Wellington Installer	Under Investigation	Open
504	12/6/10			Pebble Beach	Customer Denies Access	RF/EMF Concerns	Closed

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

December 16, 2010 -- For the Period December 4, 2010 through December 10, 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	12/6/10			Petaluma	Customer Denies Access	RF/EMF Concerns	Closed
506	12/6/10			Ross	Customer Denies Access	RF/EMF Concerns	Closed
507	12/6/10			Saint Helena	Customer Denies Access	RF/EMF Concerns	Closed
508	12/6/10			San Carlos	Inquiry Regarding Appliances Affected	Under Investigation	Open
509	12/6/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
510	12/6/10			San Francisco	Wellington Installer	Under Investigation	Open
511	12/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
512	12/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
513	12/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
514	12/6/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
515	12/6/10			San Juan Bautista	Customer Denies Access	Customer does not want a SmartMeter	Closed
516	12/6/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
517	12/6/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
518	12/6/10			San Rafael	Customer Denies Access	Unhappy with SM Program	Closed
519	12/6/10			San Rafael	Meter Clearance	Meter/Module clearance issues	Closed
520	12/6/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
521	12/6/10			Santa Rosa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
522	12/6/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
523	12/6/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
524	12/6/10			Sebastopol	Customer Denies Access	Medical Concerns	Closed
525	12/6/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
526	12/6/10			Sonora	Power Interruption	Hi/Low Voltage	Closed
527	12/6/10			Templeton	Customer Denies Access	Accuracy of Meter	Closed
528	12/6/10			Tiburon	Customer wants Smartmeter Removed	Under Investigation	Open
529	12/6/10			Tracy	Customer wants Smartmeter Removed	Under Investigation	Open
530	12/6/10			Vallejo	SmartMeter Customer Communication	Under Investigation	Open
531	12/6/10			Walnut Creek	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
532	12/7/10			Belvedere	Customer Denies Access	RF/EMF Concerns	Closed
533	12/7/10			Bolinas	Customer Denies Access	Under Investigation	Open
534	12/7/10			Chico	Wellington Installer	Under Investigation	Open
535	12/7/10			Clearlake	Customer Denies Access	Medical Concerns	Closed
536	12/7/10			Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
537	12/7/10			Hollister	Inquiry Regarding Appliances Affected	Other	Closed
538	12/7/10			Inverness	Customer Denies Access	RF/EMF Concerns	Closed
539	12/7/10			Inverness	Customer Denies Access	RF/EMF Concerns	Closed
540	12/7/10			Kentfield	Customer Denies Access	Unhappy with SM Program	Closed
541	12/7/10			Kentfield	Customer Denies Access	Unhappy with SM Program	Closed
542	12/7/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
543	12/7/10			Kentfield	Wellington Installer	Under Investigation	Open
544	12/7/10			Larkspur	Customer Denies Access	Accuracy of Meter	Closed
545	12/7/10			Larkspur	Customer Denies Access	Medical Concerns	Closed
546	12/7/10			Larkspur	Customer Denies Access	Unhappy with SM Program	Closed

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

December 16, 2010 -- For the Period December 4, 2010 through December 10, 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	12/7/10			Morgan Hill	Customer Denies Access	RF/EMF Concerns	Closed
548	12/7/10			Morgan Hill	Power Interruption	Under Investigation	Open
549	12/7/10			Morgan Hill	Power Interruption	Under Investigation	Open
550	12/7/10			Nipomo	Customer Denies Access	Customer does not want a SmartMeter	Closed
551	12/7/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
552	12/7/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
553	12/7/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
554	12/7/10			Occidental	Customer Denies Access	RF/EMF Concerns	Closed
555	12/7/10			Paradise	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
556	12/7/10			Piercy	Customer Denies Access	Customer does not want a SmartMeter	Closed
557	12/7/10			Port Costa	Customer Denies Access	Accuracy of Meter	Closed
558	12/7/10			Richmond	Customer Denies Access	Customer does not want a SmartMeter	Closed
559	12/7/10			Rio Nido	Customer wants Smartmeter Removed	No reason provided	Closed
560	12/7/10			Salinas	Meter / Module Equipment (Mfg.)	Other	Closed
561	12/7/10			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
562	12/7/10			San Francisco	Customer Denies Access	Customer does not want a SmartMeter	Closed
563	12/7/10			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
564	12/7/10			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
565	12/7/10			San Jose	Meter Clearance	Under Investigation	Open
566	12/7/10			San Jose	Meter Clearance	Under Investigation	Open
567	12/7/10			San Rafael	Customer Denies Access	Accuracy of Meter	Closed
568	12/7/10			San Rafael	Customer Denies Access	Privacy Concerns	Closed
569	12/7/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
570	12/7/10			San Rafael	Potential Wellington Claim	Under Investigation	Open
571	12/7/10			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
572	12/7/10			Santa Rosa	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
573	12/7/10			Sonoma	Customer Denies Access	Unhappy with SM Program	Closed
574	12/7/10			Stockton	Customer Denies Access	Customer does not want a SmartMeter	Closed
575	12/7/10			Tamales	Customer Denies Access	Customer does not want a SmartMeter	Closed
576	12/7/10			Tres Pinos	Customer Denies Access	RF/EMF Concerns	Closed
577	12/8/10			Arcata	Customer Denies Access	Under Investigation	Open
578	12/8/10			Atascadero	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
579	12/8/10			Belmont	Meter Clearance	Under Investigation	Open
580	12/8/10			Ben Lomond	Customer Denies Access	Under Investigation	Open
581	12/8/10			Colusa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
582	12/8/10			Corte Madera	Customer wants Smartmeter Removed	Under Investigation	Open
583	12/8/10			Corte Madera	Customer wants Smartmeter Removed	Under Investigation	Open
584	12/8/10			Corte Madera	Wellington Installer	Under Investigation	Open
585	12/8/10			Cupertino	Power Interruption	Under Investigation	Open
586	12/8/10			Escalon	Meter / Module Equipment (Mfg.)	Other	Closed
587	12/8/10			Fairfax	Customer Denies Access	RF/EMF Concerns	Closed
588	12/8/10			Fortuna	Customer Denies Access	RF/EMF Concerns	Closed

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

December 16, 2010 -- For the Period December 4, 2010 through December 10, 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	12/8/10			Greenbrae	Customer wants Smartmeter Removed	Under Investigation	Open
590	12/8/10			Guerneville	Customer Denies Access	Medical Concerns	Closed
591	12/8/10			Kentfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
592	12/8/10			Kentfield	Customer Denies Access	RF/EMF Concerns	Closed
593	12/8/10			Lafayette	Customer Denies Access	RF/EMF Concerns	Closed
594	12/8/10			Mariposa	Customer Denies Access	Accuracy of Meter	Closed
595	12/8/10			Mckinleyville	Customer Denies Access	RF/EMF Concerns	Closed
596	12/8/10			Napa	Customer Denies Access	RF/EMF Concerns	Closed
597	12/8/10			Novato	Customer Denies Access	RF/EMF Concerns	Closed
598	12/8/10			Novato	Customer Denies Access	RF/EMF Concerns	Closed
599	12/8/10			Novato	Customer Denies Access	RF/EMF Concerns	Closed
600	12/8/10			Novato	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
601	12/8/10			Oroville	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
602	12/8/10			Petaluma	Power Interruption	Other	Closed
603	12/8/10			Richmond	Customer Denies Access	Unhappy with SM Program	Closed
604	12/8/10			Rohnert Park	Customer Denies Access	RF/EMF Concerns	Closed
605	12/8/10			Salinas	Customer Denies Access	RF/EMF Concerns	Closed
606	12/8/10			Salinas	Customer wants Smartmeter Removed	No reason provided	Closed
607	12/8/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
608	12/8/10			San Jose	Customer Denies Access	Accuracy of Meter	Closed
609	12/8/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
610	12/8/10			San Juan Bautista	Power Interruption	Under Investigation	Open
611	12/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
612	12/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
613	12/8/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
614	12/8/10			San Rafael	Customer Denies Access	Medical Concerns	Closed
615	12/8/10			San Rafael	Customer Denies Access	Medical Concerns	Closed
616	12/8/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
617	12/8/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
618	12/8/10			Santa Rosa	Customer Denies Access	Customer does not want a SmartMeter	Closed
619	12/8/10			Santa Rosa	Inquiry Regarding Appliances Affected	Under Investigation	Open
620	12/8/10			Santa Rosa	Meter Clearance	Under Investigation	Open
621	12/8/10			Sonoma	Customer Denies Access	RF/EMF Concerns	Closed
622	12/8/10			Tracy	Customer Denies Access	Customer does not want a SmartMeter	Closed
623	12/8/10			Vacaville	Customer wants Smartmeter Removed	Under Investigation	Open
624	12/9/10			Albany	Meter Clearance	Meter/Module clearance issues	Closed
625	12/9/10			Bakersfield	Meter Clearance	Other	Closed
626	12/9/10			Berkeley	Customer Denies Access	Customer does not want a SmartMeter	Closed
627	12/9/10			Berkeley	Customer Denies Access	Under Investigation	Open
628	12/9/10			Carmel	Customer Denies Access	Accuracy of Meter	Closed
629	12/9/10			Cotati	Customer Denies Access	Accuracy of Meter	Closed
630	12/9/10			Cotati	Customer Denies Access	Unhappy with SM Program	Closed

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

December 16, 2010 -- For the Period December 4, 2010 through December 10, 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	12/9/10			Cotati	Customer Denies Access	Unhappy with SM Program	Closed
632	12/9/10			Cotati	Customer Denies Access	Unhappy with SM Program	Closed
633	12/9/10			Cotati	Customer Denies Access	Unhappy with SM Program	Closed
634	12/9/10			Dublin	Customer Denies Access	Customer does not want a SmartMeter	Closed
635	12/9/10			East Palo Alto	Wellington Installer	Under Investigation	Open
636	12/9/10			El Sobrante	Customer Denies Access	Customer does not want a SmartMeter	Closed
637	12/9/10			Eureka	Customer Denies Access	Medical Concerns	Closed
638	12/9/10			Fairfax	Customer Denies Access	Under Investigation	Open
639	12/9/10			Forest Knolls	Customer Denies Access	Customer does not want a SmartMeter	Closed
640	12/9/10			Fremont	Inquiry Regarding Appliances Affected	Under Investigation	Open
641	12/9/10			Garberville	Customer Denies Access	Unhappy with SM Program	Closed
642	12/9/10			Kentfield	Customer Denies Access	Customer does not want a SmartMeter	Closed
643	12/9/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
644	12/9/10			Kentfield	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
645	12/9/10			Lincoln	Customer Denies Access	Medical Concerns	Closed
646	12/9/10			Loch Lomond	Customer Denies Access	Medical Concerns	Closed
647	12/9/10			Madera	Inquiry Regarding Appliances Affected	Other	Closed
648	12/9/10			Marina	Customer Denies Access	Accuracy of Meter	Closed
649	12/9/10			Marina	Customer Denies Access	Accuracy of Meter	Closed
650	12/9/10			Marina	Customer Denies Access	Accuracy of Meter	Closed
651	12/9/10			Morgan Hill	Inquiry Regarding Appliances Affected	Under Investigation	Open
652	12/9/10			Novato	Customer Denies Access	RF/EMF Concerns	Closed
653	12/9/10			Novato	Customer Denies Access	RF/EMF Concerns	Closed
654	12/9/10			Novato	Customer Denies Access	RF/EMF Concerns	Closed
655	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
656	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
657	12/9/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
658	12/9/10		{Redacted}	Oakland	Power Interruption	Under Investigation	Open
659	12/9/10		{Redacted}	Oroville	Customer Denies Access	Customer does not want a SmartMeter	Closed
660	12/9/10			Paradise	Meter / Module Equipment (Mfg.)	Other	Closed
661	12/9/10			Paso Robles	Meter Clearance	Meter/Module clearance issues	Closed
662	12/9/10			Pebble Beach	Customer Denies Access	Accuracy of Meter	Closed
663	12/9/10			Redwood City	Inquiry Regarding Appliances Affected	Under Investigation	Open
664	12/9/10		{Redacted}	Richmond	Customer Denies Access	Accuracy of Meter	Closed
665	12/9/10			Ross	Customer Denies Access	Medical Concerns	Closed
666	12/9/10			Ross	Customer Denies Access	RF/EMF Concerns	Closed
667	12/9/10			Ross	Customer Denies Access	RF/EMF Concerns	Closed
668	12/9/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
669	12/9/10			San Anselmo	Customer Denies Access	Customer does not want a SmartMeter	Closed
670	12/9/10			San Anselmo	Customer Denies Access	RF/EMF Concerns	Closed
671	12/9/10			San Jose	Customer Denies Access	Customer does not want a SmartMeter	Closed
672	12/9/10			San Martin	Scheduling Problems	Under Investigation	Open

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

December 16, 2010 -- For the Period December 4, 2010 through December 10, 2010

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

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673	12/9/10			San Miguel	Wellington Installer	Under Investigation	Open
674	12/9/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
675	12/9/10			San Rafael	Meter Clearance	Meter/Module clearance issues	Closed
676	12/9/10			Santa Clara	Inquiry Regarding Appliances Affected	Under Investigation	Open
677	12/9/10			Sebastopol	Customer Denies Access	RF/EMF Concerns	Closed
678	12/9/10			Sonoma	Customer Denies Access	Medical Concerns	Closed
679	12/9/10			Sonoma	Customer Denies Access	Medical Concerns	Closed
680	12/9/10			Sonoma	Customer Denies Access	Medical Concerns	Closed
681	12/9/10			Tiburon	Customer Denies Access	Medical Concerns	Closed
682	12/9/10		{Redacted}	Tiburon	Customer Denies Access	Medical Concerns	Closed
683	12/9/10			Ukiah	Network Equipment Installation	Under Investigation	Open
684	12/9/10			Vallejo	Inquiry Regarding Appliances Affected	Under Investigation	Open
685	12/9/10			Watsonville	Customer Denies Access	Unhappy with SM Program	Closed
686	12/10/10			Atascadero	Customer Denies Access	Privacy Concerns	Closed
687	12/10/10			Bolinas	Customer Denies Access	Under Investigation	Open
688	12/10/10			Carmel	Customer Denies Access	Accuracy of Meter	Closed
689	12/10/10			Cazadero	Customer Denies Access	Accuracy of Meter	Closed
690	12/10/10			Chico	Inquiry Regarding Appliances Affected	Other	Closed
691	12/10/10			Chico	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
692	12/10/10			Cobb	Customer Denies Access	Accuracy of Meter	Closed
693	12/10/10			Cobb	Customer Denies Access	Accuracy of Meter	Closed
694	12/10/10			Cobb	Customer Denies Access	Customer does not want a SmartMeter	Closed
695	12/10/10			Cobb	Customer Denies Access	Customer Opts for Solar Power	Closed
696	12/10/10			Cobb	Customer Denies Access	RF/EMF Concerns	Closed
697	12/10/10			Cobb	Customer Denies Access	RF/EMF Concerns	Closed
698	12/10/10			Corte Madera	Meter / Module Equipment (Mfg.)	Under Investigation	Open
699	12/10/10			Dublin	Customer Denies Access	Accuracy of Meter	Closed
700	12/10/10			Eureka	Customer Denies Access	Medical Concerns	Closed
701	12/10/10			Eureka	Customer Denies Access	Medical Concerns	Closed
702	12/10/10			Eureka	Customer Denies Access	Medical Concerns	Closed
703	12/10/10			Eureka	Customer Denies Access	Under Investigation	Open
704	12/10/10			Eureka	Inquiry Regarding Appliances Affected	Under Investigation	Open
705	12/10/10			Eureka	Meter Clearance	Other	Closed
706	12/10/10			Fremont	Customer Denies Access	Customer does not want a SmartMeter	Closed
707	12/10/10			Gilroy	Wellington Installer	Under Investigation	Open
708	12/10/10			Hollister	Customer Denies Access	Accuracy of Meter	Closed
709	12/10/10			Hollister	Customer Denies Access	RF/EMF Concerns	Closed
710	12/10/10			Kentfield	Customer wants Smartmeter Removed	Under Investigation	Open
711	12/10/10			Loch Lomond	Customer Denies Access	Medical Concerns	Closed
712	12/10/10			Loch Lomond	Customer Denies Access	Medical Concerns	Closed
713	12/10/10			Los Gatos	Inquiry Regarding Appliances Affected	Under Investigation	Open
714	12/10/10			Mckinleyville	Customer Denies Access	Medical Concerns	Closed

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

December 16, 2010 -- For the Period December 4, 2010 through December 10, 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	12/10/10			Mendocino	Customer Denies Access	Medical Concerns	Closed
716	12/10/10			Middletown	Customer Denies Access	Medical Concerns	Closed
717	12/10/10			Morgan Hill	Customer Denies Access	Unhappy with SM Program	Closed
718	12/10/10			Morgan Hill	Wellington Installer	Under Investigation	Open
719	12/10/10			Novato	Customer Denies Access	Accuracy of Meter	Closed
720	12/10/10			Novato	Customer Denies Access	Customer does not want a SmartMeter	Closed
721	12/10/10			Novato	Customer Denies Access	RF/EMF Concerns	Closed
722	12/10/10			Novato	Power Interruption	Partial Power Outage	Closed
723	12/10/10			Oakland	Customer wants Smartmeter Removed	Under Investigation	Open
724	12/10/10			Paso Robles	Customer Denies Access	Accuracy of Meter	Closed
725	12/10/10			Paso Robles	Inquiry Regarding Appliances Affected	Other	Closed
726	12/10/10			Petaluma	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
727	12/10/10			Philo	Network Equipment Installation	Under Investigation	Open
728	12/10/10			Pleasant Hill	Meter Clearance	Under Investigation	Open
729	12/10/10			Ross	Customer Denies Access	Accuracy of Meter	Closed
730	12/10/10			Ross	Customer Denies Access	Medical Concerns	Closed
731	12/10/10			San Jose	Inquiry Regarding Appliances Affected	Under Investigation	Open
732	12/10/10			San Mateo	Customer Denies Access	Unhappy with SM Program	Closed
733	12/10/10			San Rafael	Customer Denies Access	Customer does not want a SmartMeter	Closed
734	12/10/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
735	12/10/10			San Rafael	Customer Denies Access	RF/EMF Concerns	Closed
736	12/10/10			San Rafael	Customer Denies Access	Under Investigation	Open
737	12/10/10			San Rafael	Power Interruption	Under Investigation	Open
738	12/10/10			San Ramon	Customer Denies Access	RF/EMF Concerns	Closed
739	12/10/10			Sanger	Inquiry Regarding Appliances Affected	Other	Closed
740	12/10/10			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
741	12/10/10			Santa Rosa	Customer Denies Access	Accuracy of Meter	Closed
742	12/10/10			Santa Rosa	Customer Denies Access	Medical Concerns	Closed
743	12/10/10			Santa Rosa	Customer Denies Access	Privacy Concerns	Closed
744	12/10/10			Santa Rosa	Customer Denies Access	Unhappy with SM Program	Closed
745	12/10/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
746	12/10/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
747	12/10/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
748	12/10/10			Sebastopol	Customer Denies Access	Customer does not want a SmartMeter	Closed
749	12/10/10			Sebastopol	Customer Denies Access	Medical Concerns	Closed
750	12/10/10			Sonoma	Customer Denies Access	Customer does not want a SmartMeter	Closed
751	12/10/10			Stinson Beach	Customer Denies Access	Medical Concerns	Closed
752	12/10/10			Tracy	Customer Denies Access	Accuracy of Meter	Closed
753	12/10/10			Tracy	Customer Denies Access	Unhappy with SM Program	Closed
754	12/10/10			Willits	Customer Denies Access	Medical Concerns	Closed
755	12/10/10			Willow Creek	Customer Denies Access	Medical Concerns	Closed

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

December 16, 2010 -- For the Period December 4, 2010 through December 10, 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
				449	Open Issues on Last Report		
				115	Open Issues Closed Since the Last Report		
				306	New Issues Since the Last Report		
				217	New Issues Closed Since the Last Report		
				89	New Issues Open		

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

December 16, 2010 -- For the Period December 4, 2010 through December 10, 2010

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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	Installer jumped fence, broke lock	Closed
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	Other	Closed
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	5/12/10	{Redacted}	{Redacted}	San Jose	Wellington Installer	Under Investigation	Open
27	5/17/10	{Redacted}	{Redacted}	Alamo	Scheduling Problems	Under Investigation	Open
28	5/17/10	{Redacted}	{Redacted}	S. San Francisco	Other	Under Investigation	Open
29	5/17/10	{Redacted}	{Redacted}	Sunnyvale	Customer Denies Access	Under Investigation	Open
30	5/19/10	{Redacted}	{Redacted}	Chico	Customer Denies Access	Under Investigation	Open
31	5/19/10	{Redacted}	{Redacted}	San Jose	Potential Wellington Claim	Under Investigation	Open
32	5/20/10	{Redacted}	{Redacted}	Guerneville	Customer Denies Access	Under Investigation	Open
33	5/20/10	{Redacted}	{Redacted}	Tracy	Power Interruption	Partial Power Outage	Closed
34	5/21/10	{Redacted}	{Redacted}	Grass Valley	Customer Denies Access	Under Investigation	Open
35	5/21/10	{Redacted}	{Redacted}	Sunnyvale	Household items affected by SM installation	Under Investigation	Open
36	5/22/10	{Redacted}	{Redacted}	Vacaville	Meter/Module	Meter/Module clearance issues	Closed
37	5/24/10	{Redacted}	{Redacted}	Milpitas	SmartMeter Customer Communication	Under Investigation	Open
38	5/25/10	{Redacted}	{Redacted}	Fairfield	Power Interruption	Partial Power Outage	Closed
39	5/30/10	{Redacted}	{Redacted}	Sacramento	Household items affected by SM installation	Under Investigation	Open
40	6/7/10	{Redacted}	{Redacted}	Arvin	Household items affected by SM installation	Under Investigation	Open
41	6/8/10	{Redacted}	{Redacted}	Fresno	Power Interruption	Other	Closed
42	6/10/10	{Redacted}	{Redacted}	Vallejo	Household items affected by SM installation	Under Investigation	Open

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

December 16, 2010 -- For the Period December 4, 2010 through December 10, 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	6/14/10			Fairfield	Household items affected by SM installation	Under Investigation	Open
44	6/15/10			Chico	Household items affected by SM installation	Under Investigation	Open
45	6/15/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
46	6/15/10			Shingle Springs	Household items affected by SM installation	Under Investigation	Open
47	6/16/10			San Mateo	Customer wants Smartmeter Removed	Under Investigation	Open
48	6/17/10			Richmond	Service Planning (misc)	Under Investigation	Open
49	6/21/10			Newcastle	Household items affected by SM installation	under investigation	Open
50	6/23/10			Bridgeville	Network Equipment Installation	Under Investigation	Open
51	6/23/10			Mi Wuk Village	Household items affected by SM installation	Under Investigation	Open
52	6/25/10			Davis	Household items affected by SM installation	Under Investigation	Open
53	6/30/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
54	6/30/10			Tracy	Household items affected by SM installatio	Damaged Other Household Appliances	Closed
55	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
56	7/1/10			San Jose	Customer wants Smartmeter Removed	Under Investigation	Open
57	7/1/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
58	7/6/10			Oroville	Customer Denies Access	Under Investigation	Open
59	7/6/10			Paradise	SmartMeter Customer Communication	Under Investigation	Open
60	7/6/10			Stockton	SmartMeter Customer Communication	Under Investigation	Open
61	7/8/10			Placerville	Household items affected by SM installatio	Under Investigation	Open
62	7/8/10			San Francisco	SmartMeter Customer Communication	Other	Closed
63	7/9/10			San Jose	Scheduling Problems	Under Investigation	Open
64	7/9/10			Vacaville	Customer Denies Access	Under Investigation	Open
65	7/13/10			Amador City	SmartMeter Customer Communication	Other	Closed
66	7/13/10			Oakland	Household items affected by SM installation	Under Investigation	Open
67	7/14/10			San Jose	Customer Denies Access	Under Investigation	Open
68	7/15/10			San Jose	Customer Denies Access	Under Investigation	Open
69	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
70	7/15/10			Saratoga	Customer Denies Access	Under Investigation	Open
71	7/19/10			San Francisco	Household items affected by SM installatio	Radio Frequency Concerns	Closed
72	7/19/10			Tracy	Household items affected by SM installatio	Damaged Other Household Appliances	Closed
73	7/20/10			San Carlos	Household items affected by SM installatio	Under Investigation	Open
74	7/21/10			Bolinas	Network Equipment Installation	Under Investigation	Open
75	7/21/10			Michigan Bluff	Customer wants Smartmeter Removed	Under Investigation	Open
76	7/23/10			Paradise	Household items affected by SM installatio	Under Investigation	Open
77	7/24/10			Sacramento	Customer Denies Access	Under Investigation	Open
78	7/26/10			Groveland	Household items affected by SM installatio	Other	Closed
79	7/28/10			San Jose	SmartMeter Customer Communication	Under Investigation	Open
80	7/29/10			Los Gatos	Wellington Installer	Under Investigation	Open
81	7/29/10			Oakland	Wellington Installer	Under Investigation	Open
82	7/29/10			Rancho Cordova	Wellington Installer	Under Investigation	Open
83	7/29/10			Santa Rosa	Customer Denies Access	Under Investigation	Open
84	7/30/10			Dobbins	Wellington Installer	Under Investigation	Open

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

December 16, 2010 -- For the Period December 4, 2010 through December 10, 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	7/30/10			Oakland	Wellington Installer	Under Investigation	Open
86	8/3/10			San Jose	Wellington Installer	Under Investigation	Open
87	8/4/10			Occidental	Customer wants Smartmeter Removed	Under Investigation	Open
88	8/4/10			Paradise	Wellington Installer	Under Investigation	Open
89	8/9/10			Boulder Creek	Wellington Installer	Under Investigation	Open
90	8/10/10			Penngrove	Customer Denies Access	Under Investigation	Open
91	8/13/10			Placerville	Wellington Installer	Under Investigation	Open
92	8/16/10			Chico	Wellington Installer	Under Investigation	Open
93	8/16/10			Fremont	Household items affected by SM installatio	Radio Frequency Concerns	Closed
94	8/17/10			San Bruno	Household items affected by SM installatio	Under Investigation	Open
95	8/18/10			Santa Rosa	Wellington Installer	Under Investigation	Open
96	8/19/10			Sonoma	Wellington Installer	Under Investigation	Open
97	8/20/10			Chico	Customer Denies Access	Under Investigation	Open
98	8/22/10			San Jose	Household items affected by SM installatio	Radio Frequency Concerns	Closed
99	8/23/10			Oakland	Customer Denies Access	Under Investigation	Open
100	8/23/10			San Anselmo	Wellington Installer	Under Investigation	Open
101	8/28/10			Burlingame	Wellington Installer	Under Investigation	Open
102	8/30/10			Alameda	Wellington Installer	Under Investigation	Open
103	8/30/10			San Jose	Wellington Installer	Under Investigation	Open
104	8/30/10			Smartville	Wellington Installer	Under Investigation	Open
105	8/31/10			San Jose	Customer Denies Access	Under Investigation	Open
106	9/1/10			Chico	Inquiry Regarding Appliances Affected	Under Investigation	Open
107	9/1/10			San Jose	Wellington Installer	Under Investigation	Open
108	9/1/10			Saratoga	Wellington Installer	Under Investigation	Open
109	9/1/10			Smartville	Wellington Installer	Under Investigation	Open
110	9/1/10			Suisun	Inquiry Regarding Appliances Affected	Under Investigation	Open
111	9/2/10			Grass Valley	Wellington Installer	Under Investigation	Open
112	9/3/10			Oakland	Wellington Installer	Under Investigation	Open
113	9/7/10			Grass Valley	Potential Wellington Claim	Under Investigation	Open
114	9/7/10			Mill Valley	Customer wants Smartmeter Removed	Under Investigation	Open
115	9/7/10			Petaluma	Wellington Installer	Under Investigation	Open
116	9/7/10			Santa Clara	Customer Denies Access	Under Investigation	Open
117	9/8/10			Georgetown	Customer Denies Access	Under Investigation	Open
118	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
119	9/9/10			Los Gatos	Wellington Installer	Under Investigation	Open
120	9/9/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
121	9/9/10			Saratoga	Wellington Installer	Under Investigation	Open
122	9/10/10			Emeryville	Wellington Installer	Under Investigation	Open
123	9/10/10			San Francisco	Wellington Installer	Under Investigation	Open
124	9/11/10			El Dorado	Wellington Installer	Under Investigation	Open
125	9/11/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
126	9/12/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Other	Closed

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

December 16, 2010 -- For the Period December 4, 2010 through December 10, 2010

Color Key	
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No.	Call Date	Customer Name	Account	Service City	Core Process	Nature of Issue	Status
127	9/13/10			Grass Valley	Wellington Installer	Under Investigation	Open
128	9/13/10			Magalia	Wellington Installer	Under Investigation	Open
129	9/14/10			Novato	Wellington Installer	Under Investigation	Open
130	9/14/10			San Rafael	Wellington Installer	Under Investigation	Open
131	9/15/10			Campbell	Wellington Installer	Under Investigation	Open
132	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
133	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
134	9/15/10			Oakland	Wellington Installer	Under Investigation	Open
135	9/15/10			Salinas	Wellington Installer	Under Investigation	Open
136	9/15/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
137	9/15/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open
138	9/15/10			Saratoga	Inquiry Regarding Appliances Affected	Under Investigation	Open
139	9/16/10			Saratoga	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
140	9/17/10			Ben Lomond	Customer wants Smartmeter Removed	Radio Frequency Concerns	Closed
141	9/18/10			Hayward	Inquiry Regarding Appliances Affected	Under Investigation	Open
142	9/20/10			San Jose	Customer Denies Access	RF/EMF Concerns	Closed
143	9/21/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
144	9/22/10			Oakland	Wellington Installer	Under Investigation	Open
145	9/24/10			Richmond	Power Interruption	Partial Power Outage	Closed
146	9/24/10			Salinas	Inquiry Regarding Appliances Affected	Under Investigation	Open
147	9/24/10			San Rafael	Wellington Installer	Under Investigation	Open
148	9/25/10			Oakland	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
149	9/27/10			Penn Valley	Wellington Installer	Under Investigation	Open
150	9/27/10			Vallejo	Wellington Installer	Under Investigation	Open
151	9/27/10			Windsor	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
152	9/28/10			Pebble Beach	Meter / Module Equipment (Mfg.)	Other	Closed
153	9/28/10			Tracy	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
154	9/30/10			Woodland	Inquiry Regarding Appliances Affected	Under Investigation	Open
155	10/4/10			Livermore	Wellington Installer	Under Investigation	Open
156	10/4/10			San Francisco	Wellington Installer	Under Investigation	Open
157	10/6/10			Milpitas	Power Interruption	Partial Power Outage	Closed
158	10/7/10			Glen Ellen	Meter / Module Equipment (Mfg.)	Other	Closed
159	10/11/10			Oakland	Wellington Installer	Under Investigation	Open
160	10/11/10			San Jose	Wellington Installer	Under Investigation	Open
161	10/11/10			Santa Rosa	Wellington Installer	Under Investigation	Open
162	10/12/10			Salinas	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
163	10/12/10			Saratoga	Wellington Installer	Under Investigation	Open
164	10/13/10			Salinas	SmartMeter Customer Communication	Under Investigation	Open
165	10/13/10			Santa Rosa	Customer wants Smartmeter Removed	Under Investigation	Open
166	10/14/10			Novato	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
167	10/14/10			San Jose	Wellington Installer	Under Investigation	Open
168	10/15/10			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 16, 2010 -- For the Period December 4, 2010 through December 10, 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	10/17/10			San Francisco	Power Interruption	Complete Power Outage	Closed
170	10/18/10			Mill Valley	SmartMeter Customer Communication	Q on SM communication materials	Closed
171	10/18/10			Novato	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
172	10/18/10			Salinas	Wellington Installer	Under Investigation	Open
173	10/19/10			Campbell	Wellington Installer	Under Investigation	Open
174	10/19/10			Novato	Customer wants Smartmeter Removed	No reason provided	Closed
175	10/19/10			Oakland	Inquiry Regarding Appliances Affected	Under Investigation	Open
176	10/20/10			Bodega Bay	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
177	10/20/10			San Jose	Wellington Installer	Under Investigation	Open
178	10/21/10			Daly City	Inquiry Regarding Appliances Affected	Other	Closed
179	10/21/10			Hollister	Wellington Installer	Under Investigation	Open
180	10/21/10			Novato	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
181	10/21/10			San Rafael	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
182	10/21/10			Scotts Valley	Wellington Installer	Under Investigation	Open
183	10/21/10			Sonoma	Customer wants Smartmeter Removed	Unhappy with SM Program	Closed
184	10/22/10			Mill Valley	Customer wants Smartmeter Removed	No reason provided	Closed
185	10/22/10			Millbrae	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
186	10/22/10			Santa Rosa	Customer wants Smartmeter Removed	Medical/RF Concerns	Closed
187	10/22/10			Santa Rosa	Customer wants Smartmeter Removed	No reason provided	Closed
188	10/23/10			Novato	Customer wants Smartmeter Removed	Under Investigation	Open
189	10/25/10			Novato	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
190	10/26/10			Alameda	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
191	10/26/10			Stinson Beach	Customer wants Smartmeter Removed	Under Investigation	Open
192	10/26/10			West Point	Power Interruption	Flickering Lights	Closed
193	10/27/10			Oakland	Inquiry Regarding Appliances Affected	Other	Closed
194	10/27/10			Woodacre	Customer wants Smartmeter Removed	Under Investigation	Open
195	10/28/10			Oakland	Power Interruption	Partial Power Outage	Closed
196	10/29/10			Hercules	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
197	10/29/10			Merced	Inquiry Regarding Appliances Affected	Damaged Television	Closed
198	10/29/10			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
199	10/29/10			Oakland	Meter / Module Equipment (Mfg.)	Under Investigation	Open
200	10/29/10			Paso Robles	Inquiry Regarding Appliances Affected	Under Investigation	Open
201	10/29/10			San Francisco	Inquiry Regarding Appliances Affected	Under Investigation	Open
202	11/2/10			Cloverdale	Inquiry Regarding Appliances Affected	Radio Frequency Concerns	Closed
203	11/2/10			Mill Valley	Customer Denies Access	Customer does not want a SmartMeter	Closed
204	11/2/10			Oakland	Power Interruption	Breaker keeps tripping	Closed
205	11/3/10			Campbell	Inquiry Regarding Appliances Affected	Damaged Other Household Appliances	Closed
206	11/3/10			Concord	Wellington Installer	Under Investigation	Open
207	11/3/10			Mill Valley	SmartMeter Customer Communication	Under Investigation	Open
208	11/3/10			Oakland	Power Interruption	Partial Power Outage	Closed
209	11/3/10			San Francisco	Wellington Installer	Under Investigation	Open
210	11/3/10			San Rafael	Inquiry Regarding Appliances Affected	Under Investigation	Open

This report contains confidential customer information and is being submitted under California Public Utilities Code Section 583.

Pacific Gas and Electric Company
 SmartMeter™ Issues and Complaints Report
 High-Bill Complaint Report For Customers With SmartMeter™ Devices*
 December 16, 2010 -- For the Period December 4, 2010 through December 10, 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}	CUPERTINO	Open	Under Investigation

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

1 Open Complaints on Last Report
 0 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 16, 2010 -- For the Period December 4, 2010 through December 10, 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}	CUPERTINO	Open	Under Investigation

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

- 1 Open Complaints on Last Report
- 0 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